



Dell Training Services

www.Dell.ca/Training





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Dell Training Services Overview

After planning your technology initiative, Dell Training Services can help your staff build the skills they need to successfully implement your solution. It's widely known that Dell™ products and product components have been rated among the best. *But **even the best technology does not create value simply by its deployment.***

How can you continue to see the value of your Dell technology solutions? How can you realize a higher return on those investments? Deploying the right technology is a great start — knowing how to efficiently and effectively implement, manage, and use that technology is crucial to ROI.

IDC research* shows training can enhance employee skills, resulting in:

- 35-45% reduction in both scheduled and unscheduled downtime
- 40% fewer end-user support requests
- 40-50% improved system reliability
- Less time to resolve user support issues
- Reduction in implementation time

Whether you're planning a large-scale migration or upgrading your office PCs and applications, every member of your organization has an opportunity to benefit from the new technology.

In addition, Dell's product leadership and direct business model allows us to provide the following to all of our training customers:

High-quality, relevant training

Dell is recognized as the expert on its own products and the components within. Dell leverages its expertise in developing and supporting these products to develop and deliver valuable training content that is both appropriate to the needs of your organization and applicable on the job.

Customizable training content

Dell tailors its online and instructor-led offerings based on your organization's unique needs, including: Number of employees needing training and their skill base; Existing infrastructure and current challenges managing and maintaining it; Budget for training; Evaluation of pre-assessment exam scores.

Flexible Learning Methods

Whether you prefer to learn in a classroom environment, over the Internet, or using a customized, blended learning solution, Dell offers a flexible approach that can accommodate virtually any delivery scenario.

Experienced Trainers

Dell's core group of instructors averages close to 20 years of IT practitioner experience, with 7 years of teaching in the technology arena.



Technology Training That Connects With **Your Organization's Needs**

Dell's methodical approach to training helps your organization and employees get the exact training needed to attain your technology goals, whether they include improving productivity and operational efficiency, decreasing downtime or implementation time, and/or reducing end-user support calls.

Our Methodology:

Assess

We establish a clear understanding of the scope and objectives of your training solution, construct a detailed map of recommendations and help you to understand the costs and benefits.

Design/Plan

We work with you to design the tailored learning path that best applies to your needs as an organization.

Implement

Our team implements the solutions – small or large – that best fit your needs. We manage all aspects for a streamlined implementation.

Evaluate/Monitor

After training, your feedback helps us design future courses and learning paths. You can also explore more learning opportunities that can benefit your organization.

Technology Training That Connects With **Your Technology Needs**

Dell can help you map out the training to reach your technology goals. Whether it's the skills to support a technology migration, or the skills to help someone become proficient using email, or anything in between, Dell can provide a learning plan to get you there.

Dell Skills Readiness Assessment

Dell's online Skills Readiness Assessment process is a proven method to ensure the right people get the right training at the right time to support your technology initiatives. We use the Skills Readiness Assessment to compare the current skills of your team to where those skills should be, based on Microsoft and Dell best practices. Then, using skills-gap analysis, we map out a learning plan to get them there. Learning plans are created for individuals and teams, and can feature the entire range of learning methods that Dell offers – whether classroom, eLearning, reference materials, or blended. We help you get the most from your training budget, and can help you plan how much budget you will need to support your upcoming initiatives.



Technology Training That Connects With **Your People**

We're a technology leader, and we know that to get the most out of technology, one must know how to use it to its full capabilities. To us that means **no matter how advanced the engineering, technology is ultimately powered by knowledge.**

Dell training programs put that knowledge in your hands – and in the hands of your employees. Armed with comprehensive, relevant training, your organization and people can realize the promise of technology and increase productivity and efficiency.

Instructor-Led and Online Training for **Your End Users**

As part of a blended solution Dell Training and Certification can provide off-the-shelf and/or customized instructor-led training. Instructor-Led training can be delivered in a variety of methods and our approach and content can be customized for your organization.

Formal Classroom instruction

Full hands-on instructor-led training delivered as a private onsite sessions or in publically scheduled classes.

Seminars and Lunch and Learns

One to three hour Instructor-led sessions that highlight key features that most users need.

Go-Live Support – 24/7 “How-To” Support

Onsite and online coaches deployed to support end users with targeted coaching as questions arise.

- Reduces impact on your help desk from the deluge of “How-to” questions when migrating large numbers of users in a short time.
- Ideal for large groups (e.g. Call Centres) where it is important to minimize the impact of the new tools on their productivity.

Personal Coaching

Personal coaching can be provided to support key end users in their transition. This approach is the method of choice for busy executives who still need to know how to use their tools but who can not spend the day in a class.

Distance Learning

Web-enabled instruction has students participating in a virtual class with an instructor, with full duplex audio over the web. Typically these classes are delivered in 2-hour segments. The level of instruction and interaction is the same as the standard ILT delivery.



Online Training with LearnDell.com

eLearning is a key component of the Dell solution. Our eLearning offering is a **fully hosted** solution accessed online at www.learndell.com/Canada. These courses combine highly interactive learning scenarios and assessments to ensure skills transfer. Simulations represent a major part of our approach. These simulations incorporate specific "learn-by-doing" interactions that prepare the learner for real-life situations.

Why e-Learning with Dell?

Effective and Affordable - Dell Training provides effective and comprehensive online courses at an affordable price.

Unlimited Access for a Full Year - Dell Training allows you to take courses anytime, anywhere, as many times as you want for one full year. Courses are available individually or in packages designed to suit any need, and any budget.

Dell Live Online Tutor

- **Live tutors available 24x7:** Experts available 24/7 for instant learning on demand and How-To support
- **Live broadcast capability:** The Tutor can show the student the steps needed to complete the task in real time on his computer desktop (via an Internet connection)

Turnkey Solution: Fully hosted and supported by Dell means infrastructure to purchase, deploy and support

Administration tool to manage users, courses and reports

Engaging content with **audio** and hands-on **simulations**

Pre-assessment and **Post-assessment** tests verify learning success



Online Training Packages

Dell Online Training for the Business Professional

[Online Training Admin Tool](#) 

[Try a Course at No Cost](#)



Windows Vista

Learn how to navigate Windows Vista™, manage power and network settings of your mobile PC and get the most out of the new features and tools of Windows Vista.

Vista and Office 2007 Quick Start Training with Live Tutor – 1 Year

Make the transition to Windows Vista™ and Office™ 2007 easy! Learn the essential skills you need to get up and running quickly with Windows Vista and Office 2007.

This quick start package **includes a live, online personal coach** at your disposal to answer your How-To questions about Vista and Office 2007. Plus two 1-hour quick start courses to get you started!



E-Learning

\$14.95/per person per year (921-9082)



[More details](#)



Windows Vista Premium Training Package with Live Tutor – 1 Year

Make the transition to Windows Vista™ easy! The Windows Vista™ Premium Training Package will help you to take advantage of the many perks Windows Vista™ has to offer.

Plus this package **includes a live, online, personal coach** at your disposal to answer your How-To questions about Vista.



E-Learning

\$14.95/per person per year (921-9084)



[More details](#)





Microsoft Office 2003

Microsoft Office 2003 Training helps your organization to improve professional productivity by teaching your staff how to effectively use Microsoft® Office 2003 applications — Microsoft Word®, Excel®, PowerPoint®, and Outlook®

Microsoft Office 2003 Training Package with Live Tutor – 1 Year

The package consists of eight courses and focuses on the features within Office 2003 from a perspective that will benefit both experienced users and users new to Microsoft Word®, Excel®, PowerPoint®, and Outlook®

Plus this package **includes a live, online, personal coach** at your disposal to answer your How-To questions about Office 2003 programs like Word, Excel, PowerPoint and Outlook.



E-Learning

\$24.95/per person per year (921-9058)

[More details](#)

Microsoft Office 2007

Learn how to turn your Work in to Wow! The 2007 Microsoft Office system helps you simplify the challenges of today's workplace. We've designed these series so you can get started quickly on learning the new Microsoft Office.

Vista and Office 2007 Quick Start Training with Live Tutor – 1 Year

Make the transition to Windows Vista™ and Office™ 2007 easy! Learn the essential skills you need to get up and running quickly with Windows Vista and Office 2007.

This package **includes a live, online personal coach** at your disposal to answer your How-To questions about Vista and Office 2007. Plus two 1-hour quick start courses to get you started!



E-Learning

\$29.95/per person per year (921-9082)

[More details](#)

Microsoft Office 2007 Training Package with Live Tutor – 1 Year

This collection of online courses will teach the essential skills and knowledge you will need to get up to speed quickly using Microsoft Office Outlook, Word, Power Point, and Excel 2007. Simulated labs give you an opportunity to practice what you learn.

Plus this package **includes a live, online, personal coach** at your disposal to answer your How-To questions about Office 2007 programs like Access, Word, Excel, PowerPoint and Outlook.



E-Learning

\$29.95/per person per year (921-9085)

[More details](#)



Complete eLearning Packages

Provide a **complete eLearning solution** to all your staff in minutes and **for less than \$100 per person** with unlimited access for a year to **over 130 eLearning courses** and **with Live Tutors** available all day, every day.



This is a turnkey solution, fully hosted and supported by Dell with engaging content and simulations. You can even have the ability to manage your users, courses and reports via our eLearning Administration Tool.

The Complete eLearning Package with Live Tutor – 1 Year

Over 130 online courses that are developed for beginning to advanced users. These online training courses can help you and your employees **learn Business and Interpersonal Skills** as well as how to effectively use popular software applications like **Microsoft Office, Vista and more**.

This package **includes a live, online personal coach** at your disposal to answer How-To questions about how to use many of the software programs taught in the courses.

E-Learning	\$99/per person per year (981-9117)	More details
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French PC Training Package – 1 Year

Over 50 course titles, beginning to advanced, on Computer Applications such as an Introduction to PC's and the World Wide Web, Microsoft Office and Windows XP, as well as Business Skills such as Coaching, Change Management and Decision Making & Problem Solving.

[Course List](#)

E-Learning	\$59/per person per year (930-5233)	More details
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For more information visit www.Dell.ca/Training





Technology Training That Connects With **Your IT Professionals**

As an industry leader, Dell is a recognized technology expert. We use this expertise to develop and deliver valuable, relevant training content that connects with the needs of your IT specialists.

Whether your IT professionals are tackling new technologies such as Dell Servers, SANs or applications such as Active Directory, Dell Training Services offers the expertise your IT staff needs to implement, manage, and support your IT infrastructure. Our programs provide flexible online and instructor-led courses for advanced hands-on training, as well as certification exams to demonstrate learning outcomes.

Dell professional training programs can take your IT specialists to the next level of job performance – and deliver the multiple levels of competency needed in today's work environments.

Dell Server Training

Dell Server Training covers Dell PowerEdge hardware, firmware, OS installation, configuration, local and remote management, and troubleshooting with tools such as OpenManage. Dell delivers online and instructor-led training paths for a variety of Dell Server topics.

- Gain hands-on experience on Dell servers prior to putting systems into production
- Help increase speed of installation.
- Help decrease time to production.
- Help improve site availability, scalability and security by fully educating your IT staff on running Dell servers, storage and systems management.









Dell OpenManage

Dell OpenManage 5

This 2-day instructor-led course teaches students basic systems management skills within the framework of the Dell OpenManage suite of applications. Through a series of hands-on lab activities, students will learn installation, configuration, and troubleshooting techniques based on real-world customer issues.



 Austin, TX	\$1,595/per student (982-4128)	More details 
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 Onsite	\$8,000 (up to 10 students) (921-5911 x2)	More details 
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Dell PowerEdge

PowerEdge Configuration and Troubleshooting

(Replaces the Dell Hardware Maintenance - Servers Course.) This 2-day, instructor-led course helps prepare IT professionals to deploy and support Dell PowerEdge servers. Focusing on Dell's new 9th-generation servers, the course relies on hands-on lab interactions to reinforce learning objectives. This course was developed in conjunction with Dell's highest-ranking internal product support group, with course objectives designed to address the most common support call drivers.


 Austin, TX only	\$1,295/per student (984-9467)	More details 
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 Onsite	\$8,000 (up to 10 students)	More details 
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Dell Certified Systems Expert Self-Study

DCSE Self-Study Material

The DCSE (Dell Certified Systems Expert) Program is designed for service technicians who provide installation and service on Dell machines, and is structured along paths covering Dell Servers, Portables, and Desktops and Workstations. The DCSE self-study material was designed by Dell's internal support group to transfer the knowledge and skills required to perform installation and service events, with emphasis on product disassembly, field-replaceable units (FRU) removal and replacement, product re-assembly, and bringing the product back to a functional state. The material covers the full range of available and retired Dell products. Also includes practice exams to assess your level of knowledge, and access to the DCSE certification exams.

 Self-Study Material	\$250/per student (902-4014)	More details
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Dell Storage Training

Your storage infrastructure is a critical part of your overall technology solution. Through comprehensive storage training courses, Dell provides expertise in implementing Dell storage into an existing IT infrastructure.

- Learn the fundamentals of storage hardware and software through online training.
- Gain hands-on experience with intermediate and advanced instructor-led training.

COURSE KEY



Online



Virtual Instructor-led



Instructor-led



CD



Book

Online Basics

Dell Storage Basics

Self-paced course which teaches the basics of Dell Storage. Covers storage architecture including Fiber Channel, RAID and clustering as well as the components and configuration of Dell PowerVault™ and Dell/EMC arrays.



Online

\$199/student (970-9877)



[More details](#)

Intermediate Courses

Dell SAN Management (CX3-20, CX3-40, CX3-80) **NEW!**

3-day hands-on course designed to teach IT professionals how to implement Dell storage into an existing IT infrastructure. Covers SAN fundamentals and initial setup, configuration and management of Dell|EMC storage arrays focusing on the Dell|EMC CX series.



Regional with simulated labs or
in Austin, TX

\$2,995/student (960-2409)



[More details](#)



Onsite

\$12,000 (up to 10 students)





[More details](#)







Dell SAN Data Protection (CX3-20, CX3-40, CX3-80) *NEW!*



2-day course covering the more complex SAN features and software such as SnapView™ and MirrorView™ as well as SAN solution clustering and performance management.



 Regional with simulated labs or in Austin, TX \$1,995/student (960-2398) [➔ More details](#) 

 Onsite \$8,000 (up to 10 students) [➔ More details](#) 

Dell SAN Course Combo (CX3-20, CX3-40, CX3-80) *NEW!*

5-day course combines Dell SAN Management and Dell SAN Data Protection and is designed to provide IT professionals with the expertise necessary to implement and manage Dell storage into an existing IT infrastructure.

 Regional with simulated labs or in Austin, TX \$4,490/student (970-1967) [➔ More details](#) 

 Onsite \$18,000 (up to 10 students) [➔ More details](#) 





Dell - EMC Training

COURSE KEY



Virtual Instructor-led



Instructor-led



CD



Book

Together, Dell and EMC continue to provide customers worldwide with leading network storage solutions. As part of this relationship, Dell has supplemented its current storage training portfolio with a selection of EMC web-based training courses. Courses can be purchased individually or in [Value Packs or Bundles](#).

Resource and Data Management

Format	Course	SKU	Price
	VisualSRM Introduction	982-9789	\$350.00

Business Continuity and Availability

Format	Course	SKU	Price
	Mirrorview/SANCopy Foundations	982-9788	\$350.00
	Snapview Foundations	982-9787	\$350.00
	Replication Manager (RM): Getting Started Bundle	982-9809	\$750.00
	Replication Manager SE: Getting Started Bundle	982-9817	\$750.00

Storage Management

Format	Course	SKU	Price
	Celerra Features and Functionality	982-9808	\$350.00
	CLARiiON Basic Management	982-9769	\$350.00
	PowerPath Foundations	982-9779	\$350.00





SAN Concepts and Products

Format	Course	SKU	Price
	AX150 SAN: Getting Started Bundle	984-2128	\$350.00
	Connectrix M Series Architecture	982-9798	\$350.00
	Connectrix B Series Architecture	982-9797	\$350.00
	CLARiiON Features	982-9777	\$350.00
	CLARiiON Foundations	982-9768	\$350.00
	SAN Foundations	982-9778	\$350.00

NAS Concepts and Products

Format	Course	SKU	Price
	Celerra Fundamentals	982-9799	\$350.00
	Celerra NS Series Architectural Overview	982-9807	\$350.00

Value Packs

- Buy Dell/EMC courses in bundles and SAVE over purchasing individually!

Format	Course	SKU	Price
	CX SAN Bundle - INCLUDES... <ul style="list-style-type: none">• Dell Storage Basics• CLARiiON Foundations• CLARiiON Basic Management	981-7057	\$800.00
	CX SAN Plus 2 Bundle INCLUDES... <ul style="list-style-type: none">• CX SAN: Getting Started Bundle, PLUS• PowerPath Foundations• SAN Foundations	981-7038	\$1,300.00





Format	Course	SKU	Price
	Celerra NAS Bundle INCLUDES... <ul style="list-style-type: none">• NS Series Architectural Overview• Celerra Features and Functions• Celerra Fundamentals	983-1279	\$950.00
	Business Continuity / Management Software Bundle INCLUDES... <ul style="list-style-type: none">• Backup and Recovery Fundamentals• SnapView Foundations• MirrorView and SANCOPY Foundations• VisualSRM Introduction	981-7048	\$1,100.00
	Complete Storage Online Training Package INCLUDES... <ul style="list-style-type: none">• Four Value Packs listed above, PLUS• Replicaton Manager/SE: Getting Started• Connectrix M-Series Architecture and Management• Connectrix M-Series Architecture and Management	981-7069	\$2,900.00

Save over \$2,500!





Dell Hardware Maintenance Training

The DCSE courses are designed for IS professionals with a computer support background and who have technical expertise in diagnosing and servicing computer systems. Participants should have a working knowledge of computer fundamentals and a computer support background. These courses are not designed for new technicians.

COURSE KEY



Virtual Instructor-led



Instructor-led



CD



Book

PowerEdge Configuration and Troubleshooting **NEW!**

This course replaces Dell Hardware Maintenance - Servers Course

This 2-day, instructor-led course that helps prepare IT professionals to deploy and support Dell PowerEdge servers. Focusing on Dell's new 9th-generation servers, the course relies on hands-on lab interactions to reinforce learning objectives. This course was developed in conjunction with Dell's highest-ranking internal product support group, and the course objectives were designed to address the most common support call drivers.



Austin, TX only

\$1,295/per student (984-9467)



[More details](#)



Onsite

\$8,000 (up to 10 students)



[More details](#)



Dell Hardware Maintenance - Client

This 2-day, instructor-led training course teaches students basic DellIT desktop and portable troubleshooting techniques to help customers quickly and effectively identify problems and implement the correct solution to help ensure maximum availability of their equipment. It covers the current catalog of Dell Dimension™ and OptiPlex™ desktops, Precision™ workstations, and Latitude™ and Inspiron™ portables. This course integrates hands-on disassembly, reassembly and scenario-based troubleshooting labs with Theory of Operation; Component Removal and Replacement Procedures; and Hardware Troubleshooting training to provide for the immediate practical application of knowledge.



Austin, TX only

\$1,100/per student (982-4129)



[More details](#)



Onsite

\$8,000 (up to 10 students)



[More details](#)





Dell Certified Systems Expert Self-Study

DCSE Self-Study Material

The DCSE (Dell Certified Systems Expert) Program is designed for service technicians who provide installation and service on Dell machines, and is structured along paths covering Dell Servers, Portables, and Desktops and Workstations. The DCSE self-study material was designed by Dell's internal support group to transfer the knowledge and skills required to perform installation and service events. The emphasis is product disassembly, field-replaceable units (FRU) removal and replacement, product re-assembly, and bringing the product back to a functional state. The material covers the full range of available and retired Dell products. Also includes practice exams to assess your level of knowledge, and includes access to the DCSE certification exam.



Self-Study Material

\$250/per student (902-4014)



[More details](#)

Certification Renewal

DCSE accreditation is valid for one year. As new products are launched, DCSE technicians will be required to pass new modules within announced time frames. Provided the Associate DCSE technician continues to complete the new modules and exams, a comprehensive examination is not required at the time of annual renewal. If the new modules and exams are not completed, a comprehensive examination will be required for continuation of DCSE accreditation.

For more information:

- Contact your dedicated Sales Representative, or
- Email us at: Dell_Canada_Training@Dell.com.



Dell Virtualization Training Solutions







For some businesses, the reliance on hardware and applications is on the decline as a wave of virtualization moves from industry to industry. Yet without developing their knowledge of essential VMware tasks, companies may be stuck in between the real and virtual computing world. Sound familiar? It's time for Dell Training.

Dell Virtualization training will help you gain a better understanding of how to maximize your Data Protection Server (DPS) solution through deep knowledge and highly applicable skills. You (or your employees) will learn everything there is to know about Load Balancing, High Availability, and more from the experts at Dell who have been there before. Be sure to consider Dell Virtualization training before you roll out any VMware implementation.

Installation, Configuration & Management *NEW!*

This 4-day course provides students with the knowledge and skills necessary to install, configure and perform basic administration tasks in a VMware Virtualized environment. The course includes further information and emphasis on Networking, Storage, High Availability, and Load Balancing.

	Open Enrollment	\$3,395/per student (SKU 007-0350)	 More details
	Onsite	\$20,542/per class (maximum 10 students)	 More details



Dell Microsoft Training

For those who rely on Microsoft® platforms to run their IT infrastructure, Dell™ offers training to help increase skills and capabilities of IT staff in deploying and managing Microsoft enterprise environments and End Users who use Microsoft applications. Learn about operating system functionality, technologies, and processes critical to IT profitability. Learn how to use Microsoft technology to get the most out of your Dell investment from day one!

One-stop shopping: Now Dell can offer Dell servers, Microsoft software, and Dell and Microsoft training all on one PO! That's a single point of contact for all your technology needs!

Instructor-Led Training Pricing Made Easy:

Training Vouchers are purchased for \$395 each for any of Dell's Microsoft Technical training courses and are valid for one year from date of purchase. (SKU 921-5917)

Public Classes – 1 voucher is required per person per day of training.

Onsite Classes – 5 vouchers per day of training for up to 6 students.

Technical Training Course Categories:

- ▶ [Windows Server 2003](#)
- ▶ [Windows XP](#)
- ▶ [Windows Vista](#)
- ▶ [Systems Mgmt. Server](#)
- ▶ [Microsoft Operations Manager](#)
- ▶ [SQL Server](#)
- ▶ [Exchange Server](#)
- ▶ [SharePoint](#)

End User Course Categories:

- ▶ [Outlook](#)
- ▶ [Excel](#)
- ▶ [PowerPoint](#)
- ▶ [Project](#)
- ▶ [Word](#)
- ▶ [Access](#)





Microsoft Technical Training Courses

Windows Server 2003

Microsoft® Windows® Server 2003 training will help you build a robust and reliable enterprise infrastructure on which to manage users, resources and network applications. Complete packages or individual courses cover everything you need to prepare for Core and Elective exams for the Microsoft Certified Systems Engineer certification.

COURSE KEY	Online	Virtual Instructor-led	Instructor-led	CD	Book
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MS2208B: Upgrading Support Skills from NT 4.0 to Windows Server 2003

This 3-day course provides instruction on implementing and managing a Microsoft Windows 2003 networked environment.

	Instructor-led	\$1,185 (Public Class - per person)	More details
		\$5,925 (Onsite - up to 6 students)	

MS2273B: Windows Server 2003 Environment Management and Maintenance

Intended for systems administrators who are responsible for managing user, computer, and group accounts, access to network resources, printers, an organizational unit in a network based on Active Directory, and Group Policy to manage users and computers. This 5-day course combines courses MS2274 and MS2275.

	Instructor-led	\$1,975 (Public Class - per person)	More details
		\$9,875 (Onsite - up to 6 students)	

MS2274C: Managing a Windows Server 2003 Environment

This 5-day course covers managing accounts and resources in a Microsoft Windows Server 2003 environment. It is intended for individuals who are new to Windows Server and account administration or those preparing for MCSA and MCSE certification credentials.

	E-Learning	\$250 (983-8578)	More details
	Instructor-led	\$1,975 (Public Class - per person)	More details
		\$9,875 (Onsite - up to 6 students)	





MS2275C: Maintaining a Windows Server 2003 Environment

This 3-day course covers how to effectively maintain server resources, monitor server performance and safeguard data on a computer running Microsoft Windows Server 2003.

E-Learning	\$250 (983-8588)	More details
Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	

MS2276B: Implementing a Windows Server 2003 Network Infrastructure - Network Hosts

Covers configuration of a Windows-based computer to operate in a Windows Server 2003 networking infrastructure. This 2-day course is ideal for those new to Windows Server and network administration.

E-Learning	\$250 (983-8587)	More details
Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	

MS2277C: Implementing, Managing and Maintaining a Windows Server 2003 Network Infrastructure - Network Services

This 5-day course provides the knowledge and skills to implement, manage, and maintain a Microsoft Windows Server 2003 network infrastructure.

E-Learning	\$250 (983-8579)	More details
Instructor-led	\$1,975 (Public Class - per person)	More details
	\$9,875 (Onsite - up to 6 students)	

MS2276/MS2277: Implementing a Windows Server 2003 Network Infrastructure: Network Hosts & Implementing, Managing & Maintaining a Windows Server 2003 Network Infrastructure: Services

This course is an accelerated combination course consisting of courses 2276 and 2277.



Instructor-led	\$1,975 (Public Class - per person)	More details - 2276
	\$9,875 (Onsite - up to 6 students)	More details - 2277







MS2278B: Planning and Maintaining a Windows Server 2003 Network Infrastructure

This 5-day course covers how to plan and maintain a Windows Server 2003 network infrastructure and is ideal for systems engineers who currently support a competitive platform and want to enhance their skills on Microsoft Windows Server 2003.

 E-Learning	\$250 (983-8598)	More details
 Instructor-led	\$1,975 (Public Class - per person)	More details
	\$9,875 (Onsite - up to 6 students)	



MS2279B: Planning and Maintaining Windows Server 2003 Active Directory

This 5-day course provides the knowledge and skills necessary to successfully plan, implement, and troubleshoot a Microsoft Windows Server 2003 Active Directory service infrastructure.

 E-Learning	\$250 (983-8569)	More details
 Instructor-led	\$1,975 (Public Class - per person)	More details
	\$9,875 (Onsite - up to 6 students)	



MS2282A: Designing a Windows Server 2003 Active Directory and Network Infrastructure

Intended for systems engineers who are responsible for designing directory services and/or the network infrastructures used to support the directory service, this is a 5-day course.

 E-Learning	\$250 (983-8607)	More details
 Instructor-led	\$1,975 (Public Class - per person)	More details
	\$9,875 (Onsite - up to 6 students)	

MS2283B: Migrating to Windows Server 2003

This 3-day course covers migrating to Windows Server 2003, creating a deployment plan for migrating the operating system, Active Directory, directory services, network services and application services.

 E-Learning	\$250 (983-8617)	More details
 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	





MS2830A: Designing Security for Microsoft Networks

Provides the knowledge and skills to design a secure network infrastructure, including assembling the design team, modeling threats and analyzing security risks. This 3-day instructor-led class includes an interactive tool that simulates real-life scenarios.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)







Windows XP

Microsoft® Windows® XP Professional set a new standard for performance and reliability in a desktop operating system. Complete packages or individual courses cover everything you need to install, configure, administer and support this product, or to prepare for Microsoft certification.



MS2261B: Supporting Users Running the Windows XP Operating System

Learn about the job duties of the Desktop Support Technician (DST), and resolve a variety of common desktop operating system issues, including issues related to installation, desktop management, file and folder access, hardware, printing, and network connectivity in this 3-day course.

 E-Learning	\$250 (983-8597)	➔ More details
 Instructor-led	\$1,185 (Public Class - per person)	➔ More details
	\$5,925 (Onsite - up to 6 students)	


MS2262B: Supporting Users Running Applications on a Windows XP Operating System

2-day course: learn the job duties of the Desktop Support Technician, and resolve many common desktop operating system issues, including issues related to applications running on Windows operating systems.

 E-Learning	\$250 (983-8589)	➔ More details
 Instructor-led	\$790 (Public Class - per person)	➔ More details
	\$3,950 (Onsite - up to 6 students)	



MS2272C: Implementing and Supporting Windows XP Professional

This 5-day course addresses the implementation and desktop support needs of customers deploying and supporting Windows XP Professional in stand-alone and network operating system environments.

 Instructor-led	\$1,975 (Public Class - per person)	➔ More details
	\$9,875 (Onsite - up to 6 students)	

MS2285B: Installing, Administering and Configuring Windows XP Professional

This 2-day course provides the skills and knowledge necessary to install, administer, and configure Microsoft Windows XP. Professional Service Pack 2.

 E-Learning	\$250 (983-8599)	➔ More details
 Instructor-led	\$790 (Public Class - per person)	➔ More details
	\$3,950 (Onsite - up to 6 students)	





Windows Vista

Microsoft® Windows® Vista features advancements in security and reliability, along with operational efficiencies. Windows Vista communication, mobility, and networking features keep users connected to people, information, and devices. From the perspective of an IT professional, Windows Vista is easier to deploy, and less expensive to maintain, than any earlier version of Windows. From the perspective of end users, Windows Vista's improved performance and reliability add value by allowing people to perform their jobs more effectively. Dell features many new Windows Vista courses to get IT departments and helpdesks up to speed quickly.

MS5105B: Deploying Microsoft Windows Vista Business Desktops

This 3-day instructor-led course provides students with the knowledge and skills to successfully deploy Windows Vista business desktops throughout their organization. Students are introduced to the deployment life cycle, which consists of planning for the deployment, building and customizing the deployment method, and then implementing the actual deployment. Students are introduced to the tools and guidance to be used throughout various stages of the deployment life cycle.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)

MS5115A: Supporting Users Running Applications on a Windows XP Operating System

This 3-day instructor-led course teaches how to install and configure Windows Vista desktops. It focuses on four main areas: installing, securing, networking, and browsing. By the end of the course, the student will have installed and configured a Windows Vista desktop that is secure, on the network, and ready for browsing. This is the first course in the Windows Vista curriculum and serves as the entry point for other Windows Vista Technology Specialist courses.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)

MS5116A: Deploying Microsoft Windows Vista Business Desktops

This 2-day instructor-led course provides students with the knowledge and skills to successfully configure mobile computers and applications that run Windows Vista. It will provide them with the knowledge and skills necessary to ensure successful configuration of the IT Pro tools and productivity applications that ship with Windows Vista. Students will learn how to configure tools and applications from three main areas: maintenance and optimization tools, media applications, and productivity applications.



Instructor-led

\$790 (Public Class - per person)



[More details](#)

\$3,850 (Onsite - up to 6 students)





MS5117A: Configuring Windows Vista Application and Tools

This 1-day instructor-led course provides students with the knowledge and skills to successfully configure Windows Vista mobile computers. It will provide them with the knowledge and skills necessary to ensure successful configuration of mobile computers, mobile devices, and TabletPCs. It will focus on three main areas: notebook computers, mobile devices, and TabletPCs.



Instructor-led

\$395 (Public Class - per person)



[More details](#)

\$1,975 (Onsite - up to 6 students)

MS5118A: Maintaining and Troubleshooting Windows Vista Computers

This 3-day instructor-led course provides students with the knowledge and skills to successfully maintain and troubleshoot Windows Vista computers. It will provide them with the knowledge and skills necessary to identify technical problems that can occur in organizations client computers. The course will focus on five main troubleshooting areas: Operating system, hardware, networking, security, applications. It will also provide the knowledge and skills necessary to monitor and maintain Windows Vista client computers.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)






Exchange Server

Training on Microsoft® Exchange® Server gives you the knowledge and skills needed to update and support a reliable and secure messaging infrastructure.


MS3938B: Updating Your Skills from Exchange Server 2000 or 2003 to Exchange Server 2007

This 3-day course will teach IT Professionals experienced with Exchange Server 2000/2003 the new features of Exchange Server 2007. This course will help Messaging professionals experienced on Exchange 2000/2003 prepare for exam 70-236.

 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	


MS5047A: Introduction to Installing and Managing Microsoft Exchange Server 2007

This 3-day course teaches IT professionals new to Exchange to configure and manage a messaging environment in accordance with technical requirements. Entry point for Messaging Administrators.

 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	


MS5049A: Managing Messaging Security using Microsoft Exchange Server 2007

This 1-day course teaches messaging specialists to manage messaging security and hygiene. Participants will learn to manage message and connection security and manage spam, anti-virus, and content filtering.

 Instructor-led	\$395 (Public Class - per person)	More details
	\$1,975 (Onsite - up to 6 students)	

MS5050A: Recovering Messaging Servers and Databases using Microsoft Exchange Server 2007

The purpose of this 1-day workshop is to teach messaging specialists to recover Exchange mailboxes and servers in a variety of disaster scenarios.


 Instructor-led	\$395 (Public Class - per person)	More details
	\$1,975 (Onsite - up to 6 students)	






MS5051A: Monitoring and Troubleshooting Microsoft Exchange Server 2007

The purpose of this 2-day course is to teach messaging specialists to monitor and troubleshoot a messaging system. Participants will learn how to correlate client and server issues and resolve those issues.

 Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	


MS5053A: Designing a Messaging Infrastructure using Microsoft Exchange Server 2007

This 3-day course provides the knowledge and skills to design a messaging infrastructure. Learn to assess an existing infrastructure and determine technical and business requirements for both new Exchange Server 2007 deployments and migrations. Create a design that addresses security, architecture, scalability, coexistence, and client access needs. Learn strategies for gaining approval for designs from stakeholders.

 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	



MS5054A: Designing a High-Availability Messaging Solution using Microsoft Exchange Server 2007

This 2-day course teaches messaging engineers to design a high availability messaging solution using Exchange Server 2007. Students will create a high availability design to meet service level agreement requirements and learn strategies for gaining approval for the design. They will learn how to identify risks and create mitigation plans to maintain the business continuity of the messaging system. Students will also learn how to design a backup strategy, disaster recovery procedures, and test plans for those procedures.

 Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	

MS2008A: Designing and Planning a Microsoft Exchange 2003 Organization

Learn the knowledge and skills necessary to successfully design and plan an Exchange 2003 organization in an enterprise networked environment. This 2-day course also covers planning an upgrade from previous versions of Exchange.



 E-Learning	\$250 (983-8608)	More details
 Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	







MS2009A: Updating Skills from Exchange 5.5 to Exchange 2003

Covers how to update and support a reliable, secure infrastructure for creating, storing, and sharing information using Exchange Server 2003 in a medium- to large-sized messaging environment (250 - 5,000 seats.) This 3-day class includes a significant amount of hands-on labs, practices and assessments.

 E-Learning	\$250 (983-8609)	More details
 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	

MS2400C: Implementing and Managing Microsoft Exchange Server 2003

This 5-day course provides the knowledge and skills necessary to update and support a reliable, scalable and secure Exchange 2003 messaging infrastructure in a medium- to large-sized (250 to 5,000 seat) environment. Instructor-led classes include a significant amount of hands-on practices, discussions and assessments.

 E-Learning	\$250 (983-8577)	More details
 Instructor-led	\$1,975 (Public Class - per person)	More details
	\$9,875 (Onsite - up to 6 students)	





Systems Management Server (SMS)

MS2596B: Managing Microsoft Systems Management Server 2003

This 5-day course covers how to configure Systems Management Server components and how to manage the ongoing operations of an SMS infrastructure.



Instructor-led

\$1,975 (Public Class - per person)



[More details](#)

\$9,875 (Onsite - up to 6 students)

MS2597B: Planning and Deploying Systems Management Server 2003

Focuses on how to plan and deploy Microsoft Systems Management Server 2003 into large enterprise environments. In this 3-day course students will learn to analyze business requirements for SMS, create and evaluate an SMS deployment plan and how to install, configure SMS site hierarchies and clients as well as how to create a management and operations plan.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)

Microsoft Operations Manager (MOM)

MS2287A: Managing Your Infrastructure Using Microsoft Operations Manager 2005

This 3-day course teaches systems engineers to install, configure, secure, maintain, and troubleshoot MOM. Assumes Active Directory is up and functioning properly, and focus on the medium to large environment.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)





Microsoft SharePoint

MS5060A: Implementing Windows SharePoint Services 3.0

This 2-day course covers how to implement SharePoint Services version 3.0 and emphasizes environment architecture, planning and deployment. It looks at upgrading to version 3.0 and managing after deployment.



Instructor-led

\$790 (Public Class - per person)



[More details](#)

\$3,950 (Onsite - up to 6 students)

MS5061A: Implementing Microsoft Office SharePoint Server 2007

This 3-day course provides the knowledge and skills required to implement Microsoft Office SharePoint Server 2007 in an organization.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)

MS2552A: Administering Microsoft Windows SharePoint Services

This 2-day course provides the knowledge and skills required to deploy and manage a Microsoft Windows SharePoint Services infrastructure. This is WSS version 2.0 and is tied to SharePoint 2003.



Instructor-led

\$790 (Public Class - per person)



[More details](#)

\$3,950 (Onsite - up to 6 students)

MS2553A: Administering Microsoft SharePoint Portal Server 2003

This 3-day course teaches students to deploy and manage a SharePoint Portal Server 2003 infrastructure as well as guide end users in their use of the product.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)

\$5,925 (Onsite - up to 6 students)

MS2554A: Administering Microsoft Windows SharePoint Services and SharePoint Portal Server 2003

This 5-day course provides the knowledge and skills required to deploy and manage a Microsoft Windows SharePoint Services and a Microsoft SharePoint Portal Server 2003 infrastructure.



Instructor-led

\$1,975 (Public Class - per person)



[More details](#)

\$9,875 (Onsite - up to 6 students)





SQL Server 2005

Microsoft® SQL® Server 2005 training provides students with the knowledge and skills required to install, configure, program, administer, and troubleshoot a client-server database management system.

MS2779B: Implementing a Microsoft® SQL Server™ 2005 Database

This 5-day course enables IT Professionals to become skilled in implementing SQL Server 2005, using product tools and features.



Instructor-led

\$1,975 (Public Class - per person)



[More details](#)

\$9,875 (Onsite - up to 6 students)

MS2780B: Maintaining a Microsoft® SQL Server™ 2005 Database

This 5-day instructor-led course provides students with the knowledge and skills to maintain a Microsoft SQL Server 2005 database. Learn to use product features and tools to maintain databases.



Instructor-led

\$1,975 (Public Class - per person)



[More details](#)

\$9,875 (Onsite - up to 6 students)

MS2782A: Designing Microsoft® SQL Server™ 2005 Databases

This 2-day course provides the knowledge and skills to design databases for Microsoft SQL Server 2005 using business requirements to guide the decisions (beyond structured third normal form [3NF] modeling techniques). Students will also learn to incorporate security requirements throughout their design.



Instructor-led

\$790 (Public Class - per person)



[More details](#)

\$3,950 (Onsite - up to 6 students)

MS2784A: Tuning and Optimizing Queries Using Microsoft® SQL Server™ 2005

This 3-day course provides database developers working in enterprise environments using Microsoft SQL Server 2005 the knowledge and skills to evaluate and improve queries and query response times. Focus is on systematic identification and optimization of database factors that impact query performance.



Instructor-led

\$1,185 (Public Class - per person)



[More details](#)


\$5,925 (Onsite - up to 6 students)






MS2788A: Designing High Availability Database Solutions Using Microsoft® SQL Server™ 2005

This 3-day course provides the knowledge and skills to design high availability database solutions. Emphasis is on high availability, the database itself, the entire environment, regulatory requirements, and network, system and database considerations. Documenting and testing is also included.

 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	


MS2790A: Troubleshooting and Optimizing Database Servers Using Microsoft® SQL Server™ 2005

This 2-day course focuses on determining and troubleshooting performance issues with Microsoft SQL Server 2005. It teaches the overall process of troubleshooting, including establishing monitoring standards and baselines, determining performance thresholds, and investigating specific issues.

 Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	


MS2796A: Designing an Analysis Solution Architecture Using SQL Server 2005 Analysis Services

This 3-day course teaches BI (Business Intelligence) professionals how to design multidimensional solution architectures, to develop custom functionality, and to optimize a multidimensional solution.

 Instructor-led	\$1,185 (Public Class - per person)	More details
	\$5,925 (Onsite - up to 6 students)	

MS2797A: Designing a Reporting Solution Architecture Using SQL Server 2005 Reporting Services

This 2-day course teaches BI (Business Intelligence) professionals to design a reporting solution architecture. Students go through the entire process – from identifying report data to promoting the reporting solution to production. Learn best practices for collaborating with developers to integrate applications and reporting services.

 Instructor-led	\$790 (Public Class - per person)	More details
	\$3,950 (Onsite - up to 6 students)	





Microsoft Office Training

Instructor-Led Training Pricing Made Easy:



Training Vouchers are purchased for \$197.50 each for any of Dell's Microsoft Office 2007 or Office 2003 training courses and are valid for one year from date of purchase. (SKU 921-5920)

Public Classes – 1 voucher is required per person per day of training.



Onsite Classes – 5 vouchers per day of training for up to 6 students.

[Microsoft Office E-Learning Packages](#) : see Page 8 for more information.



Microsoft Access – versions 2003 and 2007 – 1-day courses: Beginner, Intermediate and Advanced
Introduces the concept of the relational database and instructs students on Microsoft Office Access. Learn to design and create a new Access database, customize database components, share Access data with other applications, and use some of the more specialized and advanced capabilities of Access 2003.

 1 day	\$197.50 (Public Class - per person)	More details 
	\$987.50 (Onsite - up to 6 students)	

Microsoft Excel – versions 2003 and 2007 – 1-day courses: Beginner, Intermediate and Advanced
Covers how to create, edit, format, and print basic Excel spreadsheets. Students will learn to streamline and enhance spreadsheets, automate common tasks, apply advanced analysis techniques to complex data sets, and share Excel data with other applications.

 1 day	\$197.50 (Public Class - per person)	More details 
	\$987.50 (Onsite - up to 6 students)	

Microsoft Outlook – versions 2003 and 2007 – 1-day courses: Beginner, Intermediate and Advanced
Provides students with the skills they need to use Microsoft Outlook effectively. Students will learn to send and respond to e-mail as well as maintain the calendar, schedule meetings, and work with tasks and notes. Covers customization and how to track, share, and assign Outlook items as well as communicating in real time, personalizing mail and organization.

 1 day	\$197.50 (Public Class - per person)	More details 
	\$987.50 (Onsite - up to 6 students)	





Microsoft PowerPoint – versions 2003 & 2007 – 1-day courses: Beginner, Intermediate and Advanced

Students will learn to use Microsoft Office PowerPoint to give electronic presentations. Covers how to enhance presentations with features that transform basic presentations into powerful communication tools.



1 day

\$197.50 (Public Class - per person)



[More details](#)



\$987.50 (Onsite - up to 6 students)

Microsoft Project – version 2003 – 1 day courses: Beginner, Intermediate and Advanced

Students will learn how to use Microsoft Office Project Professional 2003 to manage projects. Covers how to create and modify a project plan file that contains tasks, resources and resource assignments as well as how to work with a project plan after it has entered the project implementation phase.



1 day

\$197.50 (Public Class - per person)



[More details](#)



\$987.50 (Onsite - up to 6 students)

Microsoft Word – versions 2003 and 2007 – 1-day courses: Beginner, Intermediate and Advanced

Teaches students how to effectively use Microsoft Word, including producing basic business documents, adding components such as customized lists, tables, charts and graphics, as well as creating, managing, revising, and distributing long documents, forms and Web pages.



1 day

\$197.50 (Public Class - per person)



[More details](#)



\$987.50 (Onsite - up to 6 students)





Industry Technology Training from Dell

Dell also offers online, instructor-led, and computer-based industry training and certifications in other technologies including Red Hat RHCT and RHCE; Altiris; ITIL and more. These courses enable your IT staff to build the knowledge and skills necessary to implement mission-critical software in your enterprise environment.

Pricing, specifications, availability and terms of offers may change without notice. Taxes, fees, and shipping and handling charges are extra, and vary. Dell cannot be responsible for pricing or other errors, and reserves the right to cancel orders arising from such errors. Pricing does not include Travel and Expenses. Contact Dell for details.

* The Rise of Dell Training & Certification, August 2004, an IDC White Paper sponsored by Dell.

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