The right training can be the difference between just having technology and having a solution that supports your bottom line.

TECHNOLOGY TRAINING FOR EVERY USER IN YOUR ORGANIZATION
Dell offers a comprehensive list of training and certification courses designed to meet the unique needs of your organization. Our methodological approach helps your employees get the exact training needed to achieve your goals, whether you need to improve operational efficiency, increase productivity or reduce downtime. Our courses are designed to help ensure that your new technologies are easy for your employees to use soon after they are deployed. And we offer training for your IT professionals to help them develop the skills they need to support your infrastructure.

MULTIPLE WAYS TO LEARN
We understand that no single teaching method applies to all students and all situations. We provide a range of course delivery options so learners can choose the method they need to get the most out of training. Dell provides dynamic course content, whether you prefer expert instructor-led training or need the flexibility and cost efficiency of online courses.

INSTRUCTOR-LED TRAINING
Dell provides training experts who will travel to your site to deliver hands-on training. On-site courses help you cost-effectively train large groups of employees in their work environment, often on the same equipment that they use each day.

COURSES INCLUDE:
• MS 5105: Deploying Microsoft® Windows Vista® Business Desktops – This two-day instructor-led* course is designed to provide 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.

• MS 5115 Installing and Configuring the Windows Vista Operating System – This three-day instructor-led* course provides students with the knowledge and skills to install and configure Windows Vista desktops. It will focus on four main areas: installing, securing, networking, and browsing. By the end of the course, participants will have installed and configured a Windows Vista desktop that is secure, on the network, and ready for browsing.

• MS 5116 Configuring Windows Vista Mobile Computing and Applications – This two-day instructor-led* course provides students with the knowledge to configure Windows Vista applications and tools. Completion of courses 5115 and 5116 prepares a participant for the Microsoft Certified Technology Specialist certification exam number 70-620.

• MS 5118 Maintaining and Troubleshooting Windows Vista Computers – This three-day instructor-led* course provides students with the knowledge and skills to successfully maintain and troubleshoot Windows Vista computers. The course will focus on five main troubleshooting areas: operating systems; hardware; networking; security; applications.

• MS 5119 Supporting the Windows Vista Operating System and Applications – This two-day instructor-led* course provides students with the knowledge and skills to use a Windows Vista operating system image and application package deployment infrastructure to minimize the downtime at the Windows Vista client. Desktop support technicians can use these skills to improve the support experience for: new installations; single computer migrations; single computer reinstallations.
E-LEARNING AT LEARNDELL.COM

Our online courses offer students an easy way to integrate learning into a busy schedule. Your employees can take courses virtually anywhere at any time, at their own pace and with no travel costs or time away from the office. Because we provide unlimited access, your employees can stop, start, and retake the courses as needed for the term of your contract. The IT Pro collections are composed of a rich multimedia experience coupled with comprehensive technical labs. They are intended for IT Professionals who must implement or support Windows Vista. The Starter Packs are intended for Information Workers. They have local and simulated labs to give you an opportunity to practice what you learn and include Live Tutor to provide expert answers on demand.

- **Collection 5347: Installing and Configuring Windows Vista** — In this online collection of six courses, you are presented with the knowledge and skills to install and configure Windows Vista. You also get in-depth information about the Windows Vista startup process and file systems. This collection helps prepare you for certification exams 70-620, 70-621, and 70-623. This collection also helps you prepare to become a Microsoft Certified Technology Specialist (MCTS) and Microsoft Certified IT Professional (MCITP). This is one of three collections (5347, 5354, 5360) designed as the core of the Windows Vista technology series.

- **Collection 5354: Configuring Windows Vista Networking and Security** — In this online collection of five courses, you are presented with the knowledge and skills to configure Windows Vista Networking and Security with in-depth coverage of the Windows Vista TCP/IP stack, network services, and security implementation. This collection helps prepare you for certification exams 70-620, 70-621, 70-622, and 70-623. This collection also helps you prepare to become a MCTS and MCITP.

- **Collection 5360: Configuring Windows Vista Applications and Devices** — In this online collection of five courses, you gain the knowledge and skills to configure and troubleshoot Windows Vista applications and devices including Internet Explorer, Media Center, and Mobile devices. In addition, there is in-depth coverage of printing, scanning, and faxing. This also helps you prepare for certification exams 70-620, 70-621, 70-622, and 70-623. This collection also helps you prepare to become a MCTS and MCITP.

- **Collection 5366: Maintaining and Troubleshooting Computers Running Windows Vista** — In this online learning collection of six courses, you are presented with the knowledge and skills to troubleshoot Windows Vista. This includes hardware, authentication, Office applications, and the use of Sysinternals tools. This also helps you prepare for certification exams 70-622, and 70-623. To get the most out of this collection it is recommended that you have strong Windows Vista technical skills. This is the first of three collections (5366, 5372, 5379) designed together to comprise the Windows Vista Professional series. This collection also helps you prepare to become a MCITP.

- **Collection 5372: Deploying Windows Vista Desktop Images and Applications** — In this online learning collection of seven courses, you will create and deploy Windows Vista desktop images and applications using Windows Imaging Format, ImageX, Windows PE, and USMT. In addition, you troubleshoot applications and enterprise support issues. This also helps you prepare for certification exam 70-622.

- **Microsoft Office 2007 Starter Pack with Live Tutor** — This collection of online courses covers the essential skills and knowledge you will need to get up to speed quickly using Microsoft Office Outlook®, Word, Power Point®, and Excel® 2007.

- **Windows Vista and Microsoft Office 2007 Starter Pack with Live Tutor** — This collection of online courses covers the essential skills you need not only to get familiar with Windows Vista and Microsoft Office 2007 (Outlook, Word, Power Point, and Excel) but also to take your skills to the next level.

ABOUT DELL GLOBAL SERVICES

Dell Global Services simplify the management of your IT environment so you get up and running quickly, with lower deployment costs, fewer hassles, and less time spent on non-strategic tasks. You pay only for the services you need, gain instant access to the latest innovations without additional infrastructure investment, and take your business from maintenance to momentum.

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