



Learning Solutions
 Custom Development Solutions
 Advanced Infrastructure Solutions

RiverHead Training, Inc. is a
 Microsoft Certified Gold Partner for
 Learning, Custom Development, and
 Advanced Infrastructure Solutions

RiverHead Training, Inc ITIL, Project Management, Business Analysis & Professional Skills Training Schedule

Table of Contents

Technology	Page
ITIL	2
Project Management & Business Analysis	2
Microsoft Office Project	3
Business Skills	3
Customer Service	3
Train the Trainer	3
Microsoft Dynamics CRM	4
Microsoft Office Applications	4



Other Schedules Available:

Client Server Training: Microsoft Server Family including 2008, Exchange, & SharePoint as well as Windows Vista & XP

Linux: SUSE & Fedora & Red Hat

Novell, Cisco, Citrix and Service Management Training (PMI, Business Analytics, ITIL)

ITIL

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
Iv3 Str Ex	ITIL v3 Executive Awareness	1 Day	Schedule on Demand			
Iv3 FD Bri	ITIL v2 – v3 Foundation Bridging	1 Day	Schedule on Demand			
ITIL v3 F	ITIL v3 Foundation	3 Days	31-Aug	2-Sep	27-Sep	29-Sep
Iv3 CSI	ITIL v3 Continual Service Improvement Lifecycle Course	3 Days	16-Aug	18-Aug	TBD	
ITIL-MALC	ITIL v3 Managing Across the Lifecycle Course	5 Days	4-Oct	8-Oct	TBD	
Iv3 OSA	ITIL v3 Operation Support and Analysis Capability Course	4Days	13-Sep	16-Sep	TBD	
Iv3 PPO	ITIL v3 Planning, Protection & Optimization Capability Course	4 Days	18-Oct	21-Oct	TBD	
Iv3 RCV	ITIL v3 Release, Control and Validation Capability Course	5 Days	20-Sep	24-Sep	TBD	
Iv3 Srv De	ITIL v3 Service Design Lifecycle Course	3 Days	8-Nov	10-Nov	TBD	
Iv3 SOA	ITIL v3 Service Offerings and Agreements Capability Course	5 Days	6-Dec	10-Dec	TBD	
Iv3 Srv Op	ITIL v3 Service Operation Lifecycle Course	3 Days	30-Aug	1-Sep	TBD	
Iv3 Srv St	ITIL v3 Service Strategy Lifecycle Course	3 Days	8-Sep	10-Sep	TBD	
Iv3 Srv Tr	ITIL v3 Service Transition Lifecycle Course	3 Days	3-Nov	5-Nov	TBD	

Project Management & Business Analysis

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
RTI-100	Project Management Fundamentals	2 Days	2-Aug	3-Aug	16-Sep	17-Sep
RTI-160	Preparation for PMP Exam	4 Days	9-Aug	12-Aug	6-Dec	9-Dec
RTI-200	Business Analysis Foundations	2 Days	4-Oct	5-Oct	TBD	
RTI-210	Developing, Documenting and Managing Requirements	2 Days	18-Nov	19-Nov	TBD	
RTI-220	Use Cases and Business Modeling Techniques	2 Days	Schedule on Demand			
RTI-240	Designing and Facilitating Workshops	2 Days	26-Jul	27-Jul	18-Oct	19-Oct
RTI-300	Business Analysis Principles and Techniques	5 Days	Schedule on Demand			
RTI-310	Business Analysis for the IT Professional	4 Days	7-Sep	10-Sep	9-Nov	12-Nov
RTI-320	Modeling Techniques for the Business Analyst	2 Days	23-Aug	24-Aug	7-Dec	8-Dec
RTI-330	Project Management Skills for the Business Analyst	2 Days	26-Jul	27-Jul	16-Sep	17-Sep
RTI-340	High Quality Requirements	3 Days	22-Sep	24-Sep	TBD	
RTI-350	Preparation for the CBAP Exam	3 Days	18-Aug	20-Aug	1-Dec	3-Dec

Microsoft Office Project

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
PR103	Microsoft Project 2003 Level 1	1 Day	Schedule on Demand			
PR203	Microsoft Project 2003 Level 2	1 Day	Schedule on Demand			
PR303	Microsoft Project 2003 Professional	1 Day	Schedule on Demand			
PR403	Microsoft Project 2003 Web Access	1 Day	Schedule on Demand			
5927	Microsoft Office Project 2007- Managing Projects	3 Days	20-Sep	22-Sep	20-Dec	22-Dec
5928	Microsoft Office Project Server 2007- Managing Projects	3 Days	7-Sep	9-Sep	18-Jan	20-Jan
5929	Microsoft Office Project Server 2007, Managing Projects and Programs	5 Days	18-Oct	22-Oct	7-Feb	11-Feb

Business Skills

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
PS200	Effective Management	1 Day	18-Oct		14-Mar-11	
PS300	Effective Time Management	1 Day	19-Oct		15-Mar-11	
PS400	Effective Business Writing	1 Day	20-Oct		16-Mar-11	
PS500	Project Management Skills Workshop	1 Day	21-Oct		17-Mar-11	
PS600	Strategic Management Skills Workshop	1 Day	22-Oct		18-Mar-11	

Customer Service

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
CS1	Customer Service Skills for the Help Desk Professional	2 Days	Schedule on Demand			

Train the Trainer

Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
CTT+	CTT+ Certification Preparation Training	3 Days	Schedule on Demand			

Microsoft Dynamics CRM



Course No	Course Title	Course Length	Dates			
			Start	End	Start	End
8910	What's New in Microsoft Dynamics CRM 4.0	1 day	Schedule on Demand			
8911	Installation and Deployment in Microsoft Dynamics CRM 4.0	2 days	Schedule on Demand			
8912	Customization and Configuration in Microsoft Dynamics CRM 4.0	3 days	Schedule on Demand			
8913	Microsoft Dynamics CRM 4.0 Applications	3 days	Schedule on Demand			
8969	Extending Microsoft Dynamics CRM	3 days	Schedule on Demand			

Microsoft Office

Application & Levels Available	Days of training
Microsoft Office Suite 2010 - Multiple levels of Access, Excel, Word, PowerPoint, Outlook	One day each level, except Access Level 1 which is 2 days
Update from Microsoft Office Suite 2003 to 2010 - Access, Excel, Word, PowerPoint, Outlook	Half day each topic
Microsoft Office Suite 2007 - Multiple levels of Access, Excel, Word, PowerPoint, Outlook	One day each level, except Access Level 1 which is 2 days
Update from Microsoft Office Suite 2003 to 2007 - Access, Excel, Word, PowerPoint, Outlook	Half day each topic
Microsoft Office Suite 2003 - Multiple levels of Access, Excel, Word, PowerPoint, Outlook	One day each level, except Access Level 1 which is 2 days

****Note** All application classes are schedule by demand - please contact us for classes that are currently building.
If you have a group, please contact us to reserive a date(s) that fits your company's schedule.**

We are adding new classes as they become available. Please contact us for upcoming releases.
Private classes can be arranged for groups, contact an education specialist for details.