



EPAP Training Requirements

Satisfying the requirements of a given knowledge area requires that the candidate complete the multiple online course modules for that area OR complete the vendor certification (when available). When a vendor certification is listed below, demonstrating that you have passed that vendor certification satisfies that knowledge area's requirements as long as it is in line with the training requirements and no further training will be required in that area. **A candidate who has passed a vendor-specified test that meets our training program and it is active, or who has completed the online training at an earlier date (preferably within the last 2 years), may only have to take all or part of the online courses associated with a knowledge area, and be paid to do so. This is due to updates in the training program from those previously taken by an EPAP-IM.**

Please check this [site](#) for frequent updates. If you have any questions please contact IRM-EPAP@state.gov

All Courses	A+ Hardware	A+ Software	Exchange 2016
MCSA Windows Server 2016	Microsoft PowerShell	Network +	Security +
Smart Messaging	Windows 10	Optional Courses	

All Courses

[+ new announcement](#)

✓	Class Type	Title	Course Title	Number of Courses	Hours
Knowledge Area : A+ Hardware (26)					
▲ Class Type : ***Certification*** (1)					
	Certification	220-1001	... CompTIA A+ Exam 220-1001 (Core 1)	Optional	
▲ Class Type : Online (25)					
	Online	itcscoao0105	... CompTIA A+ 220-1001: Installing Hardware and Display Components	01/25	1.1
	Online	itcscoao0204	... CompTIA A+ 220-1001: Laptops Features and Mobile Device Types	02/25	0.7
	Online	itcscoao0304	... CompTIA A+ 220-1001: Accessories and Mobile Device Synchronization	03/25	0.8
	Online	itcscoao0405	... CompTIA A+ 220-1001: Mobile Device Network Connectivity and Application Support	04/25	0.9
	Online	itcscoao05	... CompTIA A+ 220-1001: TCP and UDP Ports	05/25	1.12
	Online	itcscoao06	... CompTIA A+ 220-1001: Networking	06/25	1.15
	Online	itcscoao07	... CompTIA A+ 220-1001: Configuring a Wired/Wireless Network	07/25	1.38
	Online	itcscoao08	... CompTIA A+ 220-1001: Wireless Networking Protocols	08/25	0.95
	Online	itcscoao09	... CompTIA A+ 220-1001: Network Hosts	09/25	1.05
	Online	itcscoao10	... CompTIA A+ 220-1001: Implementing Network Concepts	10/25	1.53
	Online	itcscoao11	... CompTIA A+ 220-1001: Network Types	11/25	1.13
	Online	itcscoao12	... CompTIA A+ 220-1001: Networking Tools	12/25	0.52
	Online	itcscoao13	... CompTIA A+ 220-1001: Basic Cable Types	13/25	1.25
	Online	itcscoao14	... CompTIA A+ 220-1001: Connectors	14/25	0.6
	Online	itcscoao15	... CompTIA A+ 220-1001: Random Access Memory	15/25	0.67
	Online	itcscoao16enus	... CompTIA A+ 220-1001: Storage Solutions	16/25	1
	Online	itcscoao17enus	... CompTIA A+ 220-1001: Working with Motherboards, CPUs, & Add-On Cards	17/25	1.3
	Online	itcscoao18enus	... CompTIA A+ 220-1001: Working with Peripheral Devices	18/25	1.3
	Online	itcscoao19enus	... CompTIA A+ 220-1001: Power Supplies	19/25	0.55
	Online	itcscoao20enus	... CompTIA A+ 220-1001: Common Devices	20/25	0.9
	Online	itcscoao21enus	... CompTIA A+ 220-1001: Custom PC Configuration	21/25	0.6
	Online	itcscoao22enus	... CompTIA A+ 220-1001: SOHO Devices	22/25	0.68
	Online	itcscoao23enus	... CompTIA A+ 220-1001: Printers	23/25	0.87
	Online	itcscoao24enus	... CompTIA A+ 220-1001: Cloud Computing	24/25	1.6
	Online	itcscoao26enus	... CompTIA A+ 220-1001: Resolving Problems	25/25	0.58
Knowledge Area : A+ Software (12)					
▲ Class Type : ***Certification*** (1)					
	Certification	220-1002	... CompTIA A+ 220-1002 (Core 2)	Optional	
▲ Class Type : Online (11)					
	Online	itcscoat01enus	... CompTIA A+ 220-1002: Comparing Common Operating Systems	01/11	1.2
	Online	itcscoat02enus	... CompTIA A+ 220-1002: Microsoft Operating System Installation & Upgrade	02/11	1.07
	Online	itcscoat03	... CompTIA A+ 220-1002: Microsoft Command Line Tools	03/11	1.43
	Online	itcscoat04	... CompTIA A+ 220-1002: MS Operating System Administrative Tools	04/11	1.55
	Online	itcscoat05	... CompTIA A+ 220-1002: Windows Control Panel Utilities	05/11	0.77
	Online	itcscoat06	... CompTIA A+ 220-1002: Application Installation, Networking, & Tools	06/11	1.22
	Online	itcscoat07enus	... CompTIA A+ 220-1002: Security Fundamentals	07/11	1.35
	Online	itcscoat08enus	... CompTIA A+ 220-1002: Critical Security Concepts	08/11	1.52
	Online	itcscoat09enus	... CompTIA A+ 220-1002: Software Troubleshooting	09/11	0.93
	Online	itcscoat10enus	... CompTIA A+ 220-1002: Operational Procedures Best Practices	10/11	1.4
	Online	itcscoat11	... CompTIA A+ 220-1002: System Utilities	11/11	0.93
Knowledge Area : Exchange 2016 (7)					

Class Type	Title	Course Title	Number of Courses	Hours
▲ Class Type : ***Certification*** (1)				
Certification	70-345	... MS Exam 70-345: Designing & Deploying MS Exchange Server 2016	Optional	
▲ Class Type : Online (6)				
Online	OSEXTCA01	... Microsoft Exchange Server 2016 - Planning for and Deploying Mailbox Servers	01/06	2.32
Online	OSEXTCA03	... Microsoft Exchange Server 2016 - Recovery Strategies And Client Access Services	02/06	2.23
Online	OSEXTCA04	... Microsoft Exchange Server 2016 - Security Strategies	03/06	2.17
Online	OSEXTCA06	... Microsoft Exchange Server 2016 - Understanding Mailflow and Auditing	04/06	1.25
Online	OSEXTCA07	... Microsoft Exchange Server 2016 - Message Records Management	05/06	1.7
Online	OSEXTCA08	... Microsoft Exchange Server 2016 - Exchange 2016 Migration, Federation, and Sharing	06/06	1.8

▲ Knowledge Area : MCSA: Windows Server 2016 (19)

▲ Class Type : ***Certification*** (1)

Certification 70-743 ... Upgrading Your Skills to MCSA: Windows Server 2016 Optional

▲ Class Type : Online (18)

Online	itoscsao3enus	... Server 2016: Install, Store, and Compute: Backup Strategies & Server Monitoring	01/18	1.12
Online	itoscsao6enus	... Server 2016: Install, Store, and Compute: Disk & Volume Configuration	02/18	1.08
Online	itoscsao7enus	... Server 2016: Install, Store, and Compute: Server Storage Solutions	03/18	0.85
Online	itoscsat01enus	... Server 2016: Networking: IPv4 & IPv6 Address Management	04/18	1.02
Online	itoscsat02enus	... Server 2016: Networking: DHCP Configuration	05/18	0.7
Online	itoscsat03enus	... Server 2016: Networking: DHCP Management	06/18	0.92
Online	itoscsat04enus	... Server 2016: Networking: DNS Configuration	07/18	1.33
Online	itoscsat05enus	... Server 2016: Networking: DNS Zones & Records	08/18	1.37
Online	itoscsat06enus	... Server 2016: Networking: IP Address Management Configuration	09/18	0.95
Online	itoscsau01enus	... Server 2016 - Identity: Active Directory Domain Controllers	10/18	1.08
Online	itoscsau02enus	... Server 2016 - Identity: Active Directory Accounts & Permissions	11/18	1.08
Online	itoscsau03enus	... Server 2016 - Identity: Active Directory Groups & Organizational Units	12/18	0.65
Online	itoscsau04enus	... Server 2016 - Identity: Active Directory Service Authentication & Account Policies	13/18	0.77
Online	itoscsau05enus	... Server 2016 - Identity: Active Directory Maintenance & Recovery	14/18	1.23
Online	itoscsau07enus	... Server 2016 - Identity: Active Directory Group Policy Objects	15/18	0.72
Online	itoscsau08enus	... Server 2016 - Identity: Active Directory Group Policy Processing	16/18	0.57
Online	itoscsau09enus	... Server 2016 - Identity: Active Directory Group Policy Settings	17/18	0.52
Online	itoscsau10enus	... Server 2016 - Identity: Active Directory Group Policy Preferences	18/18	0.58

▲ Knowledge Area : Microsoft PowerShell (2)

▲ Class Type : Online (2)

Online	MWPSWSA01	... Microsoft PowerShell for Windows: Getting Started with PowerShell	01/02	2.5
Online	MWPSESA01	... Microsoft PowerShell and Exchange Server: Getting Started	02/02	2

▲ Knowledge Area : Network+ (16)

▲ Class Type : ***Certification*** (1)

Certification N10-007 ... CompTIA Network+ Exam N10-007 Optional

▲ Class Type : Online (15)

Online	csctnpa01	... Ports and Protocols and the OSI Model	01/15	1.78
Online	csctnpa02	... Routing, Switching, & IP Addressing	02/15	3.1
Online	csctnpa03	... Network Topologies & Technologies	03/15	1.68
Online	csctnpa04	... Cloud Concepts, Network Services, & Cabling Solutions	04/15	2.77
Online	csctnpa05	... Networking Devices	05/15	2.1
Online	csctnpa06	... Network Storage, Virtualization, & WAN Technologies	06/15	1.68
Online	csctnpa07	... Documentation and Diagrams & Business Continuity	07/15	1.8
Online	csctnpa08	... Network Monitoring & Remote Access Methods	08/15	1.8

Class Type	Title	Course Title	Number of Courses	Hours
Online	csctnpa09	... Policies and Best Practices	09/15	1.4
Online	csctnpa10	... Security Devices, Wireless Security, & Access Control	10/15	1.8
Online	csctnpa11	... Network Attacks & Device Hardening	11/15	2.75
Online	csctnpa12	... Mitigation Techniques	12/15	1.48
Online	csctnpa13	... Troubleshooting Methodology & Tools	13/15	1.1
Online	csctnpa14	... Troubleshooting Connectivity & Performance Issues	14/15	1.52
Online	csctnpa15	... Troubleshooting Common Network Service Issues	15/15	1

Knowledge Area : Security+ SY0-501 (27)

Class Type : ***Certification*** (1)

Certification	SY0-501	... CompTIA Security+ Exam SY0-501	Optional
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Class Type : Online (26)

Online	CSSYPSA01	... The Present Threat Landscape	01/26	0.85
Online	CSSYPSA02	... Types of Malware	02/26	0.93
Online	CSSYPSA03	... Social Engineering and Related Attacks	03/26	0.73
Online	CSSYPSA04	... Application and Service Attacks	04/26	0.92
Online	CSSYPSA05	... Cryptographic and Wireless Attacks	05/26	0.73
Online	CSSYPSA06	... Penetration Testing and Vulnerability Scanning	06/26	0.78
Online	CSSYPSA07	... Impacts from Vulnerability Types	07/26	0.88
Online	CSSYPSA08	... Components Supporting Organizational Security	08/26	1.43
Online	CSSYPSA09	... Security Assessment Using Software Tools	09/26	0.88
Online	CSSYPSA10	... Cryptography	10/26	2.5
Online	CSSYPSA11	... Public Key Infrastructure	11/26	1.12
Online	CSSYPSA12	... Wireless Security Settings	12/26	1.23
Online	CSSYPSA13	... Analyzing Output from Security Technologies	13/26	1.05
Online	CSSYPSA14	... Deploying Mobile Devices Securely	14/26	0.52
Online	CSSYPSA15	... Implementing Secure Protocols	15/26	0.53
Online	CSSYPSA16	... Troubleshooting Common Security Issues	16/26	0.45
Online	CSSYPSA17	... Identity Concepts and Access Services	17/26	0.58
Online	CSSYPSA18	... Identity and Access Management Controls	18/26	0.48
Online	CSSYPSA19	... Common Account Management Practices	19/26	0.57
Online	CSSYPSA20	... Frameworks, Guidelines, and Physical Security	20/26	2
Online	CSSYPSA21	... Implement Secure Network Architecture Concepts	21/26	0.77
Online	CSSYPSA22	... Secure System and Application Design and Deployment	22/26	1.45
Online	CSSYPSA23	... Understanding Cloud, Virtualization, and Resiliency Concepts	23/26	1.12
Online	CSSYPSA24	... Policies, Plans, and Procedures	24/26	0.82
Online	CSSYPSA25	... Business Impact Analysis and Risk Management	25/26	1.13
Online	CSSYPSA26	... Incident Response, Forensics, Disaster Recovery, and Security Controls	26/26	1.1

Knowledge Area : SharePoint 2016 (6)

Class Type : Optional - Online (6)

Optional - Online	MOSHEUA01	... Navigating, Customizing, Lists and Libraries in SharePoint 2016	01/06	1
Optional - Online	MOSHEUA02	... Managing Libraries and Lists in SharePoint 2016	02/06	1
Optional - Online	MOSHEUA03	... Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016	03/06	1
Optional - Online	MOSHEUA04	... Social Networking and Collaboration in SharePoint 2016	04/06	1.3
Optional - Online	MOSHEUA05	... Tags, Notes, Community Sites, and Search in SharePoint 2016	05/06	1
Optional - Online	MOSHEUA06	... Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016	06/06	0.8

Knowledge Area : SMART Messaging (4)

Class Type : Online (4)

Class Type	Title	Course Title	Number of Courses	Hours
Online	PSS30	... SMART Messaging: A Course for Users	01/04	1
Online	PSS31	... SMART End-User Training	02/04	2
Online	PSS32	... SMART Messaging: A Course for System Administrators	03/04	2
Online	PK324	... TAGS and Terms	04/04	2

Knowledge Area : Windows 10 (28)

Class Type : ***Certification*** (1)

Certification	MD-100	... Modern Desktop - Windows 10	Optional
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Class Type : Online (27)

Online	itoswinten01enus	... MD-100 - Windows 10: Active Directory Management	01/27	2
Online	itoswinten02enus	... MD-100 - Windows 10: Prepare for Deployment	02/27	1.1
Online	itoswinten03enus	... MD-100 - Windows 10: Deployment	03/27	1.07
Online	itoswinten04enus	... MD-100 - Windows 10: Perform Post-Installation Configuration	04/27	0.9
Online	itoswinten05enus	... MD-100 - Windows 10: Manage Devices & Data	05/27	1.38
Online	itmwwicwt01	... Installing and Configuring Windows 10: Implementing Windows	06/27	1.2
Online	itmwwicwt02	... Installing and Configuring Windows 10: Configuring Core Services	07/27	1.5
Online	itmwwicwt03	... Installing and Configuring Windows 10: Managing Updates and Monitoring Windows	08/27	1.2
Online	itmwwtme01enus	... Configuring Windows 10 Devices: Introduction to Windows 10	09/27	0.55
Online	itmwwtme02enus	... Configuring Windows 10 Devices: Start Menu, Personalization, and Multitasking	10/27	1.28
Online	itmwwtme03enus	... Configuring Windows 10 Devices: Introduction to Deployment	11/27	0.82
Online	itmwwtme04enus	... Configuring Windows 10 Devices: Deployment Tools and Procedures	12/27	1.27
Online	itmwwtme05enus	... Configuring Windows 10 Devices: Devices and Disks	13/27	1.33
Online	itmwwtme06enus	... Configuring Windows 10 Devices: Networking	14/27	1.52
Online	itmwwtme07enus	... Configuring Windows 10 Devices: Remote Connections	15/27	0.65
Online	itmwwtme08enus	... Configuring Windows 10 Devices: Maintaining Windows 10	16/27	0.92
Online	itmwwtme09enus	... Configuring Windows 10 Devices: Virtualization Technologies	17/27	0.77
Online	itmwwtme10enus	... Configuring Windows 10 Devices: User Data	18/27	1.33
Online	itmwwtme11enus	... Configuring Windows 10 Devices: Authentication	19/27	1.27
Online	itmwwtme12enus	... Configuring Windows 10 Devices: Secure Identities	20/27	1.13
Online	itmwwtme13enus	... Configuring Windows 10 Devices: Threat Resistance and UAC	21/27	0.55
Online	itmwwtme14enus	... Configuring Windows 10 Devices: Threat Resistance Technologies	22/27	1.38
Online	itmwwtme15enus	... Configuring Windows 10 Devices: Data Protection	23/27	1.07
Online	itmwwtme16enus	... Configuring Windows 10 Devices: Bitlocker, Recovery, and Maintenance	24/27	0.58
Online	itmwwtme17enus	... Configuring Windows 10 Devices: Installing and Managing Applications	25/27	0.98
Online	itmwwtme18enus	... Configuring Windows 10 Devices: Universal Windows Apps	26/27	1.4
Online	itmwwtme19enus	... Configuring Windows 10 Devices: Managing Devices	27/27	1.18

FAQs

Question

Category : Training (5)

Who's eligible?	...
What's required?	...
How long to complete training?	...
Who pays for training?	...
What are Facilitated Online Classes?	...