

## IRM-EPAP Program Training

Class Type	Title ID	Course Title	Number of Courses	Hours	Total Hrs	Hrss
Mandatory Courses for FY2021		<b>Required courses for all New Hires in 2021</b> include 12 Knowledge Areas (A+ Hardware, A+ Software, Cloud, Customer Service, Exchange 2016, Network+, Security, SMART, MS PowerShell, Server, SharePoint 2016 and Windows 10)				
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<b>A+ Hardware</b>						
***Certification***	220-1001	CompTIA A+ 220-1001 (Core 1)				
Online	CSCOAO0105	CompTIA A+ 220-1001: Installing Hardware and Display Components	01/13	1.1		
Online	CSCOAO0405	CompTIA A+ 220-1001: Mobile Device Network Connectivity and Application Support	02/13	0.9		
Online	ITCSOAO06	CompTIA A+ 220-1001: Networking	03/13	1.15		
Online	ITCSOAO07	CompTIA A+ 220-1001: Configuring a Wired/Wireless Network	04/13	1.38		
Online	ITCSOAO08	CompTIA A+ 220-1001: Wireless Networking Protocols	05/13	0.95		
Online	ITCSOAO09	CompTIA A+ 220-1001: Network Hosts	06/13	1.05		
Online	ITCSOAO12	CompTIA A+ 220-1001: Networking Tools	07/13	0.52		
Online	ITCSOAO13	CompTIA A+ 220-1001: Basic Cable Types	08/13	1.25		
Online	ITCSOAO14	CompTIA A+ 220-1001: Connectors	09/13	0.6		
Online	ITCSOAO17ENUS	CompTIA A+ 220-1001: Working with Motherboards, CPUs, & Add-On Cards	10/13	1.3		
Online	ITCSOAO23ENUS	CompTIA A+ 220-1001: Printers	11/13	0.87		
Online	ITCSOAO24ENUS	CompTIA A+ 220-1001: Cloud Computing	12/13	1.6		
Online	ITCSOAO26ENUS	CompTIA A+ 220-1001: Resolving Problems	13/13	0.58		
			13		13.25	
<b>A+ Software</b>						
***Certification***	220-1002	CompTIA A+ 220-1002 (Core 2)				
Online	ITCSOAT05	CompTIA A+ 220-1002: Windows Control Panel Utilities	01/06	0.77		
Online	ITCSOAT06	CompTIA A+: Application Installation, Networking, & Tools	02/06	1.22		
Online	ITCSOAT07ENUS	CompTIA A+ 220-1002: Security Fundamentals	03/06	1.35		
Online	ITCSOAT08ENUS	CompTIA A+ 220-1002: Critical Security Concepts	04/06	1.52		
Online	ITCSOAT09ENUS	CompTIA A+: Software Troubleshooting	05/06	0.93		

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Online	ITCSOAT10ENUS	CompTIA A+ 220-1002: Operational Procedures Best Practices	06/06	1.4		
			6			7.19
<b>Cloud</b>						
Online	CLCCTFA01	Cloud Computing Fundamentals: Overview	01/06	2.0		
Online	CLCCTFA02	Cloud Computing Fundamentals: Virtualization and Data Centers	02/06	1.5		
Online	CLCCTFA03	Cloud Computing Fundamentals: Storing and Managing Cloud Data	03/06	2.3		
Online	CLCCTFA04	Cloud Computing Fundamentals: Migrating to the Cloud	04/06	1.3		
Online	CLCCTFA05	Cloud Computing Fundamentals: Identity, Presence, and Privacy	05/06	1.8		
Online	CLCCTFA06	Cloud Computing Fundamentals: Cloud Security	06/06	2.3		
			6			11.0
<b>Customer Service</b>						
Online	ACS03A04	Providing Effective Internal Customer Service	01/02	0.5		
Online	ACS02A03	Controlling Conflict, Stress, and Time in a Customer Service Environment	02/02	0.75		
			2			1.3
<b>Exchange 2016</b>						
***Certification***	70-345	MS Exam 70-345: Designing & Deploying MS Exchange Server 2016				
Online	OSEXTCA01	Microsoft Exchange Server 2016 - Planning for and Deploying Mailbox Servers	01/06	2.5		
Online	OSEXTCA03	Microsoft Exchange Server 2016 - Recovery Strategies And Client Access Services	02/06	2.25		
Online	OSEXTCA04	Microsoft Exchange Server 2016 - Security Strategies	03/06	2.25		
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	1.75		
Online	OSEXTCA08	Microsoft Exchange Server 2016 - Exchange 2016 Migration, Federation, and Sharing	06/06	2		

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			6		12.0	
<b>MS PowerShell</b>						
Online	MWPSWSA01	Microsoft PowerShell for Windows: Getting Started with PowerShell	01/02	2.5		
Online	CLMOIRA07	Managing Office 365 Identities with PowerShell	02/02	2.0		
			2		4.5	
<b>Network+</b>						
***Certification***	N10-007	CompTIA Network+ Exam N10-007				
Online	CSCTNPA01	Ports and Protocols and the OSI Model	01/11	1.78		
Online	CSCTNPA02	Routing, Switching, & IP Addressing	02/11	3.1		
Online	CSCTNPA03	Network Topologies & Technologies	03/11	1.68		
Online	CSCTNPA04	Cloud Concepts, Network Services, & Cabling Solutions	04/11	2.77		
Online	CSCTNPA05	Networking Devices	05/11	2.1		
Online	CSCTNPA07	Documentation and Diagrams & Business Continuity	06/11	1.8		
Online	CSCTNPA08	Network Monitoring & Remote Access Methods	07/11	1.8		
Online	CSCTNPA10	Security Devices, Wireless Security, & Access Control	08/11	1.8		
Online	CSCTNPA13	Troubleshooting Methodology & Tools	09/11	1.1		
Online	CSCTNPA14	Troubleshooting Connectivity & Performance Issues	10/11	1.52		
Online	CSCTNPA15	Troubleshooting Common Network Service Issues	11/11	1		
			11		20.5	
<b>Security</b>						
***Certification***	SY0-501	CompTIA Security+ Exam SY0-501				
Online	CSSYPSA01	The Present Threat Landscape	01/22	1		

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Online	CSSYPSA02	Types of Malware	02/22	1	
Online	CSSYPSA03	Social Engineering and Related Attacks	03/22	0.75	
Online	CSSYPSA04	Application and Service Attacks	04/22	1	
Online	CSSYPSA05	Cryptographic and Wireless Attacks	05/22	0.75	
Online	CSSYPSA08	Components Supporting Organizational Security	06/22	1.5	
Online	CSSYPSA10	Cryptography	07/22	2.5	
Online	CSSYPSA11	Public Key Infrastructure	08/22	1.25	
Online	CSSYPSA14	Deploying Mobile Devices Securely	09/22	0.75	
Online	CSSYPSA15	Implementing Secure Protocols	10/22	0.75	
Online	CSSYPSA16	Troubleshooting Common Security Issues	11/22	0.5	
Online	CSSYPSA17	Identity Concepts and Access Services	12/22	0.75	
Online	CSSYPSA18	Identity and Access Management Controls	13/22	0.5	
Online	CSSYPSA19	Common Account Management Practices	14/22	0.75	
Online	CSSYPSA20	Frameworks, Guidelines, and Physical Security	15/22	2	
Online	CSSYPSA23	Understanding Cloud, Virtualization, and Resiliency Concepts	16/22	1.25	
Online	SPSSCPA01	Systems Security Certified Practitioner: Access Controls	17/22	1.0	
Online	SPSSCPA02	Systems Security Certified Practitioner: Security Operations	18/22	0.8	
Online	SPSSCPA03	Systems Security Certified Practitioner: Security Administration	19/22	1.0	
Online	SPSSCPA05	Systems Security Certified Practitioner: Incident Response and Recovery	20/22	1.0	
Online	YW280	Basic Emergency and Evacuation Radio Skills	21/22	1.0	
Online	SPCRYFA01	Cryptography Fundamentals: Defining Cryptography	22/22	1.5	
			22		23.25
<b>Server</b>					

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***Certification***	70-743	Upgrading Your Skills to MCSA: Windows Server 2016			
Online	ITOSCAU02ENUS	Server 2016 - Identity: Active Directory Accounts & Permissions	01/10	1.08	
Online	ITOSCAU03ENUS	Server 2016 - Identity: Active Directory Groups & Organizational Units	02/10	0.65	
Online	ITOSCAU04ENUS	Server 2016 - Identity: Active Directory Service Authentication & Account Policies	03/10	0.77	
Online	ITOSCAU05ENUS	Server 2016 - Identity: Active Directroy Maintenance & Recovery	04/10	1.23	
Online	ITOSCAU07ENUS	Server 2016 - Identity: Active Directory Group Policy Objects	05/10	0.72	
Online	ITOSCAU08ENUS	Server 2016 - Identity: Active Directory Group Policy Processing	06/10	0.57	
Online	ITOSCAU09ENUS	Server 2016 - Identity: Active Directory Group Policy Settings	07/10	0.52	
Online	ITOSCAU10ENUS	Server 2016 - Identity: Active Directory Group Policy Preferences	08/10	0.58	
Online	CSSVPFA02	CompTIA Server+ SK0-004: Server Administration I	09/10	3.0	
Online	CSSVPFA03	CompTIA Server+ SK0-004: Server Administration II	10/10	1.5	
			10		10.6
<b>SharePoint 2016</b>					
Online	MOSHEUA01	Navigating, Customizing, Lists and Libraries in SharePoint 2016	01/06	1.0	
Online	MOSHEUA02	Managing Libraries and Lists in SharePoint 2016	02/06	1.0	
Online	MOSHEUA03	Document Sets, Alerts, Site Pages, and Web Parts in SharePoint 2016	03/06	1.0	
Online	MOSHEUA04	Social Networking and Collaboration in SharePoint 2016	04/06	1.3	
Online	MOSHEUA05	Tags, Notes, Community Sites, and Search in SharePoint 2016	05/06	1.0	
Online	MOSHEUA06	Content Types, Workflows, Calendar, and Office Applications in SharePoint 2016	06/06	0.8	
			6		6.0
<b>SMART Messaging</b>					
Online	PK324	TAGS and Terms	01/04	2.0	
Online	PS530	SMART Messaging: A Course for Users	02/04	1.5	

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Online	PS531	SMART End User Training	03/04	3.0	
Online	PS532	SMART Messaging: A Course for System Administrators	04/04	2.0	
			4		8.5
<b>Windows 10</b>					
***Certification***					
	MD-100	Modern Desktop - Windows 10			
Online	OSWINTEN01	MD-100 - Windows 10: Active Directory Management	01/13	2.00	
Online	OSWINTEN06	MD-100 - Windows 10: Policy-Based Management	02/13	1.25	
Online	OSWINTEN07	MD-100 - Windows 10: Configure Networking	03/13	1.00	
Online	OSWINTEN11	MD-100 - Windows 10: Monitor & Manage Windows	04/13	1.25	
Online	OSWINTEN08	MD-100 - Windows 10: Configure Remote Connectivity	05/13	1.25	
Online	OSWINTEN09	MD-100 - Windows 10: Configure System & Data Recovery	06/13	1.50	
Online	ITMWWTME01ENUS	Configuring Windows 10 Devices: Introduction to Windows 10	07/13	0.55	
Online	ITMWWTME02ENUS	Configuring Windows 10 Devices: Start Menu, Personalization, and Multitasking	08/13	1.28	
Online	ITMWWTME09ENUS	Configuring Windows 10 Devices: Virtualization Technologies	09/13	0.77	
Online	ITMWWTME10ENUS	Configuring Windows 10 Devices: User Data	10/13	1.33	
Online	ITMWWTME15ENUS	Configuring Windows 10 Devices: Data Protection	11/13	1.07	
Online	ITMWWTME16ENUS	Configuring Windows 10 Devices: Bitlocker, Recovery, and Maintenance	12/13	0.58	
Online	ITMWWTME18ENUS	Configuring Windows 10 Devices: Universal Windows Apps	13/13	1.25	
			13		15.1