

Information Systems Technician
Core Competencies

Behavior	Series	Course Title	Course #	Approx. Duration
*Courses Taken from the IT Courseware Catalogue				
Computer Operations				
Communications				
Quality Assurance				
Supervisory				
	Managing Technical Professionals			
		Understanding Technical Professionals	MGMT0291	2.5
		Attracting, Motivating, and Retaining Technical Professionals	MGMT0292	3.5
		Models for Managing Technical Professionals	MGMT0293	4.5
		Developing Career Plans for Your Technical Professionals	MGMT0294	3.5
	*Database Design			
		An Overview of Database Design	78565_ENG	1
		The Database Design Methodology	78580_ENG	4
	*Database Fundamentals			
		An Introduction to Database Systems	80740_ENG	3
		Relational Databases	80751_ENG	3
		Database Data Management	80761_ENG	2
	*Microsoft Project Server 2003: Planning, Deploying, and Managing an Enterprise Project Management Solution			
		Project Server 2003: The EPM Solution	217662_ENG	2.25
		Project Server 2003: Planning the Infrastructure	217663_ENG	2.25
		Project Server 2003: Installation and Configuration	217664_ENG	2
		Project Server 2003: Implementing Project Server and Planning Client Deployment	217665_ENG	2.75
		Project Server 2003: Deploying Client Software	217666_ENG	1.75
		Project Server 2003: Planning Security Operations	217667_ENG	2.75
		Project Server 2003: Project Data and Resource Data	217668_ENG	2
		Project Server 2003: Enterprise Features and Views	217669_ENG	2
		Project Server 2003: EPM Administration and Configuring Tracking	217670_ENG	2
		Project Server 2003: Testing and Troubleshooting	217671_ENG	2
	*Quality of Service			
		Implementing Quality of Service	81437_ENG	3
	*Best Practices for Software Programming			
		General Coding Best Practices	219736_ENG	3.5
		Maintaining Quality Code	219763_ENG	1.75
		Object-oriented Coding Best Practices	219750_ENG	2.25
		Programming Techniques and Strategies	219722_ENG	2