



TRAINING & CERTIFICATION

# SURESKILLS™



## Virtual Instructor Led Training Course Listings



TOGAF

SIX SIGMA

SCRUM

KANBAN

# SureSkills Virtual Instructor Led Training (VILT)

## What is VILT?



VILT, which stands for virtual instructor-led training, is virtually hosted via a webinar instead of a physical classroom delivery. SureSkills hosts these sessions via Cisco WebEx, Zoom or Microsoft Teams platforms but can also work with clients using other platforms.

## DO I NEED SPECIAL EQUIPMENT TO PARTICIPATE?



All that is required is a laptop or desktop with good audio. Although not essential, SureSkills recommend using a headset with a microphone where possible. This will enhance your learning experience and will enable you to hear, interact and engage with the trainer and colleagues on your training programme with ease.

## WHAT IS NEEDED TO JOIN A VILT SESSION?



- Good quality stable internet connection
- Desktop or laptop with a webcam
- Headset normally required - dependent on your speaker & microphone setup
- SureSkills will provide a link to allow you to test beforehand

## IS THERE SUPPORT AVAILABLE?



Yes, we support you every step of the way. Should you have any issues, our IT support team can take your call to guide you through the setup. Your joining instructions (sent via e-mail prior to your course) has all the access links as well as the support details (phone & e-mail). You can also call your SureSkills training account manager - who will be happy to help. Remember, with SureSkills you get to speak with us locally & directly - no call waiting, no overseas call centres.

## HOW ARE COURSE MATERIALS PROVIDED?



Depending on the course booked, courseware will be provided online or hard copy materials will be posted to the address provided at the time of booking the course.

## SureSkills Quality Promise – Not all providers deliver the same Quality Service

- Don't be misled by cheaper quotes
- Compare quotes by using our checklist below

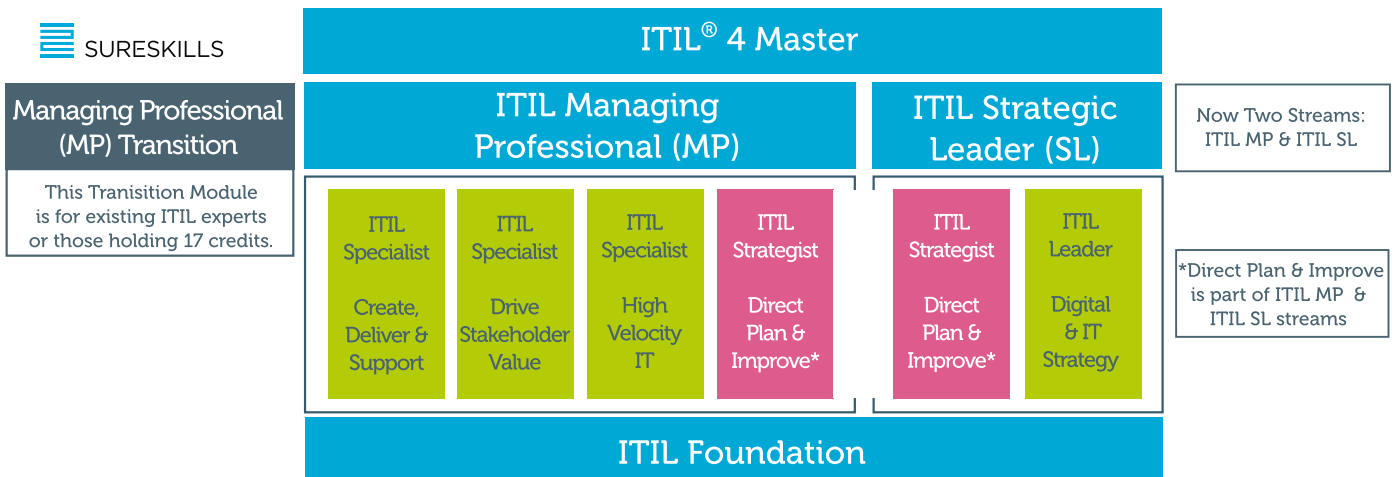


### SureSkills Quality Training includes:

- Certified ITIL Expert Trainer (ask for proof of certification)
- ITIL 4 book
- ITIL Foundation 4 Approved PeopleCert Courseware and sample exam papers per delegate
- Exam per delegate per course via PeopleCert taken on the final day (proven to have a higher pass rate if taken on the final day)
- Our ITIL Foundation is 3 days to accommodate the exam prep and sitting of actual exam
- Exam registration and invigilation
- Post Course Evaluation

## ITIL Certification Roadmap

Similar to previous versions of ITIL®, the new qualification scheme provides a modular approach for certification in the framework. Axelos is aiming for a smooth transition (see *graphic of certification track*) to ITIL 4 so has assured all partners that current certifications for ITIL will remain valid following the update. All credits gained will help go towards ITIL 4's new certification scheme. So if you have ITIL v3 certifications or are planning to undertake training, the word from SureSkills and Axelos is "keep it going".



- Designation achieved once delegate has completed all relevant examinable modules in each stream.
- Examinable modules towards ITIL Managing Professional and ITIL Strategic Leader
- Examinable Modules applicable to both ITIL Managing Professional and Strategic Leader
- Transition Module for v3 ITIL Expert or those with 17 credits or more, to gain ITIL Managing Professional designation.

Course Name	Days	Apr	May	Jun	Jul	Aug	Sep
ITIL® 4 Foundation (includes exam)	3	19	17	21	19	23	20
ITIL® 4 Leader Digital and IT Strategy (DITS) (includes exam)	3	12	24				
ITIL® 4 Managing Professional Transition (MPT) Module (includes exam)	5	19		7	5	23	
ITIL® 4 Specialist Create, Deliver and Support (CDS) (includes exam)	3		10				
ITIL® 4 Specialist Drive Stakeholder Value (DSV) (includes exam)	3	7		Call for dates			
ITIL® 4 Specialist High-Velocity IT (HVI) (includes exam)	3	26		7		9	
ITIL® 4 Strategist Direct, Plan and Improve (DPI) (includes exam)	3		5				

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All our PRINCE2 courses include the exam



### SureSkills Quality Promise – PRINCE2

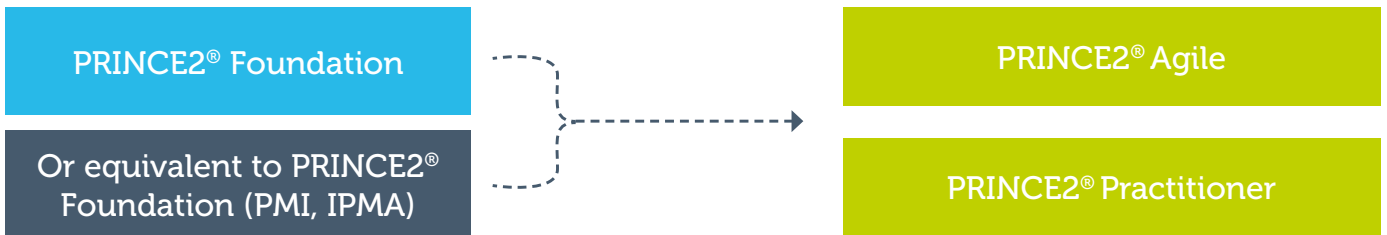
- ✦ Not all providers deliver the same quality service
- ✦ Don't be misled by cheaper quotes
- ✦ Compare Quotes by using our checklist below

### SureSkills Quality Training includes:

- ✦ Certified PRINCE2 Expert Trainer (Ask for Proof of Certification)
- ✦ PRINCE2 Book
- ✦ PRINCE2 Foundation or Practitioner Approved PeopleCert Courseware and sample exam papers per delegate
- ✦ Exam per delegate per course via PeopleCert taken on the final day (Proven to have a higher pass rate if taken on the final day)
- ✦ Our PRINCE2 Foundation is 3 Days to accommodate the exam prep and sitting of actual exam
- ✦ Exam Registration and Invigilation
- ✦ Post Course Evaluation

PRINCE2® is the leading edge approach to managing projects. With the launch of PRINCE2® also came its recognition as the de facto standard for managing projects, not just in the IT/IS environment, but for projects of any size and complexity, run in any industry sector. SureSkills as an ATO provide Axelos accredited PRINCE2 courses and certifications.

Many clients choose to sit both PRINCE2 Foundation & Practitioner over 5 consecutive days. In house private VILT courses may be a preferred option for your organisation. Why not contact your Account Manager today on 01 2402262 or 028 90935555 to discuss alternative pricing available for these options.



Course Name	Days	Apr	May	June	July	Aug	Sept
PRINCE2® Agile Practitioner (includes exam)	3		4		19		
PRINCE2® Foundation, 6 edition (includes exam)	3	12	10	14	5	16	13
PRINCE2® Practitioner, 6 edition (includes exam)	2	15	13	17	8	19	16

PRINCE2® is a registered trade mark of AXELOS Limited, used under permission of AXELOS Limited. All rights reserved.

## Why SureSkills for PRINCE2®?

Our aim is to give you the best in PRINCE2® training offered anywhere – guaranteed. Our trainers are practitioners and their understanding of the real world of project management comes through in the context and practical nature of our deliveries. We are focused on helping you and your company with the management of your projects, and ultimately your results. That's why we have lifetime pre- and post-course support for all our delegates and consulting clients.

'A Professional experience from start to finish. Training preparation, delivery & evaluation was delivered to the highest quality & without any issues. We have received lots of positive feedback from the delegates. Virtual training didn't pose any problem for us. I would consider using SureSkills again in the future for our training needs as the arise'.

**Aisling Hughes**  
Head of IT PMO  
**Glen Dimplex – Programme**  
Causeway & Group IT

# Agile, Scrum, Kanban, DevOps & Business Analysis

SureSkills offer a range of Agile SCRUM Kanban, DevOps & Six Sigma training to help you and your organisation develop the skills you will need to successfully implement agile work practices. Our BCS Business Analysis Certificates and Diploma help strengthen your project team and improve your performance as a business analyst.



The courses listed below may run on our Public Schedule, however many organisations choose to run In House Private VILT courses as their preferred option. Why not contact your Account Manager today on 01 2402262 or 028 90935555 to discuss alternative pricing available for these options.

Course Name	Days	Apr	May	June	July	Aug	Sept
Agile Training for Project Managers - Foundation	2		10			16	
Agile Training for Project Managers - Practitioner	3		12			18	
PeopleCert DevOps Fundamentals	2		10			9	
PeopleCert DevOps Leadership	2		12			11	
Professional Scrum Master (PSM) Exam Preparation	2			8		Call for dates	
Lean Six Sigma – Green Belt	5		18			Call for dates	
BCS Business Analysis Practice	3	18	15	29		Call for dates	
BCS Requirements Engineering	3	25	22	22		Call for dates	
BCS Modelling Business Processes	3	11	30			Call for dates	
BCS Foundation Certificate in Business Analysis	3	11	8	14		Call for dates	
Managing Successful Programmes (MSP)	5		8			Call for dates	
PMI Project Management Professional (PMP)	5			16			13

## AWS Training



Learn how to design, deploy and operate secure, cost-effective applications on our AWS courses.

SureSkills is Ireland and Northern Ireland's only AWS Approved Training provider. We provide training when and where you want it. All our courses are taught by AWS Accredited Instructors (AAIs) and use authorised AWS content. Whether you are a Solutions Architect, Systems Operator or Developer, our training will teach you to design, develop and operate efficient and secure applications on the AWS cloud.

Course Name	Days	Apr	May	June	July	Aug	Sept
Advanced Architecting on AWS	3			7			6
Architecting on AWS	3	12		2		17	
AWS Technical Essentials	1		17			16	
Developing on AWS	3	19		14			13
Systems Operations on AWS	3		18		12		

SureSkills have been fantastic partners ever since Day 1. They are responsive, helpful, professional and always provide the best service possible.

They have a fantastic catalogue of training opportunities which are run seamlessly. Will, in particular, has been of huge support to Amazon Operations and nothing is ever "too much to ask" from him. Thank you to SureSkills for being wonderful partners.

**Briana Kelly**  
Learning Business Partner  
Amazon

# VMware Training



SureSkills provide end-to-end, turnkey learning services and solutions for VMware. As an official VMware Solution Provider and VMware Premier VMware Authorised Training Centre (VATC) we can help and support you every step of the way. This increases the value of the training you take at SureSkills and the investment you make in VMware technology.

Course Name	Days	Apr	May	June	July	Aug	Sept
VMware NSX-T Data Center: Design (V3)	5	26		28	Call for dates		
VMware NSX-T Data Center: Install, Configure, Manage (V3.0)	5			Call for dates			
VMware vRealize Automation: Design and Deploy (V7.6)	5		17		26		
VMware vRealize Automation: Install, Configure, Manage (V8)	5			21			
VMware vRealize Operations: Install, Configure, Manage (V8)	5	12		14	Call for dates		
VMware vSAN: Troubleshooting (V7)	2	15		14			16
VMware vSphere: Install, Configure, Manage (V7)	5	26	24	24	26	23	20
VMware vSphere: Optimize and Scale (V7)	5	19		21			
VMware vSphere: Troubleshooting (V7)	3			21			
VMware Workspace ONE: Deploy and Manage (V20.x)	5		10	7	5		6

# CommVault Training



SureSkills is the only Commvault® Approved Services Provider (CASP) and Authorised Training Partner in Ireland with the necessary qualifications, skills and experience to serve your business needs. We offer packaged or customised instructor-led training to ensure that you can deploy and maintain an optimal software solution that suits your business objectives. In addition, we are also the largest managed service provider of Commvault® storage support.

Course Name	Days	Apr	May	June	July	Aug	Sept
Commvault Professional Foundations	3			Call for dates			
Commvault Professional Advanced	2			Call for dates			

I attended a VMware online course with Sureskills Ireland. I would like to thank SureSkills and Calvin Riskowitz for your excellently delivered training and knowledge without which I would not have obtained my VCP today.

**Patrick Grant**  
Systems Engineer  
Vesta

We have used SureSkills as our external training provider for some time and were very impressed with their quick change over to virtual instructor led training recently.

This format has proven very effective and engaging and we have had strong interest from our employees to engage in virtual training.

The instructors are cognisant of how best to pace the virtual course to maximise participation and maintain the trainer/trainee virtual connection.

All of our feedback has been positive and our employees have enjoyed the courses/format.

**Elaine O'Farrelly, Team HR – National Institute for Bioprocessing Research & Training**

# Digital & Social Media Marketing



Digital techniques are more important than ever in the marketing industry. With the growing use of digital comes a growing demand for employees who have the skills to employ these technologies strategically. You will discover the tactical ways contemporary businesses use digital marketing. Our research-informed teaching will give you cutting-edge insight into new and up-coming developments in the industry. You will gain practical, real-world digital marketing training that will grow your business and accelerate your career.

During this intense, highly interactive and engaging course, delegates will learn how digital and social media marketing can grow your business by understanding the best practices and essentials in the following channels:

- Introduction to Digital Marketing
- Search Engine Optimisation (SEO)
- Pay Per Click (PPC)
- Google Analytics
- Email Marketing
- Overview of Social Media landscape
- Facebook & Instagram for Business
- LinkedIn for Lead Generation
- Twitter, YouTube and Blogging
- Social Media Monitoring, Online PR & emerging social media trends
- Digital Display Advertising
- Mobile Marketing
- Planning and Implementing a Digital Marketing Strategy

Course Title	Duration (Days)
SureSkills Professional Diploma in Digital Marketing	12

## Management & Leadership Development



Our tailored training programmes are designed around your organisation's most critical requirements. We engage participants and work hard to make training practical, relevant and fun so that you and your team can return to the workplace ready to put your new skills and knowledge into action.

- Higher Diploma in Leadership (Level 8) - Customise this Programme to Meet your Organisation's Needs
- Management Development Programme (Customised)
- Managing Unconscious Bias at Work (Managers, Leaders) - The 9 Most Common Workplace Biases and What To Do About Them
- Change Management - Making Change Happen through a People-Centered Approach
- Workplace Wellbeing - Feeling Good at Work and Contributing to The Wellbeing of Others
- Conflict Management in Remote Teams - Understanding Conflict Management and its Role in Effective Remote Working
- Diversity and Inclusion - Creating an Inclusive Workplace where Everyone Thrives
- Managing Difficult Conversations - Using Clear and Compassionate Communication for Focused Conversations at Work
- Customer Service - Building Professionalism and Resilience in Customer Facing Teams
- Building Trust and Collaboration at Work - Developing Authentic Connection in Teams
- Time Management - Staying on Top of Things at Work for a Better Work Life Balance
- Presentation Skills - Authority, Approachability and Audience: Building Great Presentations

## Cyber Security Training with Nemstar



Working closely with Nemstar, who is an industry expert in Cyber Security, we offer awareness and training in a collaborative risk-based Cyber Security approach.

Course Name	Days	Apr	May	June	July	Aug	Sept
Certified Ethical Hacking (CEH) with Exam	5			Call for dates			
Certified Information Systems Auditor Manager (CISA) Workshop	4			Call for dates			
EC Council Certified Network Defender/CND	5			Call for dates			
Certified Information Security Manager/CISM	4			Call for dates			
EC Council Certified SOC Analyst Program	4			Call for dates			
Advanced Hacking Toolkit/AHT	3			Call for dates			
Certified Information Systems Security Professional/CISSP	5			Call for dates			
Certificate in Information Security Management Principles/CISMP	4			Call for dates			

Course Name	Days	Apr	May	June	July	Aug	Sep
<b>MICROSOFT 365</b>							
MS-900T01 Microsoft 365 Fundamentals	1			Call for dates			
MS-030T00 Microsoft Office 365 Administrator	5	12		28		16	
10997 Microsoft Office 365 Administration and Troubleshooting Workshop	3		5		14		27
55238 Microsoft SharePoint Online for Administrators	3	19			26		
55234 Microsoft SharePoint Site Collections and Site Owner Administration	5			14			13
<b>MICROSOFT AZURE</b>							
AI-900T00 Microsoft Azure AI Fundamentals	2			Call for dates			
AZ-900T00 Microsoft Azure Fundamentals	1			25		13	
AZ-104T00 Microsoft Azure Administrator	4		17		27		21
AZ-303T00 Microsoft Azure Solutions Architect - Technologies	5	12		21		23	
<b>MICROSOFT OFFICE</b>							
DA-100T00 Analysing Data with Microsoft Power BI	4		17		19		6
<b>MICROSOFT SQL SERVER</b>							
10990 Analysing Data with Microsoft SQL Server Reporting Services	5	17					23
20761 Querying Microsoft SQL Server with Transact SQL	3	3		Call for dates			
20764 Administering a SQL Database Infrastructure	5			21			27
10987 Performance Tuning and Optimising SQL Databases	4	4				10	
<b>MICROSOFT TECHNICAL</b>							
20703-1 Administering Microsoft System Center Configuration Manager	5	19					2
MD-101T00 Managing Modern Desktop and Devices with InTune	2		4				
10961 Automated Administration with Windows PowerShell	5		15	22			
<b>MICROSOFT WINDOWS SERVER</b>							
WS-011T00 Windows Server 2019 Administration	5			Call for dates			
20741 Networking with Windows Server 2016	5	26					2
20742 Identity with Windows Server 2016	5		10				16
20740 Installation, Storage and Compute with Windows Server 2016	5	26			5		
<b>MICROSOFT VISUAL STUDIO AND .NET</b>							
20486 Developing ASP.NET MVC Web Applications	5	24					16
<b>MICROSOFT WINDOWS 10</b>							
MD-100T00 Microsoft Windows 10	5			Call for dates			
10982 Supporting and Troubleshooting Windows 10	5	26			19		



Our range of Microsoft Office courses will give you the full functionality of every application. Courses are available at different levels or let us customise one to suit you.

Course Name	Days	Apr	May	June	July	Aug	Sep
<b>MICROSOFT EXCEL</b>							
Introduction	1	6	4	1	6	3	7
Intermediate	1	7	5	2	7	4	8
Advanced	1	8	6	3	8	5	9
<b>MICROSOFT WORD</b>							
Introduction	1	27	25	22	27	24	28
Intermediate	1	28	26	23	28	25	29
Advanced	1	29	27	24	29	26	30
<b>MICROSOFT POWERPOINT</b>							
Introduction	1	29			29		
Advanced	1	30			30		
<b>MICROSOFT OUTLOOK</b>							
Introduction	1			16			15
Advanced	1			17			16
<b>MS OFFICE 365</b>							
MS 365 for End Users	1		19			16	
MS Teams	1	12	10	14	5	9	6
Office 365 Admin & Troubleshooting	1		5		14		27
<b>MS PROJECT</b>							
Introduction	1			21			
Advanced	1						Call for dates
<b>MS VISIO</b>							
Introduction	1						Call for dates
Advanced	1						Call for dates
<b>MS ACCESS</b>							
Introduction	1						Call for dates
Intermediate	1						Call for dates
Advanced	1						Call for dates
<b>MS PUBLISHER</b>							
Introduction	1						Call for dates
Advanced	1						Call for dates
<b>SHAREPOINT ONLINE</b>							
Microsoft SharePoint Online for End Users	1		6			12	
Microsoft SharePoint Online for Site Owners	1		13			19	
SharePoint Online for Administrators	1	19			27		

# Excel Academy



Our fully customisable Academy will improve performance at all levels of your organisation and our flexible approach gives you access to a full catalogue of Microsoft Excel courses so that you can pick and choose a training path that is specific to your business's needs, growth, and future performance.

Course Name	Days	Apr	May	June	July	Aug	Sep
Excel Functions and Formulas	0.5	13	11	8	13	10	7
Excel Tables and Charts	0.5	13	11	8	13	10	14
Excel Pivot Tables, Pivot Charts and Slicers	0.5	12	11	8	15	12	16
Excel Macros	0.5	12	10	14	12	9	13
Excel Dashboard	1	13	11	15	13	10	14
Excel Data Analysis	2	19	17	21	19	16	20
Introduction to Excel VBA	2	21	19	16	21		
Excel Power Pivot	1					Call for dates	

Throughout the years we have engaged the services SureSkills and have consistently had a positive experience with their trainers, the content delivered, and their administrative team. This was no different when we reached out to them for services during the COVID19 pandemic.

SureSkills responded to our request for Microsoft skills courses as well as soft skills courses quickly. Not only did they sufficiently meet our brief but they also adapted to our virtual training needs, consistently responding and working with us in a timely and efficient manner. Feedback from employees has consistently been positive.

I would happily recommend SureSkills in the delivery of Microsoft and soft skills courses both in a virtual and classroom environment.

"SureSkills have always been resourceful, reasonable, accommodating, and professional. All our training events have progressed seamlessly, in our office, in SureSkills and off-site. SureSkills is certainly our first point of call for training, and are now assisting us with training needs in the UK and Asia."

**Jo Ferguson**  
Lead Project Manager  
CME Group Belfast

**Assistant Principal**  
Human Resources Department of  
Justice and Equality

## Satisfied Customers



For Course Dates on the individual courses outlined within this brochure please contact your Training Advisor at [info@sureskills.com](mailto:info@sureskills.com) or call: **Dublin 01 2402262** or **Belfast 028 90935555** • Visit: [sureskills.com/Home/Training-Certification](https://sureskills.com/Home/Training-Certification)

VAT will be charged where applicable