

Computer Support Staff Training

Windows server administration:

- DOI recently voiced their plans to move the entire Department to a unified Active Directory (AD) environment. The terminology and concepts involved with AD vary greatly from our existing NT environment. SAs were exposed, some for the first time, to AD training at the recent ITEM2002 but additional training will be needed. Local vendors like Comp USA or Global Knowledge, should be able to thoroughly cover the material and will minimize travel expenses.

<http://www.compusa.com/training/schedules.asp>
<http://www.globalknowledge.com/training/>

Look for instructors that are Microsoft Certified Trainers (MCT) or training centers that are CTEC certified (<http://mcspreferal.microsoft.com/> --select country, then state, then click on "Training" and select "Windows 2002 Server"* from the **Technology** pull down menu). In most cases signing up for a package deal will be the most cost effective route. Individual courses cost ~\$2K, you should seek offers that bundle five courses for ~\$5K.

Recommended courses:

1. 1560--Updating Support Skills from Microsoft NT4 to Windows 2000.(Most of this content was probably covered in sessions held at ITEM2002.)
<http://www.microsoft.com/traincert/syllabi/1560CFinal.asp#outline>
 2. 2153-- Implementing Microsoft windows 2000 Network Infrastructure. SAs with previous NT administration experience might be able to skip this course.
<http://www.microsoft.com/traincert/syllabi/2153bfinal.asp>
 3. 2154-- Implementing and Administering Windows 2000 Active Directory Services
<http://www.microsoft.com/traincert/syllabi/2154Bfinal.asp>
- The NTC offers a number of Windows administration courses that are taught by members of the NT TAC and are tailored to WRD's computer environment. A list of these courses such as "USGS Windows 2000 & Active Directory Administration" (5-day course to be scheduled every other month beginning Jan. 2003) can be found at
http://ntentweb.cr.usgs.gov/oed/ntc/courses/Course_Info/course_catalog.cfm?db_subject_id=16
 - NT_TAC will also be conducting the following Cyber Seminars:
 - Microsoft Software Update Services/IIS
 - USGS Active Directory Information
 - Windows XP desktop management

* "Windows 2000 Server" courses or 2002 should be similar enough. Once you find the closest training center, ask about packages for Windows 2000 courses.

Sun/Solaris administrators:

- WRD Specific “Solaris” training courses are not offered on a regular basis but can be coordinated and offered at either the biennial ITEM meeting or the Regional Computer Specialist meetings.
- Sun Microsystems offers a variety of courses at various locations through out the US. Average price per course is \$2K. Government or GSA discount may apply, doesn’t hurt to ask. Most system administrators will be able to skip the basic SA course, SA-238.
- A course catalog is available at <http://suned.sun.com/US/catalog/solaris.html>
- Recommended courses:
 1. Solaris 8 System Administration II, a five-day instructor-led course (SA-288)
 2. Solaris and MS Windows Network Integration (IN-310)
 3. Enterprise Security Assessment and Best Practices (SC-340)
 4. Solaris 8 TCP/IP Network Administration, a five-day instructor course (SA-389)
- The following link can be used by the SAs to perform a self evaluation of their Unix skills: <http://www.uwsg.indiana.edu/usail/test/>

Linux administrators:

Linux like Solaris are both Unix Operating Systems. They are similar in many ways, but because Linux comes in many flavors (Red Hat, Caldera, Debian, Slackware, etc. <http://www.techtv.com/screensavers/showtell/story/0,24330,2216708,00.html>) you should consider sending the administrator(s) to a course that specifically focuses on the flavor(s) of Linux that your office is running.

Telecommunications:

- It is very important that SAs understand how connectivity from their office to the Internet takes place to troubleshoot network problems.
- Recommended courses:
 1. [Understanding Emerging Technologies - 3 Day \(TRA-200\)](#)
 2. [Understanding ATM \(TRA-235\)](#)
 3. [Understanding Frame Relay \(TRA-240\)](#)

Desktop administration:

SMS, Intel LANDesk Training (C1239TC), Ghost, and Norton Antivirus are some of the tools that have been identified to assist with Desktop administration. These courses are also offered at NTC on an “as needed” basis.

Ingres database system administrators:

- A course for NWIS DBAs will be held in FY03, more details will be sent out by the NWIS group soon. Since this course is not held on a regular basis, please plan on sending your DBA.

E-mail administrators:

- Local Lotus Mail Administrator course – The first LLMA conference was held in FY02 and plans are in the works to carry out a similar training this fiscal year.

- The following URL contains useful information for USGS LLMAAs
http://notes.usgs.gov/11.lma_master.html

Webmasters:

- Mastering a Website is offered at the NTC once a year,
<http://wwwqvarsa.er.usgs.gov/www/webmaster/>. This course covers from A-Z of what a Webmaster must know to develop and maintain USGS web pages.
- Advanced courses on the following subjects would also be beneficial: XML, Dreamweaver, CGI programming, IIS Security and Administration.

Security

Explicit security courses have not been listed in this document because most system administration courses also address basic network security. It is important for SAs to understand how each 'service' can be secured in their particular operating system and how concepts/ protocols such as firewalls, IPSec, tcp/udp work but diving into more detailed courses on these topics is not a priority at this time.

User Training

- Three sessions of Lotus Notes User Training are available in videos format from the Reston Library, visit <http://internal.usgs.gov/library> and search for [Call number 038 L678 2001 VIDEOC](#). Districts can check out these videos by phone, fax or using the form that is available on-line.
- A course was developed to teach staff how to use SPLUS for data manipulation and graphics. Upon request the new ESTREND features will also be covered.
http://wwwqvarsa.er.usgs.gov/splus/inhouse_training/announcement_memo.html
- An all employee email was sent in April 2002 announcing the online Security Awareness training <http://usgsitsecuritytraining.com>. This is a mandatory training which employees will be required to complete every year.
- Cyber Seminars: A list of scheduled cyber seminars can be viewed at <http://usgs.raindance.com/iccdocs/seminarList.shtml>
- TIC: Technology Information Center, located in Denver, CO offers IT courses for government employees. Check out their FREE **online** training demo.
<http://tic.cr.usgs.gov/>
- DOI University: DOIU's Online Training Program consists of over 1,750 courses that are taken via the Internet or downloaded to your computer from the Internet. Yearly membership for USGS employees ranges from \$29 to \$72 depending on the courses they wish to take. <http://www.doi.gov/training/online.html>

- Adobe training (Framemaker, Illustrator, Photoshop, Acrobat) To locate an Adobe Certified Training Provider in your area:
http://partners.adobe.com/asn/partnerfinder/search_training.jsp