

# TRAINING CONTINUUM for Foreign Service Information Technology Professionals

SECOND EDITION



GEORGE P. SHULTZ  
NATIONAL FOREIGN AFFAIRS  
TRAINING CENTER

School of Applied Information Technology  
U.S. Department of State  
Foreign Service Institute

# CONTACTS

---

## **FSI Office of the Registrar**

Fax

703-302-7144

703-302-7152

## **Leadership and Management School**

Fax

Executive Programs Division

Management Development Division

Crisis Management Training

The Senior Seminar

703-302-6743

703-302-7181

703-302-7194

703-302-7199

703-302-7398

703-302-7177

## **School of Applied Information Technology**

Fax

Information Management Training

Professional Development Division

703-302-7523

703-302-7402

703-302-7083

703-302-9000

## **School of Language Studies**

Fax

External Programs

Continual Training and Testing

703-302-7242

703-302-7254

703-302-7244

703-302-7125

## **School of Professional and Area Studies**

Fax

Administrative Training Division

Area Studies Division

Consular Training Division

Economic/Commercial Training Division

Office Management Training Division

Orientation Division

Political Training Division

Public Diplomacy Training

703-302-6940

703-302-6949

703-302-6986

703-302-6863

703-302-7165

703-302-7257

703-302-6923

703-302-6996

703-302-7184

703-302-6870

## **Transition Center**

Fax

703-302-7272

703-302-7452

## **Bureau of Human Resources Office of Career Development and Assignments**

Entry Level Division

Mid-Level Division

Senior Level Division

202-647-2884

202-647-4432

202-647-3333

For additional information, please visit the FSI OpenNet website at <http://fsiweb.fsi.state.gov/>.

# Contents

---

Introduction.....	1
FSI's School of Applied Information Technology (SAIT) .....	3
Other Important Training .....	16
Additional Training and Development Opportunities .....	30
FSI's Transition Center.....	34

# Introduction

**T**his Training Continuum is for Department of State Foreign Service Information Technology (IT) Specialists with the following skill codes:

**2880 – Information Management Specialist (IMS)**

**2882 – Information Management Technical Specialist (IMTS)**

**Telephone Technician (IMTS/T)**

**Radio Technician (IMTS/R)**

**Digital Technician (IMTS/D)**

**2884 – Information Technology Manager (ITM)**

It is designed to be used in coordination with your supervisor, bureau of assignment, and the Bureau of Human Resources in planning training throughout your career. It is important to view the Continuum as one part of the career development ladder, with assignments, and on-the-job experience completing the structure. Specialists should contact their Career Development Officers or their “home” bureaus for training and career planning information.

Foreign Service IT Specialists are employees expressly qualified for designated IT positions. They serve as an integral part of the IT team in Washington or at over 250 posts worldwide.

This Training Continuum includes suggested courses and training opportunities for both the specialized functions and management aspects of an employee’s work in the Foreign Service. Technical courses, for example, are important for an employee’s work in his or her skill code, while security, leadership, management and supervisory skills courses develop the expertise needed by an employee to progress to the next higher performance level. Leadership is an important skill that must be cultivated throughout an IT Specialist’s career. As such, certain leadership courses are now mandatory for all specialists at the FS-03, FS-02, and FS-01 levels and for newly promoted members to the Senior Foreign Service (See following section on *Mandatory Leadership and Management Training*). Mandatory leadership courses and other useful training courses are included in the Continuum.

Training should both develop the particular skills needed at each career level, and provide a foundation for an employee to move into positions of increased responsibility. An employee's early career focuses on operational and technical issues. At more senior levels, broader strategic leadership and management responsibilities are the norm. Most early training is focused on technical courses that are designed to teach employees basic knowledge, skills, and abilities – the tools – to do the work in a particular skill code or assignment. The technical courses, in combination with the basic specialist orientation course, lay the foundation for further studies and experience.

The importance of security and Information Assurance training cannot be overemphasized. Throughout their careers, IMS, IMTS, and ITM employees will require considerable technical, operational and managerial expertise to assure the integrity, confidentiality and availability of the information and information systems under their control.

They may be assigned Information Systems Security Officer (ISSO) duties and called

upon to accept formal responsibility for the Information Assurance program at overseas posts. Information Assurance training is currently mandatory for employees who will serve as an Information Systems Security Officer for a system or site.

Various levels of Information Assurance Awareness training is also mandatory for IT administrators and managers in the future.

The following sections provide general information on training, IT certifications, distance learning and discuss recommended training at each career level. Next are charts that summarize recommended and suggested training for each IT skill code. This is followed by other information on additional training and development opportunities for IT professionals.

In selecting training courses, you and your supervisor should consider your educational background, previous training and experience, job/post requirements, and career aspirations, as well as course prerequisites. Your Career Development Officer is an excellent source for both career advice and information.

# FSI's School of Applied Information Technology (SAIT)

---

We hope this Foreign Service IT Training Continuum becomes another valuable tool for the Information Management Specialist (IMS) and the Technical Specialist (IMTS). As you review this document, please keep in mind that the Department of State is responsible for ensuring that the U.S. Government and its diplomatic structure are informed quickly, securely and accurately about world events. This includes the collection, interpretation, and dissemination of information requiring high quality information technology systems and appropriately trained personnel to sustain and use it.

To that end, the Foreign Service Institute's School of Applied Information Technology (SAIT) is the lead organization supporting the Department's goal to have a fully trained and productive "IT" workforce that is in "lock step" with the Department's strategic vision for the use of Information Technology. It is important for our IMS and IMTS to know that SAIT's training strategy is reflected in this document and aligned with the technology trends identified in the Department's IT Strategic Plan. In terms of quality and

performance, SAIT continues to concentrate on curriculum that culminates in the completion of a recognized industry standard "IT" certification process. We aggressively maintain the "Certified Technical Education Centers" status for our training facilities and have expanded the number of SAIT instructors certified to teach SAIT courses; the goal being to continue to have highly qualified instructors deliver proven curriculum in a certified facility with industry exams as a student performance measure. Students can count on a quality training experience due to this approach.

**Susan Swart,  
Dean**

## FasTrac Distance Learning Courses

The CompTIA A+ and Net+ courses and successful passage of the certification exams are required before any other course of certification exam may be taken through FSI's School of Applied Information Technology.

Many of the courses and exams for professional IT certifications may be taken through FSI's FasTrac distance learning

Thompson NetG or SkillSoft courseware. To view the course catalog or enroll, visit <http://fsi.state.gov/fastrac> on the OpenNet. If you have questions about the certifications and courses, please contact the School of Applied Information Technology at (703)302-3759.

Below is a listing of the currently available courses and exams for IT certificates. Please note that this information is subject to change.

Thompson NetG*	SkillSoft IT**
	<p><b>Certified Information System Security Professional (CISSP)</b>            CISSP Exam            69822_1 Information System Security            70443 Security Management and Operations Security Practices            70446 Access Control and Physical Security            70447 Cryptography and Network Security            70448 Security Architecture and Applications Security</p>
<p><b>Cisco Certified Design Associate (CCDA)</b></p> <p>Routing and Switching            20011D CCDA Certification Curriculum Bundle            20011-20014 Internetworking Technologies (IT 2.0)            Parts 1-4</p> <p>20051D Exam 640-441 Designing Cisco Networks Curriculum Bundle            Cisco Designing Networks:            20051 Internetworking Analysis            20052 Designing a Network Structure            20053 Designing a Prototype</p>	

Thompson NetG*	SkillSoft IT**
<p><b>Cisco Certified Network Associate 2.0 (CCNA)</b></p> <p>20011D CCNA 2.0 Track – Routing and Switching Curriculum Bundle 20011-20014 Networking Technologies (IT 2.0) Parts 1-4</p> <p>20021D CCNA 2.0 Exam – 640-607 NETg Curriculum Bundle Cisco Interconnecting Network Devices: 20021 Establishing Workgroups 20122 Configuring Switches 20023 Configuring Routers 20024 Connecting to WANs</p>	<p><b>Certified Cisco Network Administrator (CCNA)</b></p> <p>Exam 640-607 Certified Cisco Network Associate 64161_1 Cisco Certified Network Administrator Basics (CCNA) 38687_1 Interconnecting Cisco Network Devices (ICND)</p>
<p><b>Cisco Certified Network Professional 2.0 (CCNP)</b></p> <p>Routing and Switching Note: CCNA 2.0 certification is a prerequisite for CCNP certification</p> <p>20411D Routing Exam 640-603 Curriculum Bundle Building Scalable Cisco Networks: 20411 Advanced Routing Principles 20412 OSPF 20413 EIGRP 20415 BGP 20415 Optimizing Routing</p> <p>20321D Switching Exam 640-604 Curriculum Bundle Cisco Building Multilayer Switched Networks 20321 Campus Networks 20322 VLANs 30323 Multilayer Switching 20324 HSRP and Multicast 20325 Controlling Access</p> <p>20331D Remote Access Exam 640-605 Curriculum Bundle 20331-20335 Building Cisco Remote Access Networks Parts 1-5</p>	<p><b>Certified Cisco Network Professional (CCNP)</b></p> <p>Exam 640-604 Cisco Certified Network Professional 59047_1 Building Cisco Multi-layer Switched Networks (BCMSN)</p> <p>Exam 640-605 Cisco Certified Network Professional 33830_1 Building Cisco Remote Access Networks (BCRAN)</p> <p>Exam 640-606 Cisco Certified Network Professional 39023_1 Cisco Internetwork Troubleshooting (CIT)</p> <p>Exam 650-901 Cisco Certified Network Professional 69415_1 Building Scalable Cisco Internetworks (BSCI)</p>



Thompson NetG*	SkillSoft IT**
20341D Support Exam 640-606 Curriculum Bundle 20341-20345 Cisco Internetwork Troubleshooting: Parts 1-5	
<b>CompTIA A+ Certification</b>  13838D A+ Certification Exams 220-221 & 220-222 Curriculum Bundle 13838 Hardware Fundamentals 13839 Hardware Installation & Configuration 13840 Motherboards, Processors, Memory & Printers 13841 Operating System Fundamentals 13842 Operating System Installation & Configuration 13843 Troubleshooting & Preventive Maintenance 13844 Network Fundamentals	<b>CompTIA A+ Certification</b>  Exam 220-221 A+ Certification 31465_1 A+ Core Hardware AND Exam 220-222 A+ Operating System Technology 38602_1 A+ Operating System Technologies
	<b>CompTIA iNet+ Certification</b>  Exam IKO-002 Network+ 31451_1 iNet+
<b>CompTIA Network+ Certification</b>  14181D CompTIA Network+ Exam N10-003 Curriculum Bundle 14181 Media and Topologies 14182 Protocols and Standards 14183 Network Implementation	<b>CompTIA Network+ Certification</b>  Exam N10-003 6572_1 Network+ Introduction to Internetworking OSI Lower Layers OSI Layers 3 OSI Upper Layers Operating Systems and TCP/IP Remote Access and Network Security Fault Tolerance & Troubleshooting Networks
<b>Comptia Server+ Certification</b>  14149D CompTIA Server+ Exam SKO-001 Curriculum Bundle 14149 Installation and Configuration 14150 Upgrading 14151 Troubleshooting & Problem Determination 14152 Proactive Maintenance & Disaster Recovery	

Thompson NetG*	SkillSoft IT**
<p><b>MS Certified Systems Engineer (MCSE) Certification for Windows Server 2003</b></p> <p>Core Exams: Networking Systems – Four Required:</p> <p>Exam 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment 73313 Part 1 73314 Part 2 73315 Part 3</p> <p>Exam 70-291 Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 73310 Part 1 73311 Part 2 73312 Part 3</p> <p>Exam 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 73316 Part 1 73317 Part 2 73318 Part 3 73319 Part 4</p> <p>Exam 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure 73320 Part 1 73321 Part 2 73322 Part 3</p> <p>Core Exam: Client Operating Systems – One Required</p> <p>70-210 Installing, Configuring, and Administering Microsoft Windows 2000 Professional 72410 User Accounts 72411 Groups and Resource Management 72412 Computer Management 72413 Installation 72414 File System and Hardware Configuration 72415 Resource Optimization 72416 Enterprise Administration</p>	<p><b>MS Certified Systems Engineer (MCSE) Windows Server 2003 Track</b></p> <p>Note: If you have the MSCE Windows 2000 certification, you should take the MSCE Windows 2003 Upgrade Certification (see below)</p> <p>Exam 70-086 Implementing and Supporting Microsoft Systems Management Server 2.0 MSM01SE Overview MSM02SE Installing a Site MSM03SE Multiple Site Configuration MSM04SE Software Distribution and Metering MSM05SE Hardware and Software Inventory MSM06SE Querying and Reporting Data MSM07SE The Status System MSM08SE Network and Diagnostic Tools TP70086 Test Preparation</p> <p>Exam 70-210 Installing, Configuring, and Administering Microsoft Windows 2000 Professional 115193 Getting Started 115203 Up and Running 112593 New Features and Architecture 112681 Installation 112790 Administration 112804 Users 112818 Groups and Terminal Services 112836 Files and Folders 112876 Advanced File and Folder Management 112893 Hardware Configuration and Optimization 112987 Storage and Printing 113251 Events 113373 Backup and Recovery 113410 Group Policy 113467 Network Protocols and Remote Access TP70210 Test Preparation</p> <p>Exam 70-227 Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) 2000 , Enterprise Edition</p>

Thompson NetG*	SkillSoft IT**
<p>72417 Network Implementation 72418 Server Optimization 72419 Enterprise Networking 72420 Security Considerations</p> <p>Exam 70-270 Installing, Configuring and Administering Microsoft Windows XP Professional 72510 Part 1: Installation and Configuration 72511 Part 2: Networks and Desktops 72512: Part 3: TCP/IP and NOS Environments 72513 Part 4: Remote and Mobile Computing 72514 Part 5: Disk and File Management</p> <p>Core Exam : Design – One Required</p> <p>Exam 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure No NETg courseware to be developed</p> <p>Exam 70-298: Designing Security for a Microsoft Windows Server 2003 Network NETg Courseware to be developed and available in Q2</p> <p>Elective Exams – One Required Below are the exams for which NETg either has content or active plans to develop content. They will add exams to this list as they finalize development plans.</p> <p>Exam 70-229: Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition 73480 Part 1: Introduction to SQL Server 73481 Part 2: Managing Data 73482 Part 3: Managing Objects 73483 Part 4: Managing Indexes 73484: Part 5: Distributed Data and Locks</p>	<p>37403 Installation of ISA Server 2000 37408 Access Policies, Caching, and VPNS in Microsoft ISA Server 2000 37413 Firewalls and Access to Internal Resources with Microsoft ISA Server 2000 37418 Monitoring, Reporting, and ISA Server Enterprise Edition TP70227 Test Preparation</p> <p>Exam 70-228 Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition 31478 Overview 31489 Installing, Configuring, and Upgrading 31493 Databases 31496 Transferring and Transforming Data 31499 Security 31552 Managing Databases 31556 Backing up Databases 31560 Restoring Databases 31563 Replication 31566 Monitoring Performance 31569 High Availability 31571 XML and the Web TP70228 Test Preparation</p> <p>Exam 70-229 Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition 31478 Overview 31493 Databases 31898 Designing and Implementing Security 31901 Logical Data Model 31905 Using T-SQL 31910 Indexes 31913 Programming Business Logic 31917 Transactions and Distributed Data 31920 Analyzing and Optimizing Queries 31496 Transferring and Transforming Data 31571 XML and the Web TP70229 Test Preparation</p>

Thompson NetG*	SkillSoft IT**
	<p>Exam 70-232 Implementing and Maintaining Highly Available Web Solutions with Microsoft Windows 2000 Server Technologies and Microsoft Application Center 2000</p> <p>66872 Features, Deployment, and Installation</p> <p>66886 High-Availability Concepts and Monitoring</p> <p>67068 Configuring and Managing</p> <p>Exam 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional</p> <p>113628 Installing</p> <p>113687 Managing Files, Folders, and Devices</p> <p>113713 System Reliability and the Desktop</p> <p>113736 Networking Protocols and Services</p> <p>113758 Backup and Security Settings</p> <p>TP70270 Test Preparation</p> <p>Exam 70-284 Implementing and Managing Microsoft Exchange Server 2003</p> <p>131361 Installation</p> <p>131363 Upgrades and Migration</p> <p>13164 Configuration for Exchange and Foreign Messaging Systems</p> <p>131365 Recipients, User Objects, Groups, and Address Lists</p> <p>13166 Core Component Management</p> <p>131367 Computer Management</p> <p>131368 Security Implementation</p> <p>131719 Configuration for Management</p> <p>TP70284 Test Preparation</p> <p>Exam 70-285 Designing a Microsoft Exchange Server 2003 Organization</p> <p>206379 Designing and Planning Deployment</p> <p>206380 Planning for Active Directory and Designing a Messaging Infrastructure</p> <p>206381 Designing Data Management and Fault Tolerance</p> <p>206382 Designing Server and Client Connectivity</p> <p>206383 Planning Security</p> <p>TP70285 Test Preparation</p> <p>Exam 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment</p>

Thompson NetG*	SkillSoft IT**
	<p>124011 Basic Concepts  123546 Managing Users, Groups, and Computers  123572 Managing Resource Access  123582 Managing Hardware, Disks, and Logical Devices  123605 Managing the Server Environment  123583 Managing Disaster Recovery  TP70290 Test Preparation</p> <p>Exam 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure  125865 Implementing, Managing, and Maintaining TCP/IP  126071 Implementing, Managing, and Maintaining DHCP  125926 Implementing, Managing, and Maintaining Name Resolution  125927 Implementing, Managing, and Maintaining Network Security  125928 Implementing, Managing, and Maintaining Remote Access  126092 Implementing, Managing, and Maintaining Routing  125929 Maintaining a Network Infrastructure  TP70291 Test Preparation</p> <p>Exam 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure  127946 Planning the Network Infrastructure  127959 Planning for Name Resolution  127971 Implementing Routing and Remote Access  128023 Planning for Network Availability  128052 Planning Server Roles and Server Security  128064 Planning a Security Infrastructure  TP70293 Test Preparation</p> <p>Exam 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure  126360 Planning and Implementing an Active Directory Infrastructure  126378 Planning Active Directory Services  126379 Active Directory Sites, Replication, and Trusts  126380 Implementing Active Directory Users and Groups  126381 Planning and Implementing Group Policy  130201 Configuring and Troubleshooting Group Policy  TP70294 Test Preparation</p>

Thompson NetG*	SkillSoft IT**
	<p>Exam 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure</p> <p>115388 Designing the Infrastructure</p> <p>115395 Creating the Design</p> <p>116156 The Network Services Infrastructure Conceptual and Logical Design</p> <p>116411 Designing RAS Services for the Network Infrastructure</p> <p>116122 Network Infrastructure and Active Directory Physical Design</p> <p>116412 Network Infrastructure Physical Design II</p> <p>TP70297 Test Preparation</p> <p>Exam 70-298 Designing Security for a Microsoft Windows Server 2003 Network</p> <p>201375 Security Basics</p> <p>201402 Logical Network Security</p> <p>201405 Securing Clients</p> <p>201403 Physical Network Security</p> <p>201404 Securing Data and Server Roles</p> <p>201412 IIS Security and Firewalls</p> <p>TP70298 Test Preparation</p> <p>Exam 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network</p> <p>209128 Managing System Security</p> <p>209131 Securing Access to Resources</p> <p>209129 Wireless and Remote Communications</p> <p>209130 Managing IPSEC</p> <p>209132 Managing Certificates</p> <p>TP70299 Test Preparation</p>
	<p><b>MSCE Windows Server 2003 Upgrade</b></p> <p>Exam 70-292 Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000</p> <p>117907 Getting Started</p> <p>117933 Systems Administration</p> <p>117979 Managing Internet Services</p> <p>119303 Terminal Services and System Recovery</p> <p>TP70292 Test Preparation</p>

Thompson NetG*	SkillSoft IT**
<p>Exam 70-228: Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition Microsoft SQL Server 2000 Database Administration: 73475 Part 1: Installing SQL Server 2000 73476 Part 2: Managing Databases 73477 Part 3: Security and Data Recovery 73478 Part 4: Managing Data 73479 Part 5: Maintaining SQL Server 2000</p> <p>Exam 70-227: Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition 74110 Part 1: Setup and Access Policies 74111 Part 2: Enterprise Deployment Considerations</p> <p>Alternative to the electives listed above: CompTIA Security+ Certificate</p>	<p>Exam 70-296 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MSCE Certified on Windows 2000 11982 Planning, Implementing, and Maintaining Network Infrastructure 119912 Network Infrastructure and Topologies for Windows 2003 Enterprise Networks 119924 Designing and Managing Internet Connectivity in Windows 2003 119934 Planning and Designing An Active Directory Infrastructure 119947 Implementing and Supporting Active Directory Infrastructure 119958 Planning, Implementing and Maintaining User, Computer and Group Policies and Strategies 119968 Planning and Designing a Security Infrastructure TP70296 Test Preparation</p>
<p><b>Microsoft Certified Systems Administrator (MCSA) Certification for Windows Server 2003</b></p> <p>Core Exams: Networking Systems – Two Required</p> <p>Exam 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment 73313 Part 1 73314 Part 2 73315 Part 3</p> <p>Exam 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure 73310 Part 1 73311 Part 2 73312 Part 3</p> <p>Core Exam: Client Operating Systems – One Required</p> <p>Exam 70-210: Installing, Configuring, and Administering Microsoft Windows 2000 Professional</p>	<p><b>MCSA on Windows Server 2003 Track</b></p> <p>Note: If you have the MCSA Windows Server 2000 certification, you should take the MCSA Windows 2003 Upgrade Certification (see below)</p> <p>Exam 70-086 Implementing and Supporting Microsoft Systems Management Server 2.0 MSM01SE Overview MSM02SE Installing a Site MSM03SE Multiple Site Configuration MSM04SE Software Distribution and Metering MSM05SE Hardware and Software Inventory MSM06SE Querying and Reporting Data MSM07SE The Status System MSM08SE Network and Diagnostic Tools TP70086 Test Preparation</p> <p>Exam 70-210 Installing, Configuring and Administering Microsoft Windows 2000 Professional 115193 Getting Started</p>

Thompson NetG*	SkillSoft IT**
<p>72410 User Accounts                      72411 Groups and Resource Management                      72412 Computer Management                      72413 Installation                      72414 File Systems and Hardware Configuration                      72415 Resource Optimization                      72416 Enterprise Administration                      72417 Network Implementation                      72418 Server Optimization                      72419 Enterprise Networking                      72420 Security Considerations</p> <p>Exam 70-270: Installing, Configuring and Administering Microsoft Windows XP Professional                      72510 Part 1: Installation and Configuration                      72511 Part 2: Networks and Desktops                      72512 Part 3: TCP/IP and NOS Environments                      72513 Part 4: Remote and Mobile Computing                      72514 Part 5: Disk and File Management</p> <p>Elective Exam: One Required</p> <p>Below are the exams for which NETg either has content or active plans to develop content. They will add exams to this list as they finalize development plans.</p> <p>Exam 70-228: Installing, Configuring and Administering Microsoft SQL Server 2000 Enterprise Edition                      73475 Part 1: Installing SQL Server 2000                      73476 Part 2: Managing Databases                      73477 Part 3: Security and Data Recovery                      73478 Part 4: Managing Data                      73479 Part 5: Maintaining SQL Server 2000</p> <p>Exam 70-227: Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition                      74110 Part 1: Setup and Access Policies                      74111 Part 2: Enterprise Deployment Considerations</p>	<p>115203 Up and Running                      112593 New Features and Architecture                      112681 Installation                      112790 Administration                      112804 Users                      112818 Groups and Terminal Services                      112836 Files and Folders                      112876 Advanced File and Folder Management                      112893 Hardware Configuration and Optimization                      112987 Storage and Printing                      113251 Events                      113373 Backup and Recovery                      113410 Group Policy                      113467 Network Protocols and Remote Access                      TP70210 Test Preparation</p> <p>Exam 70-227 Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) 2000, Enterprise Edition                      37403 Installation of ISA Server 2000                      37408 Access Policies, Caching, and VPNS in Microsoft ISA Server 2000                      37413 Firewalls and Access to Internal Resources with Microsoft ISA Server 2000                      37418 Monitoring, Reporting, and ISA Server Enterprise Edition                      TP70227 Test Preparation</p> <p>Exam 70-228 Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition                      31478 Overview                      31489 Installing, Configuring, and Upgrading                      31493 Databases                      31496 Transferring and Transforming Data                      31499 Security                      31552 Managing Databases                      31556 Backing up Databases                      31560 Restoring Databases                      31563 Replication                      31566 Monitoring Performance                      31569 High Availability</p>



Thompson NetG*	SkillSoft IT**
<p>Alternate to the Elective Listed Above:            CompTIAA+ and CompTIA Network+ Certificates            OR            CompTIAA+ and CompTIA Server+ Certificates            OR            CompTIA Security+ Certificate</p>	<p>31571 XML and the Web            TP70228 Test Preparation</p> <p>Exam 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional            113628 Installing            113687 Managing Files, Folders, and Devices            113713 System Reliability and the Desktop            113736 Networking Protocols and Services            113758 Backup and Security Setting            TP70270 Test Preparation</p> <p>Exam 70-284 Implementing and Managing Microsoft Exchange Server 2003            131361 Installation            131363 Upgrades and Migration            13164 Configuration for Exchange and Foreign Messaging Systems            131719 Configuration for Management            131365 Recipients, User Objects, Groups, and Address Lists            131366 Core Component Management            131367 Computer Management            131368 Security Implementation            TP70284 Test Preparation</p> <p>Exam 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment            124011 Basic Concepts            123546 Managing Users, Groups, and Computers            123572 Managing Resource Access            123582 Managing Hardware, Disks, and Logical Devices            123605 Managing the Server Environment            123583 Managing Disaster Recovery            TP70290 Test Preparation</p> <p>Exam 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure            125865 Implementing, Managing, and Maintaining TCP/IP            126071 Implementing, Managing, and Maintaining DHCP            125926 Implementing, Managing, and Maintaining Name</p>

Thompson NetG*	SkillSoft IT**
	<p>Resolution</p> <p>125927 Implementing, Managing, and Maintaining Network Security</p> <p>125928 Implementing, Managing, and Maintaining Remote Access</p> <p>126092 Implementing, Managing, and Maintaining Routing</p> <p>125929 Maintaining a Network Infrastructure</p> <p>TP70291 Test Preparation</p> <p>Exam 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network</p> <p>209128 Managing System Security</p> <p>209131 Securing Access to Resources</p> <p>209129 Securing Wireless and Remote Communications</p> <p>209130 Managing IPSEC</p> <p>209132 Managing Certificates</p> <p>TP70299 Test Preparation</p>
	<p><b>MCSA Windows Server 2003 Upgrade</b></p> <p>Exam 70-292 Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000</p> <p>117907 Getting Started</p> <p>117933 Systems Administration</p> <p>117979 Managing Internet Services</p> <p>119303 Terminal Services and System Recovery</p> <p>TP70292 Test Preparation</p>

\* For additional information on Thompson NetG IT certifications, including prerequisites and experience requirements, visit: [http://www.netg.com/certification\\_CMS/](http://www.netg.com/certification_CMS/)

\*\* For additional information on SkillSoft IT certifications, including prerequisites and experience requirements, visit: [http://www.skillsoft.com/solutions/IT\\_certification.asp](http://www.skillsoft.com/solutions/IT_certification.asp)

# Other Important Training

---

**W**hile this Continuum highlights training important for all Foreign Service IT Specialists throughout their careers and lists specific courses offered in each of the IT skill codes, employees should also be aware of other training that is critical to perform Foreign Service work successfully.

## *Language*

Although the need for language skills varies from post to post, many employees spend much of their time supervising or working with Locally Employed Staff (LES) and with foreigners outside the embassy. Some overseas positions have language proficiency designations (LDP's), emphasizing the importance of a solid foundation in the local language to accomplish their goals effectively. Employees in LDP's may be required to attend FSI classroom language training to attain the required proficiency level. Even if you are not in an LDP, if you are going overseas, we encourage IT specialists to take advantage of such language learning opportunities as Early Morning Language Classes, self-study courses, the Post Language Program at post, and/or to obtain copies of the FSI

*Out and About* language survival skills CD-Roms. Currently *Out and Abouts* are available for Ankara, Athens, Bangkok, Beijing, Cairo, Istanbul, Kiev, Moscow, St. Petersburg, and Tokyo and more are under development.

## *Leadership and Management*

In each section of the Continuum, reference is made to stand-alone courses offered by FSI's Leadership and Management School some of which are mandatory for IT specialists at the FS-03, FS-02 and FS-01 levels and for newly promoted Senior Foreign Service members. The importance of developing effective leadership and management skills increases as an employee's career progresses. Employees should consult the *Leadership and Management Training Continuum* available on the FSI website <http://fsi.state.gov/fsi/lms/docs/LMSContinuum.pdf>.

This publication provides more comprehensive information on courses offered in these areas and on the specific competencies addressed by the FSI leadership and management courses.

## ***Mandatory Leadership and Management Training***

In 2002, the Department mandated leadership training for employees from mid through senior levels to ensure they have the necessary preparation for increasing levels of responsibility. The designated leadership training courses, provided by the School of Leadership and Management are mandatory for both Foreign Service and Civil Service employees. Using the continuum approach, these courses are designed to be taken at different points along the course of an employee's professional career. The mandatory courses are indicated under Leadership and Management for mid-level and senior levels on the training continua and consist of:

- PK245 Basic Leadership Skills (FS-03)  
FS-03 level employees who completed this course under the title of Supervisory Skills Seminar need not repeat this course.
- PT207 Intermediate Leadership Skills (FS-02)  
FS-02 level employees who completed this course under the title of Intermediate Management Skills need not repeat this course.
- PT210 Advanced Leadership Skills (FS-01)  
FS-01 level employees who completed this course under the title of Advanced Management Skills need not repeat this course.

- PT133 Senior Executive Threshold Seminar (Recently promoted to the SFS)

The Basic, Intermediate, and Advanced Leadership Skills Seminars are one-week courses based on the Foreign Service Promotion Precepts. For information on the Precepts, visit

<http://arpsdir.a.state.gov/eform/forms/pdf/ds1829cp.pdf>. The Senior Executive

Threshold Seminar (SETS) is a two and a half week seminar for newly promoted SFS employees in the Department. It is to be completed within the first year after promotion into the executive service. It is the final rung of the mandatory portion of FSP's leadership and management training continuum. Finally, the continuum includes EEO/Diversity Awareness training, mandatory for all managers and supervisors.

A limited number of other courses have been designated equivalent and may be substituted for the mandatory leadership training. Please refer to 13FAM300 at <http://arpsdir.a.state.gov/fam/13fam.html>.

## ***FasTrac***

The FasTrac distance learning program provides access to thousands of commercial courses in such areas as management and supervision, planning, customer service, human resources, project management, strategic planning and information technology. Many courses take two to eight hours each to complete and access to courses is available using the Internet and OpenNet

Plus, enabling students to take courses at work or home.

Effective in June 2003, SmartForce, the School of Applied Information Technology's commercial distance learning courses for information technology professionals and end users, was integrated into FasTrac as Skillsoft IT. Thompson NetG courses are also on FasTrac. Both Skillsoft IT and Thompson NetG have courses that support commercial IT certification exams (see earlier section on *Professional Skills Program for Information Technology Professionals*).

Individuals receive a password which gives them access to any of the computer-based self-study courses for one year. To review the FasTrac catalog, visit or to enroll in FasTrac go to <http://fsi.state.gov/fastrac> on the OpenNet.

Information on additional training and development opportunities follows the Senior Level Training Continuum.

### ***Information Assurance / Cyber Security***

In addition to being an expert in their field, today's IT professional must also be concerned with myriad security threats to computer systems and networks. All IT professionals must understand the inherent risks and the importance of the remediation of those risks.

The Department has a number of courses in place to provide IT Professionals with the Information Assurance training that they require to successfully do their jobs, while also ensuring the security of the Department's IT assets. Specialized, role-based training is provided through instructor-led and technology based training courses held at the DS Training Center and at the Foreign Service Institute.

Currently, training for the following identified roles is offered: Executives, Senior Level Managers, Managers (IT related), Managers (Non-IT Related), IT Security Managers, Technical Security Personnel, and Auditors. The Department's Information Assurance Training Plan offers further information, requirements, and guidance. This document can be found on the IRM/IA website: <http://infoassurance.irm.state.gov/training/IA%20Training%20Plan%20--%20Final%20Approved%20Version.pdf>

This publication provides more comprehensive information concerning Information Assurance training as well as the specific requirements that may exist.

### Entry-Level Training

Training for Entry-Level Foreign Service Information Management and Information Management Technical Specialists  
(New hire until Tenured)

Upon entry into the Foreign Service, your training as an untenured IMS or IMTS will begin and continue until you are tenured. At this level, most employees will not have supervisory responsibilities. In the event that you are assigned to a two-person post in your first tour, you should include supervisory and leadership courses in your Individual Development Plan (IDP) and attend these courses prior to assignment.

On entry into the Foreign Service, all IMS and IMTS participate in a three-week orientation program designed to introduce

them to the Foreign Service. The orientation program focuses on the operation of the Department of State, the foreign affairs community, and the life of Foreign Service Specialists abroad. The program consists of lectures, discussions, writing, and speaking exercises.

Following orientation, you will receive additional technical training specific to your post assignment. Technicians will also receive training specific to their skill designations of IMTS/D (Digital), IMTS/T (Telephone) or IMTS/R (Radio). Before the start of your second tour, entry level specialists are encouraged to complete additional courses to develop their written and oral communication, customer service and interpersonal skills.

### Entry Level Training Continuum

	Recommended Courses	Suggested Courses
<b>Entry Level</b>	<p><b>Orientation</b> PN106 Orientation for Foreign Service Specialists</p> <p>PS380 IRM Orientation for IM Specialists</p> <p><b>Technical</b></p> <p><b>IMS New Hire Training</b> YW119 Basic Communications Operation (includes YW 760 COMSEC Custodian NH-75A)</p>	<p><b>Technical</b></p> <p>Depending upon your post assignment and work requirements, select from among the following:</p> <p><b>IMS</b> YW141 Introduction to Telephone Security YW268 Local Emergency and Evacuation Network</p>

	Recommended Courses	Suggested Courses
<b>Entry Level</b>	<p>YW142 Basic Telephone Systems (includes YW141 Introduction to Telephone Security) YW184 Terminal Equipment Replacement Program V (TERP-V) YW248 Exchange 2000 for New Hires YW259 Computer Systems Networking YW268 Local Emergency and Evacuation Network YW276 Accelerated Windows 2003 YW285 CableXpress Administration YW286 Simulated Operations YW642 Desktop Systems (A+) YW760 COMSEC and Cryptographic Operations</p> <p><b>IMTS/D New Hire Training</b> YW119 Basic Communications Operations (includes YW760 COMSEC Custodian NH-75A) YW141 Introduction to Telephone Security YW142 Basic Telephone YW184 Terminal Equipment Replacement Program V (TERP V) YW248 Exchange 2000 for New Hires YW259 Computer Systems Networking YW264 CCNA Network Technologies YW276 Accelerated Windows 2003 YW286 Simulated Operations YW642 Desktop Systems (A+) YW760 COMSEC and Cryptographic Operations</p> <p><b>IMTS/D – Vendor Training*</b> Nortel: Cable Installer II Course (BICSI) PTS-300NT Power-Tek Course, Power and Grounding for Nortel Systems</p> <p><b>IMTS/T New Hire Training</b> YW119 Basic Communications Operations (includes YW760 COMSEC) YW141 Introduction to Telephone Security YW142 Basic Telephone YW184 Terminal Equipment Replacement Program V (TERP V) YW186 XACOM Call Accounting System</p>	<p><b>IMTS/D</b></p> <p><b>Air Force - Lackland AFB, TX</b> Tempest School</p> <p><b>Army – Fort Huachuca, AZ</b> Basic Installations Course</p>

	Recommended Courses	Suggested Courses
Entry Level	<p>YW219 Mitel PBX SX-50</p> <p>YW259 Computer Systems Networking</p> <p>YW268 Local Emergency and Evacuation Network</p> <p>YW286 Simulated Operations</p> <p>YW497 Meridian 61C</p> <p>YW499 Voice Mail</p> <p>YW642 Desktop Systems</p> <p>YW760 COMSEC and Cryptographic Operations</p> <p><b>IMTS/T – Vendor Training*</b></p> <p>Nortel:</p> <p>224 Nortel 11C I&amp;M</p> <p>263 Nortel 21-81 I&amp;M</p> <p>272 Nortel DTI/PRI</p> <p>302 Database Configuration and Management</p> <p>310 Optivity Communication Server and Station Administration</p> <p>314 Nortel BARS</p> <p>317 Nortel Optivity Applications and Web Service</p> <p>327 NortelCallPilot Administration</p> <p>329 Nortel CallPilot I&amp;M</p> <p>357 Nortel MM Administration</p> <p>360 Nortel Communication Server Products</p> <p>362 Nortel MM I&amp;M</p> <p>365 VoIP Technologies</p> <p>398 Nortel IP Trunking</p> <p>640 Nortel BCM</p> <p>780 Communication Server I&amp;M Configuration</p> <p>784 IP Networking</p> <p>Cable Installer II Course (BICSI)</p> <p>PST300NT Power-Tek Course, Power and Grounding for Nortel Systems</p> <p><b>IMTS/R New Hire Training</b></p> <p>YW119 Basic Communications Operations (includes YW760 COMSEC)</p> <p>YW141 Introduction to Telephone Security</p> <p>YW142 Basic Telephone</p> <p>YW184 Terminal Equipment Replacement Program V (TERP V)</p>	<p><b>IMTS/R – Vendor Training*</b></p> <p>Motorola:</p> <p>ADT002 Radio Program and Template CPS</p> <p>AST 014 Astro Spectra+</p> <p>NST 250 Quantar</p> <p>NST 370 Astro XTS 3000</p> <p>NST 847 Smartnet</p>



	Recommended Courses	Suggested Courses
Entry Level	<p>YW219 Mitel PBX SX-50            YW259 Computer Systems Networking (Network+)            YW268 Local Emergency and Evacuation Network            YW286 Simulated Operations            YW345 Regional Emergency and Evacuation Network            YW497 Meridian 61C            YW499 Voice Mail            YW642 Desktop Systems (A+)            YW760 COMSEC and Cryptographic Operations</p> <p><b>IMTS/R – Vendor Training</b>            Nortel:            Cable Installer II Course (BICSI)            PTS300NT, Power-Tek Course, Power and Grounding Systems for Nortel Systems</p> <p><b>Diplomatic Security Training Center (DSTC) IMTS/D/T/R</b>            IA201 Information Assurance/Systems Administrator</p> <p><b>End-User Training</b>            FSI Classroom or FasTrac Distance Learning Equivalent            PS218 OpenNet Plus and the Internet            PS226 SIPRNet and Portal X in the DoS Environment            PS284 CableXpress for End Users            PS431 MS Word 2003 Workshop            PS473 MS Excel Workshop            PS491 MS Outlook 2003 Workshop</p>	<p>NST 924 Site Install Practices R56</p> <p><b>Diplomatic Security Training Center (DSTC) IMS</b>            IA101 Information Assurance/ISSO</p> <p>Take some distance learning courses through FSI's FasTrac Program. For a course catalog or to enroll, visit <a href="http://fsi.state.gov/fastrac">http://fsi.state.gov/fastrac</a> on the OpenNet.</p> <p><b>End-User Training</b>            FSI Classroom or FasTrac Distance Learning Equivalent            PS280 MS Project 2000 Introduction            PS418 Web Development Fundamentals            PS440 MS PowerPoint 2003            PS450 MS Access 2003, Level One</p>

	Recommended Courses	Suggested Courses
<b>Entry Level</b>	<p><b>Communication/Interpersonal</b>                      PA143 Customer Service                      PK240 Effective Speaking and Listening Skills                      PK241 Writing Effective Letters and Memos</p> <p><b>Leadership and Management</b>                      PK111 Pathways to Success                      PT129 Team Building                      PT206 Managing Change                      PT212 Creative Problem Solving                      PT252 Managing Up: Working Effectively with Your Manager or                      PK305 Managing Up: Linking Support and Supervision</p>	<p><b>Other Courses</b>                      MQ911 Security Overseas Seminar</p>

## Mid-Level Training

Training for Mid-Level Foreign Service Information Management and Information Management Technical Specialists  
(Tenured through FS-03)

After you become tenured, you will begin your mid-level training. You may be assigned domestically or abroad and be assigned to a team leader, project manager, or supervisory position. At the FS-03 level, you will be required to attend mandatory leadership training and complete PK245 Basic Leadership Skills. You should, therefore focus increasingly on courses that will develop your leadership and management skills, although information technology related courses continue to be important.

You will also need to continue to take technical courses to meet post specific requirements and your work requirements. Courses not taken at the basic level may need to be taken at this level to ensure successful job performance. Additional training opportunities are available for employees assigned to the Washington, D.C. area through the National Defense University Information Resource Management College, the Graduate School, U.S. Department of Agriculture and private vendors. For recommended and suggested courses, please refer to the Training Continuum for Civil Service Employees Information Technology Training Continuum on the FSI web.

## Mid-Level Training Continuum

	Recommended Courses	Suggested Courses
<p><b>Mid-Level</b></p> <p>(See also courses at earlier level if not yet taken)</p>	<p><b>Technical</b></p> <p><b>IMS/IMTS</b> YW387 IMO Seminar</p> <p><b>IMS</b> PS310 Supporting CA Systems and Applications</p> <p><b>IMTS</b> YW291 Commercial Terminal Satellite Operations</p>	<p><b>Technical</b></p> <p>Depending upon your post assignment and work requirements, select from among the following:</p> <p><b>IMS</b> YW206 Power Generator Systems</p> <p><b>IMTS</b> YW203 Current Installation Practices YW263 IT Disaster Recovery</p>

	Recommended Courses	Suggested Courses
<p><b>Mid-Level</b></p> <p>(See also courses at earlier level if not yet taken)</p>	<p><b>IMS/IMTS</b></p> <p>YW230 Common LAN Outbound Telegram Release System Version 3.0 (CLOUT)</p> <p>YW252 Advanced Systems Management Server 2.0</p> <p>YW260 XP Professional Administration</p> <p>YW261 Security+</p> <p>YW263 Disaster Recovery</p> <p>YW245 Advanced Windows 2000</p> <p>YW273 Accelerated Exchange 2000 or</p> <p>YW243 Exchange 2000 for the Enterprise</p> <p>YW267 CCNP Routing Technologies</p> <p>YW276 Accelerated Windows 2003</p> <p>YW642 Desktop Systems (A+)</p> <p><b>Diplomatic Security Training Center (DSTC) IMS</b></p> <p>IA301 Information Assurance Manager (IT)</p> <p><b>End-User Training</b></p> <p>FSI Classroom or FasTrac Distance Learning Equivalent</p> <p>PS280 MS Project 2000 Introduction</p> <p>PS284 CableXpress for End Users</p>	<p><b>IMS/IMTS</b></p> <p>YW186 EXACOM Call Accounting System</p> <p>YW202 Special Embassy Post and Special Consulate Post Operations</p> <p>YW205 Air Conditioning Systems</p> <p>YW219 Mitel PBX SX-50</p> <p>YW222 Mitel PBX SX-20/200</p> <p>YW257 Managing a Windows 2000 Network</p> <p>YW259 Computer Systems Networking (Network+)</p> <p>YW262 LAN/WAN Administration in the DOS Environment</p> <p>YW264 CCNA Network Technology</p> <p>YW292 Digital Satellite Terminal Operations</p> <p>YW293 SC-7 Satellite Terminal Operations</p> <p>YW294 SC-3 Satellite Terminal Operations</p> <p>YW434 SCUP Satellite Terminal Operations (SC Upgrade)</p> <p>YW497 Meridian 61C</p> <p>YW762 Certified Information Systems Security Professional Review Seminar</p> <p><b>IMTS/T/D/R – Vendor Training*</b></p> <p>Nortel</p> <p><b>Diplomatic Security Training Center (DSTC) IMTS/D/T/R</b></p> <p>IA201 Information Assurance/Systems Administrator</p> <p>IA202 Information Assurance/System Administrator (GITM)</p> <p><b>End-User Training</b></p> <p>FSI Classroom or FasTrac Distance Learning Equivalent</p> <p>PS420 Web Site Management Using FrontPage</p> <p>PS421 Web Site Management Using Dreamweaver</p> <p>PS441 MS PowerPoint 2003, Level Two</p> <p>PS451 MS Access 2003, Level Two</p>

	Recommended Courses	Suggested Courses
<p><b>Mid-Level</b></p> <p>(See also courses at earlier level if not yet taken)</p>	<p><b>Leadership and Management</b></p> <p>PK245 Basic Leadership Skills (mandatory for all FS-03's)</p> <p>PK246 Employee Relations Seminar or</p> <p>PT107 EEO/Diversity Awareness for Managers and Supervisors</p> <p>PK330 New Ways to Problem Solve</p> <p>PT205 Performance Management Seminar</p> <p>PT211 Coaching: A Tool for Leading People</p> <p>PT214 Managing Conflict Productively</p> <p>PT215 Team Leadership Workshop</p> <p>PT216 Seven Habits of Highly Effective People</p> <p>PT217 Running Effective Meetings Workshop</p> <p>PT224 Influence by Design</p> <p>PT253 Negotiation Skills for Managers</p>	<p><b>FasTrac Distance Learning Project Management Courses</b></p> <p>SkillSoft</p> <p>Professional Project Management</p> <p>Project Management for IT Professionals</p> <p>Strategic Project Management for IT Projects</p> <p>Professional Project Management Fundamentals*</p> <p>Project Procurement Planning*</p> <p>Project Scope Management*</p> <p>Project Cost Management*</p> <p>Project Human Resource Management*</p> <p>Project Quality Management*</p> <p>Project Communication Management*</p> <p>Project Integration Management*</p> <p>Project Risk Management*</p> <p>* PMBOK 2000 aligned – courses for PMI certification</p> <p>NetG</p> <p>Project Management Essentials Series</p> <p>Project Management Series</p> <p>Advanced Project Management Series</p> <p>Project Leadership Series</p>

	Recommended Courses	Suggested Courses
<p><b>Mid-Level</b></p> <p>(See also courses at earlier level if not yet taken)</p>	<p><b>Other Courses</b></p> <p>PA160 Domestic Administrative Officer Seminar</p> <p><b>*Vendor Training</b></p> <p>For more information, visit:  <a href="http://www.nortelnetworks.com/index.htm">http://www.nortelnetworks.com/index.htm</a></p>	<p><b>Other Courses</b></p> <p>MQ912 Security Overseas Seminar Advanced  PA173 Contracting Officer Representative Update  PA178 Contracting Officer's Representative or  PA296 How To Be a Contracting Officer Representative (distance learning)  PA222 Introduction to Simplified Acquisitions and Requisitions Overseas (self-study)  PA291 How to Be a Certifying Officer (self-study)  PA297 Purchase Card Self-Certification Training (self-study)  PT203 Washington Tradecraft</p> <p>Take some distance learning courses through FSI's FasTrac Program. For a course catalog or to enroll, visit <a href="http://fsi.state.gov/fastrac">http://fsi.state.gov/fastrac</a> on the OpenNet.</p>

## Senior Level Training

Training for Senior Level Foreign Service Information Technical Managers (FS-02 through Senior Foreign Service)

The focus at this stage of your career as an IRM executive is on leadership and management of the largest programs and numbers of personnel supervised. Overseas, you will be responsible for the IRM section at large and very large missions, involving several agencies and complex programs. Domestically, you may function as a Division Chief, Office Director, Branch Chief or manager of complex IT Programs.

You will continue to develop your leadership and management skills by completing mandatory and optional training courses. As an FS-02, you will be required to take PT207, Intermediate Leadership Skills. When you reach the FS-01 level, you will be

required to take PT210, Advanced Leadership Skills. Upon promotion to the Senior Foreign Service, you will be required to take PT133, Senior Executive Threshold Seminar.

Based on your assignment, you may still need to take some mid-level technical training courses if not previously completed. Training at this level is not limited to Department of State training provided at FSI/SAIT. Outside training opportunities are available to IRM executives. Additional training opportunities are available for employees assigned to the Washington, D.C. area through the National Defense University Information Resource Management College, the Graduate School, U.S. Department of Agriculture and private vendors. For recommended and suggested courses, please refer to the Training Continuum for Civil Service Employees Information Technology Training Continuum on the FSI web.

## Senior Level Training Continuum

	Recommended Courses	Suggested Courses
<b>Senior Level</b>  (See also courses at earlier level if not yet taken)	<b>Technical</b>  Select mid-level courses as desired	<b>Technical</b>  <b>IMS/IMTS</b> YW387 IMO Seminar  Select mid-level courses as desired

	Recommended Courses	Suggested Courses
<p><b>Senior Level</b></p> <p>(See also courses at earlier level if not yet taken)</p>	<p><b>FSI</b> YW762 Certified Information Systems Security Professional Review Seminar</p> <p><b>Diplomatic Security Training Center (DSTC)</b></p> <p><b>ITM</b> IA303 Information Assurance/Senior Manager</p> <p><b>Leadership and Management</b> PA123 Managing Customer Service PD529 Strategic Planning and Performance Measurement Workshop (classroom or distance learning) PP501 International Negotiation: Art and Skills PT107 EEO/Diversity Awareness for Managers and Supervisors PT121 Managing People Problems PT133 Senior Executive Threshold Seminar (mandatory for all newly promoted to the SFS) PT207 Intermediate Leadership Skills (mandatory for all FS-02's) PT209 Executive Overview to Managing State Projects PT210 Advanced Leadership Skills (mandatory for all FS-01's) PT213 Starting Right: Seminar for Program Directors PT218 Leading in a Diverse Workforce PT221 The Four Roles of Leadership</p> <p><b>For FS-01 and above:</b> PT300 Leader as Facilitator PT301 Appearing Effective in the Media PT302 Testifying Before Congress PT303 Crisis Leadership PT304 Deputy Assistant Secretary as Leader PT305 Executive as Coach and Mentor</p>	<p><b>Diplomatic Security Training Center (DSTC)</b></p> <p><b>ITM</b> IA201 Information Assurance/System Administrator</p> <p><b>Leadership and Management</b> PT208 Managing State Projects</p> <p><b>Other Courses</b> MQ912 Security Overseas Seminar Advanced PA137 Management Controls Course or PA164 Management Controls Workbook (self-study) PA360 Introduction to Supply Chain Management</p>



# Additional Training and Development Opportunities

---

## *New Horizons Program*

The School of Applied Information Technology's New Horizons Technical Training Program has been implemented to support the Department's rollout of the Windows 2000 operating system by allowing designated State Department post IT staff to receive Windows 2000 and XP training at local Microsoft Certified Technical Education Centers. The partnership with this well-known training vendor has enabled SAIT to provide quality training at a reduced cost. Included in this program is the capability for students to receive certification testing. A passing score on the industry standard certification tests is required as proof of successful completion of these courses.

Depending on the size of your post's IRM section, the Information Management Officer can designate up to six staff members for this program. SAIT is authorizing a set number of technical courses per post to correspond with the number of IT staff. One important point: these courses are generally offered in the

local language of the country of the training center. American employees without proficiency in the local language can receive training at RIMC Frankfurt, FRC in Ft. Lauderdale, the WTC and at the George Shultz Center in Arlington, VA. That training is not handled through the New Horizons Voucher Program and travel and per diem must be post or program funded.

For more information on the program, including specific courses, sequence of courses and prerequisites, visit the SAIT website at <http://fsi.state.gov/fsi/sait/default.asp>.

## *IRM IT Training Program for Foreign Service Information Management Personnel*

Starting in August of 2004, the Bureau of Information Resource Management will begin a ten-month long-term training program to provide mid-career IRM personnel the opportunity to stay abreast of the rapid and continuous advancement of information technology. This program is

designed for FP-02, FP-03 and FP-04 Information Management Personnel to update their IT and leadership and management skills. Ten Foreign Service candidates will be chosen by a special selection committee.

Information Technology training will be provided through FSI's School of Applied Information Technology. Leadership and Management training will be provided through FSI's School of Leadership and Management. When not in training, participants will be detailed to division offices within IRM. This will provide the employees with an opportunity to become familiar with IRM domestic operations.

For additional information on eligibility, application procedures, and bidding requirements, see the Department Notice 2003-10-011, dated October 7, 2003 available on the DoS website at [http://mmsweb.a.state.gov/asp/notices/dn\\_temp.asp?Notice\\_ID=3309](http://mmsweb.a.state.gov/asp/notices/dn_temp.asp?Notice_ID=3309).

### ***The Advanced Management Program***

A limited number of spaces are available for FS-02 level employees in the Advanced Management Program (AMP) at the Information Resource Management College of the National Defense University in Washington D.C. This intense, 14-week

program covers Information Resource Management in the Federal government from a senior level perspective.

Employees are competitively selected for this program. For information on the application process, contact the FSI's Registrar's Office. For information on the curriculum, contact the FSI School of Applied Information Technology.

### ***National Defense University, Information Resource Management College, Certificate Programs***

A limited number of spaces are available annually for IT professionals in the Information Resource Management College's Chief Information Officer's (CIO) Certificate and Information Assurance Certificate Programs. Employees are competitively selected for these programs. For information on the application process, contact the FSI's Registrar's Office. For information on the curriculum, contact the FSI School of Applied Information Technology

The CIO Certificate Program is an official certificate to recognize that an individual has received education in the federal CIO competencies and responds to the requirements in the Clinger-Cohen Act of 1996. Additionally, students may apply their

certificates, equivalent to fifteen graduate credit hours, toward selected master's or doctoral degree programs at partner institutions.

The CIO Certificate Program is organized around eleven subject areas directly related to CIO competencies identified by the Federal CIO Council:

- Acquisition
- Architecture and Infrastructure
- Capital Planning and Investment
- E-Government and E-Business
- Leadership
- Performance and Results-Based Management
- Policy
- Process Improvements
- Security and Information Assurance
- Strategic Planning
- Technology Assessment

Each subject area is articulated as one or more courses in a particular subject or topic. Some courses are designed to be primary courses because of their breadth, while others are considered enrichment courses. Award of the CIO Certificate requires successful completion of eight intensive courses (offered 5 days in residence or 8 to 12 weeks in a distributed learning format) OR the Advanced Management Program (AMP). Six courses must be primary courses in different subject areas. Primary courses in Policy and Performance and

Results-Based Management subject areas are mandatory courses for everyone.

The Information Assurance (IA) Certificate Programs consist of a series of courses that emphasize security issues and approaches fundamental to the protection of the information infrastructure:

- The Committee on National Security Systems (CNSS) has certified the curriculum offered by the Information Resource Management College as being compliant with national IA education and training standard 4011 for Information Systems Security Professionals. This certificate requires completion of four courses.
- The CNSS has also certified the curriculum as being compliant with the national IA education and training standard 4012 for Senior System Managers, to include CIOs, Designated Approving Authority (DAA) and Chief Technology Officer (CTO), etc. This certificate requires completion of five courses.
- The new Chief Information Security Officer (CISO) Certificate Program is a source of graduate-level information security education for senior agency information security officers, their staffs, and information assurance managers. This certificate provides education to respond to the requirements set forth in the Federal Information Security Management Act

(FISMA). This certificate requires completion of eight courses.

Students may apply their certificates, equivalent to at least nine graduate-level credit hours toward selected master's or doctoral degree programs at several partner institutions of higher education.

For more information on the CIO and IA Certificate Programs, visit: <http://www.ndu.edu/irmc/programs>.

### ***Long-Term Training Opportunities***

Each year, the Bureau of Human Resources Office of Career Development and Assignments (HR/CDA) publishes a brochure entitled, *Foreign Service and Civil Service Long-Term Training Opportunities*, for the following academic year. These long-term training opportunities are for mid and senior level employees and generally last from 9-12 months. Detailed program descriptions, eligibility and application requirements are available on the HR/CDA website at [http://hrweb.hr.state.gov/cda/long-term\\_training.html](http://hrweb.hr.state.gov/cda/long-term_training.html).

### ***Requesting Training***

Department employees must complete requests for training forms to obtain approval to attend training prior to course start dates. For all FSI courses, form DS-755 is used. For all other training, the SF-182 and DS-3070 FSI Training Agreement, forms are used. Copies of the forms and instructions for completion may be located at your desktop on the Directives Management website (<http://arpsdir.a.state.gov>). For assistance, contact your Administrative Management Officer or Human Resources Officer at post. Employees with domestic assignments should contact their Bureau Training Officers or the FSI's Registrar's Office for assistance.

# FSI's Transition Center

---

If you are going overseas, the FSI Transition Center should be your first stop. The three divisions of the Transition Center – The Overseas Briefing Center (OBC), The Training Division (TCT), and The Career Transition Center (CTC) – deal with preparing U.S. Government employees and their family members for effectiveness in the foreign affairs community by facilitating and assisting with transitions throughout – and after – their careers. The TC provides information, training, counseling and referral services on a wide range of topics.

All three divisions of the FSI Transition Center are located on the main floor of the E-building at the George P. Shultz National Foreign Affairs Training Center. In addition, employees going overseas should view *The Foreign Affairs Community Life Skills Continuum* at <http://fsi.state.gov/fsi/tc/pubs/continuum/default.asp>.

## *Overseas Briefing Center*

Whether you already have an overseas assignment or are contemplating one, the OBC is the best place to begin your research. The information you need to make the best choices for you and your family can be found in one place.

- Collection of visual and printed materials on every overseas post including post reports, maps and post-specific information on spouse employment, housing, security, education, consumables, medical facilities, automobiles and importation of pets
- Logistical and planning information about Foreign Service life including allowances, insurance, auto purchase, and traveling with pets
- OpenNet address;  
<http://fsi.state.gov/fsi/tc/default.asp>  
<http://www.state.gov/m/fsi/tc>  
E-mail: [FSIOBCInfoCenter@state.gov](mailto:FSIOBCInfoCenter@state.gov)  
(703) 302-7277

## ***Transition Center Training Division***

The Training Division offers a wide range of popular programs and special events designed to meet the diverse needs of employees and family members preparing for an overseas assignment or returning to the U.S. The continuum of training begins with presentations and courses targeting those new to the Foreign Service, such as Realities of Foreign Service Life; Communicating Across Cultures: Explaining America; Regulations, Allowances and Finances; and Protocol and U.S. Representation Abroad. Employment Planning for the Foreign Service Spouse; English Teaching, and Making Presentations: From Design to Delivery provide family members with career skills they can use both at home and overseas.

Children's concerns are addressed, too. Prior registration to attend courses is required. For current course listings and schedules, call (703) 302-7268, e-mail [FSITCTraining@state.gov](mailto:FSITCTraining@state.gov), or visit the OBC website.

A minimum series of courses recommended before departure includes: Protocol and U.S. Representation Abroad; Regulations, Allowances, and Finances; Working in an Embassy (through the School of Professional and Area Studies); and the

Security Overseas Seminar (mandatory for all employees before reporting to post).

Register through your Career Development Officer in HR/CDA. For information about the classes or course dates call (703) 302-7269, e-mail [FSIOS@state.gov](mailto:FSIOS@state.gov), or check the OBC website.

## ***Career Transition Center***

The Career Transition Center (CTC) addresses the needs of those employees who are considering options outside the Department or the Foreign Affairs community (consideration should begin well before the projected retirement date). The CTC conducts two flagship programs: The Job Search Program (JSP) and the Retirement Planning Seminar (RPS), intended for persons near or ready for retirement.

In addition, the CTC also maintains the Talent Bank, a database of active duty and retired personnel who are interested in work primarily outside the Federal government. The Center publishes a monthly *Newletter & Job Leads* that provides job search information and employment opportunities to interested employees and retirees. For further information, call (703) 302-7415 or e-mail [FSICTC@state.gov](mailto:FSICTC@state.gov).