

DotOne TRAINING PROPOSAL

Presented by



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ABOUT DOTONE CONSULT

DotOne Consult is an IT Consulting, Training and Technology Solutions Providing firm who has partnered with dozens of businesses throughout the country offering IT Trainings and Consultations.

Our objective is to help train prospective companies and organizations to effectively and efficiently work in order to achieve organizational goals and objectives through globally accepted standardization.

We a high performing team with more than 20 years training experience in Project Management Training, Microsoft (MS) Office Suite, MS Operating Systems (Windows 2016/ 2019) IT Trainings and Consultation, IT Project Management, IT Infrastructure, Tally Accounting, Web & Graphic Design, Ethical Hacking and other MS related tools and deployments like MS Office 365, MS Project, MS SharePoint etc.

These trainings have been done in the following industries; Construction, ISP, Mining, Telecommunications, Shipping and Banking. Our high performing team executes various physical and virtual training programmers. Our trainings date back to the days of Computer Driving License (16 years ago) till today where we train in MS Office 365. We have certified Microsoft expert with strong inclination towards multi- cultural Operations across West Africa.

Our core competencies are based on the ability to adapt to changing corporate environments and being collaborative with clients’ engagements. Our team of experts have good presentation and communication skill focused on helping corporate staff to continually learn, embrace challenges

and resolve corporate issues towards the achievement of business strategic goals and objectives.

Vision and Mission

Vision

To be the most valued customer-centric company delivering simple, effective and efficient IT solutions.

Mission

To satisfy our customers all over world by creating the value they cherish most.

SKILLS PROFILE

Microsoft Expert: Over 16 years working experience training diverse people on Microsoft Office Suites and other Microsoft applications.

Managerial: A highly business minded firm with experience in the Telecommunications, Banking, Oil and Gas, Construction, Ports and Shipping and Mining industries. We have people management skills and good decision making skills from multinational companies.

Service Management: A client focuses with experience in training and managing people geared towards the realization of the strategic goals of the business.

Technology: A highly analytical problem solver with experience in technological projects and embracing the latest technologies to meet business goals.

Our competencies are also based on collaborations with good communication skills focused on embracing challenges, resolving problems and continual learning to achieve business goals and objectives. Our execution strategy incorporates using proven methodologies and a highly responsive approach to managing candidates as well as clients.

We also:

- Engage, inspire confidence and encourage honest and open communication during class sessions.
- Observe, counsel and evaluate participants/clients to help achieve goals and objectives during and after class sessions.
- Maintain discipline, housekeeping and safety standards during class sessions.
- Revise training programs based upon validated feedbacks from our participants.

TRAINING METHODOLOGY

The Instructor- Led Training (in- person training) includes participant's resource guide with detailed lesson plans, timelines and additional resources such as:

- ❖ **Online Assessment:** - An online detailed assessment to ascertain the exact levels of all training participants prior to the training programme. This pre- assessment can also be done on paper to produce the same results but at the request of the client.
- ❖ **Hands-On Training:** - Hands-on exercises provide you with practical experience.
- ❖ **Participants Manuals:** - These streamlined training manuals include step-by-step learning exercises designed specifically for adult learning (for basic, intermediate and advanced levels).
- ❖ **Quick Reference Sheets:** - These powerful quick reference materials are an excellent take away from training program or as a stand-alone desktop reference tutorial.
- ❖ **PowerPoint Slides:** - Classroom slides compliment the instructor-led training experience and provide an **excellent** summary of training concepts in point format.

PRE- ASSESSMENT APPROACH

Pre- assessment will be handled by DotOne and results will be shared with client company.

POST COURSE EVALUATION MECHANISMS

Participants will be given an another assessment test to determine their understanding of the course. Development of course/training evaluation forms to assess the quality of course and the competence of the trainer. The results will be reviewed and evaluated jointly with the client. There shall be **no cost** for the Post Course Evaluation. It shall be considered as bonus offer considering the number of participants.

MONITORING AND EVALUATION SERVICE

There is the option of a monitoring and evaluation service that will ensure that the participants actually translate the skills and knowledge they have acquired during the training into practical benefits for the client. This is optional and is at the discretion of the client if desired or not.

DOTONE CONSULT'S CAPABILITIES

DotOne Consult has the capability to train between five (5) to two hundred (200) participants at a go. Our execution strategy incorporates proven methodologies, extremely qualified personnel, and a highly responsive approach to managing our candidates as well as clients.

All clarifications sort from this article can be discussed and mutually agreed upon.

SCHEDULE

SUGGESTED SCHEDULE

SESSIONS SCHEDULE	TIME	DURATION
Week Days	9am to 4pm	TBD
Week Ends	TBD	TBD

Estimated duration will be shared with clients depending on the numbers and the output of the participants. Client can suggest a schedule to suit their working conditions.

The training content can be tailored to client's specific needs. Participants can have specific issues addressed during the training. A support period can be agreed upon during which participants can still interact with the resource person for any further assistance in any areas that was treated during the training program.

TRAINING COURSES AVAILABLE:

The Table below shows the various Programs we offer

Srl.	Training Program	Hours	No. of People
1.	Project Management Professional (PMP)	40	5 and above
2.	CCNA (Cisco Certified Network Associate)	20	5 and above

3.	CCNP (Cisco Certified Network Professional)	20	5 and above
4.	ITILv4 (Information InfrastructureTechnology Library)	40	5 and above
5.	Customer Service Training	40	5 and above
6.	Computer Proficiency	10	5 and above
7.	Microsoft Office Suites (from Basic to Advance Level)	48	5 and above
8.	MS Project 2016	8	5 and above
9.	Finance for Non- Financial Managers	40	5 and Above
10.	Managerial Finance	40	5 and Above
11.	Accounting Software Training (SAP Financial Accounting Software)	40	5 and Above
12.	Payroll Software Training – PayMaster Software Training	40	5 and Above
13.	VMware vSphere: Install, Configure, Manage (V7)	40	5 and Above
14.	Agile Certified Practitioner (PMI- ACP)	21	5 and Above
15.	Scrum Master	16	5 and Above
16.	Business Analysis and Requirements Writing	16	5 and Above
17.	Post Clearance Audit (PCA)	16	5 and Above

TRAINING COURSE DETAILS:

1. Project Management Professional (PMP)

COURSE OVERVIEW

Project Management Professional (PMP) is a course designed for Project Management Professionals and other professionals who engage in projects. It enhances ones Project Management knowledge, confidence, skills, capabilities, performance levels and success in managing small, big, chaotic and complex projects in every industry thereby increasing opportunities for growth and progression.

PREREQUISITE

Candidates should be working and should have executed projects before.

WHO SHOULD ATTEND?

- All Project Managers
- All prospective Project Managers
- All individuals who are not Project Managers but do projects.

COURSE OBJECTIVE

After successful completion of the course participants will be able to demonstrate best practices in project management-both on the job and through professional certification and be able to apply the generally recognized practices of project management acknowledge by the Project Management Institute (PMI) to successfully manage projects.

COURSE OUTLINE

- | | |
|-----------------------------------|---|
| • Creating A High Performing Team | • Build a team |
| • Starting The Project | • Define team ground rules |
| • Doing The Work | • Negotiate project agreements |
| • Keeping The Team On Track | • Empower team members and stakeholders |
| • Keeping The Business in Mind | • Train team members and stakeholders |
| | • Engage and support virtual teams |

Creating A High Performing Team

- Build shared understanding about a project

Starting The Project

- Determine appropriate project methodology/methods and practices
- Plan and manage scope
- Plan and manage budget and resources
- Plan and manage schedule
- Plan and manage quality of products and deliverables
- Integrate project planning activities
- Plan and manage procurement
- Establish project governance structure plan and
- Manage project/phase closure

Doing The Work

- Assess and manage risks
- Execute project to deliver business value
- Manage communications
- Engage stakeholders
- Create project artifacts
- Manage project changes

- Manage project issues
- Ensure knowledge transfer for project continuity

Keeping The Team On Track

- Lead a team
- Support team performance
- Address and remove impediments, obstacles, and blockers
- Manage conflict
- Collaborate with stakeholders
- Mentor relevant stakeholders
- Apply emotional intelligence to promote team performance

Keeping The Business in Mind

- Manage compliance interventions
- Evaluate and deliver project benefits and value
- Evaluate and address internal and external
- Business environment changes
- Support organizational change
- Employ continuous process improvement

2. CCNA (Cisco Certified Network Associate)

COURSE OVERVIEW

CCNA is a foundation Cisco network administration course designed manage the ever changing world of agile and versatile networks that are required to be managed and optimized. It shapens one's knowledge and skills related to network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.

PREREQUISITE

Basic Network Management knowledge (Network+)

WHO SHOULD ATTEND?

- Help Desk Technician/ Administrator
- Network Technician/ Administrator
- Network Support Technician
- Entry Level Network Engineer

COURSE OBJECTIVE

After this course candidates are able to build their knowledge and skills related to network fundamentals, network access, design Ethernet LANs, IP connectivity, IP services, security fundamentals, implement IPv6 and wireless LANs and automation and programmability.

COURSE OUTLINE

CCNA Routing and Switching

- Basics of IP networking
- Lan Switching
- IP Addressing IPv4 and IPv6
- Routing Protocols
- WAN Technologies
- Troubleshooting

CCNA Security

- Common Security threats and attacks
- Security on Cisco Routers
- Cisco Firewall Technologies
- Cisco IPS
- VPN Technologies
- Secure Network

Management and Reporting

CCNA Voice:

- Cisco Unified Communications Manager Express
- Cisco IP Phone Concepts, Registration and EPhone-DNS
- VoIP
- PSTN and digital network convergence
- Cisco unified communications
- Enabling Telephony Features with CUCM

3. CCNP (Cisco Certified Network Professional)

COURSE OVERVIEW

CCNP is a Cisco designed course to equip participants with the knowledge and skills needed to plan, implement, secure, maintain, and troubleshoot converged enterprise networks. The curriculum consists of three experience-oriented courses that employ industry-relevant instructional approaches to prepare candidates for professional-level jobs: CCNP ROUTE: Implementing IP Routing, CCNPSWITCH: Implementing IP Switching, and CCNP TSHOOT: Maintaining and Troubleshooting IP Networks. It provides candidates with a theoretically rich, hands-on learning experience covering advanced routing, switching, and troubleshooting.

PREREQUISITE

CCNA-level networking concepts and skills

CCNA Discovery or CCNA Exploration

CCNP ROUTE and CCNP SWITCH are both prerequisites for CCNP TSHOOT

WHO SHOULD ATTEND?

- College and university-level students seeking career-oriented, enterprise-level networking skills.
- CCNA certification holders who wish to build on their CCNA knowledge base.
- Individuals seeking Cisco CCNP certification
- College and university-level students seeking career-oriented, enterprise-level networking skills

COURSE OBJECTIVE

After successful completion of this course, participants should be able to gain an in-depth, theoretical overview of advanced routing and switching and troubleshooting complex enterprise networks. Participants should be able to build on the Cisco CCNA Discovery and CCNA Exploration courses with more complex network configurations, diagnosis and troubleshooting. Participants should gain significant hands-on interaction with networking equipment to prepare them for certification exams and career opportunities. They are also able to apply what they learn and develop critical thinking and complex problem-solving skills.

COURSE OUTLINE

- CCNP ROUTE: Implementing Cisco IP Routing,
- CCNP SWITCH: Implementing Cisco IP Switching and
- CCNP TSHOOT: Maintaining and Troubleshooting Cisco IP Networks.

CCNP ROUTE: Implementing Cisco IP Routing

COURSE OBJECTIVE

After a successful completion this course, participants should be able to plan and document the configuration and verification of routing protocols and their optimization in enterprise networks.

They should be able to identify the technologies, components and metrics of EIGRP used to implement and verify EIGRP routing in diverse, large-scale internetworks based on requirements and also identify, analyze and match OSPF multi-area routing functions and benefits for routing efficiencies in network operations in order to implement and verify OSPF routing in a complex enterprise network. Participants should be able to implement and verify a redistribution solution in a multi-protocol network that uses Cisco IOS features to control path selection and provide a loop-free topology according to a given network design and requirements. They should be able to evaluate common network performance issues, identify the tools needed to provide Layer 3 path control that uses Cisco IOS features to control the path and implement and verify a Layer 3 solution using BGP to connect an enterprise network to a service provider.

COURSE OUTLINE

Module 1: Course Overview

Module 2: Planning Routing Services

Module 3: Implementing an EIGRP based Solution

Module 4: Implementing a Scalable Multiarea Network OSPF based Solution

Module 5: Implement an IPv4 based redistribution solution

Module 6: Implement Path Control

Module 7: Connecting an Enterprise Network to ISP Networks

Module 8: Implement Path Control

Module 9: Implementing IPv6

Module 10: Implementing Routing Facilities for Branch Offices and Mobile Workers

CCNP SWITCH: Implementing Cisco IP Switching

COURSE OBJECTIVE

Upon a successful completion of this course, participants should be able to analyze campus network designs, implement VLANs in a network campus and implement spanning tree protocol. Participants should be able to implement inter-VLAN routing in a campus network, implement a highly available network and implement high-availability technologies and techniques using multilayer switches. They should be able to implement security features in a switched network, integrate WLANs into a campus network and accommodate voice and video in campus networks.

COURSE OUTLINE

Module 1: Course Overview

Module 2: Analyzing Campus Network Designs

Module 3: Implementing VLANs in Campus Networks

Module 4: Implementing Spanning Tree

Module 5: Implementing Inter-VLAN Routing

Module 6: Implementing First Hop Redundancy in a Campus Environment

Module 7: Implementing a Highly Available Network

Module 8: Minimizing Service Loss and Data Theft in a Campus Network

Module 9: Integrating Wireless LANs into a Campus Network

Module 10: Accommodating Voice and Video in Campus Networks

CCNP TSHOOT: Maintaining and Troubleshooting Cisco IP Networks

COURSE OBJECTIVE

At the end of this course, participants should be able to plan and document the most commonly performed maintenance functions in complex enterprise networks and develop a troubleshooting process to identify and resolve problems in complex enterprise networks. Participants should be able to select tools that best support specific troubleshooting and maintenance processes in large, complex enterprise networks and practice maintenance procedures and fault resolution in switching-based environments. They should be able to practice maintenance procedures and fault resolution in routing-based environments, practice

maintenance procedures and fault resolution in a secure infrastructure and troubleshoot and maintain integrated, complex enterprise networks.

COURSE OUTLINE

Module 1: Curriculum Overview

Module 2: Planning Maintenance for Complex Networks

Module 3: Selecting Maintenance and Troubleshooting Tools and Applications

Module 4: Planning Troubleshooting Processes for Complex Enterprise Networks

Module 5: Maintaining and Troubleshooting Campus Switching-Based Problems

Module 6: Maintaining and Troubleshooting Routing Based Solutions

Module 7: Maintaining and Troubleshooting Network Security Solutions

Module 8: Maintaining and Troubleshooting Integrated, Complex Enterprise Networks

Module 9: Troubleshooting Performance Problems on Switches

Module 10: Troubleshooting Wireless Connectivity

Module 11: Troubleshooting Voice over IP

Module 12: Troubleshooting Video

Module 13: Troubleshooting Multicast

Module 14: Troubleshooting NAT and PAT

Module 15: Troubleshooting DHCP

Module 16: Troubleshooting IPv6, OSPFv3, and RIPng

4. ITIL (Information Technology Infrastructure Library)

COURSE OVERVIEW

ITIL describes processes, procedures, tasks, and checklists which are not organization-specific nor technology-specific but can be applied by an organization for establishing integration with the organization's strategy, delivering value and maintaining a minimum level of competency. It allows the organization to establish a baseline from which it can plan, implement and measure. It is used to demonstrate compliance and to measure

improvement. There is no formal independent third party compliance assessment available for ITIL compliance in an organization.

PREREQUISITE

General knowledge and interest in IT.

WHO SHOULD ATTEND?

- IT programmers/ developers
- IT analysts,
- Database administrators,
- Help Desk administrators
- Network administrators
- IT Project Managers

COURSE OBJECTIVE

After a successful completion of this course, participants should have a stronger alignment between IT and the business as well as have an improved service delivery and customer satisfaction. Participants should reduce operational costs through improved utilization of resources, have greater visibility of IT costs and assets and have a better management of business risk and service disruption or failure.

COURSE OUTLINE:

- The key concepts of service management
- How the ITIL guiding principles can help an organization adopt and adapt service management
- The four dimensions of service management
- The purpose and components of the ITIL service value system
- The activities of the service value chain, and how they interconnect

- The purpose and key terms of 15 ITIL practices
- 7 ITIL practice

5. Customer Service Training:

COURSE OVERVIEW

This Customer Service course is designed to provide students with any level of experience who want to expand their knowledge, improve their skill set and increase the understanding of customer benefits.

PREREQUISITE

Basic knowledge and interest in Customer Service.

WHO SHOULD ATTEND?

- Entry level Customer Service personnel
- Customer Service professionals

COURSE OBJECTIVE

Upon completion of this course, students should be able to obtain tools to provide quality customer service and make lasting impressions on customers. They should understand how customers define the success of your company, as well as a customer's emotional behaviors

and how that sensitivity influences his or her decision making. Participants should understand the techniques required to increase customer satisfaction through one's behavior, sensitivity and respect and understand the techniques for providing service through face-to-face contact, the factors that contribute to the success of that contact and the benefits of actively listening to your customers. Participants should also understand the stages of customer management and recognize who their internal customers are and also explore value chain management and how to make positive long-term decisions that add value to one's organization. They understand and appreciate the guidelines for dealing with unreasonable and irate customers, act to increase the loyalty of the customers they serve and sell via customer service

COURSE OUTLINE:

- Module 1: The Value of Customer Care
- Module 2: Customers Define Success
- Module 3: You Make the Difference
- Module 4: Customer Relationships
- Module 5: Who Is the Customer?
- Module 6: Engage Difficult Customers
- Module 7: Increasing Customer Loyalty
- Module 8: Increase Sales via Service

6. Computer Proficiency:

COURSE OVERVIEW

This course is design to help individual that are interested in basic computing and how to use electronic gadgets effectively and efficiently.

PREREQUISITE

Basic or no knowledge in IT

WHO SHOULD ATTEND?

- All corporate professionals

COURSE OBJECTIVE

After completing this course, participants should be able to identify application areas of IT and understand the effective and efficient usage of the computer. Participants should understand how internet is used proficiently and also understand various IT professionals and their respective duties in corporate environments.

COURSE OUTLINE

- Identify application areas of IT
- Upload and download files from the internet
- Explore various components of a computer
- Explore Windows operating system
- Work effectively on the computer
- Explore the usage of Internet
- Troubleshoot PC and its peripherals
- Classify network architecture and topologies
- Identify resources used to connect a network
- Secure your system and mobile devices

7. Microsoft Office Suite (MS Word, MS Excel, MS PowerPoint)

COURSE OVERVIEW

This course is designed to teach the basic skills for word processing, for creating excel spreadsheets, for building databases and preparing presentations, through the use of Microsoft Office Word, Excel, Access, and PowerPoint programmes. It explains how word documents are created and teaches word processing fundamentals. It also provides detailed

guidance to the use of electronic spreadsheets to solve relevant problems, and to the preparation of graphs and use of graphics software to present important facts in an imaginative and memorable manner.

PREREQUISITE

Basic or no knowledge in IT

WHO SHOULD ATTEND?

- Proof readers
- Content Writers
- Data Entry Operators
- Engineers & Auditors
- Data Scientists & Data Analysts
- Students, Teachers or Researchers
- Business or Corporate sector employees
- Anyone who wants to Master the Microsoft Office

COURSE OBJECTIVE

Upon successful completion of this course, participants will be able to claim proficiency in Word, Excel and PowerPoint. Participants will be familiar with some advanced Word, Excel and PowerPoint functions and will also be able to independently create professional-looking documents and presentations. Participants will understand how to use Word, Excel and PowerPoint in a variety of professional, educational, and personal situations.

COURSE OUTLINE:

i. MS. Word

- Module 1: Text Basics

- Module 2: Text Formatting and saving file
- Module 3: Working with Objects
- Module 4: Header & Footers
- Module 5: Working with bullets and numbered lists
- Module 6: Tables
- Module 7: Styles and Content
- Module 8: Merging Documents
- Module 9: Sharing and Maintaining Document
- Module 10: Proofing the document
- Module 11: Printing

ii. MS. Excel

- Module 1: Introduction to Excel
- Module 2: Formatting excel work book
- Module 3: Perform Calculations with Functions
- Module 4: Sort and Filter Data with Excel
- Module 5: Create Effective Charts to Present Data Visually
- Module 6: Analyze Data Using PivotTables and Pivot Charts
- Module 7: Protecting and Sharing the work book
- Module 8: Use Macros to Automate Tasks
- Module 9: Proofing and Printing

iii. MS. PowerPoint

- Module 1: Setting Up PowerPoint Environment:
- Module 2: Creating slides and applying themes
- Module 3: Working with bullets and numbering
- Module 4: Working with Objects
- Module 5: Hyperlinks and Action Buttons
- Module 6: Working with Movies and Sounds

- Module 7: Using SmartArt and Tables
- Module 8: Animation and Slide Transition
- Module 9: Using slide Master
- Module 10: Slide show option
- Module 11: Proofing and Printing

8. Microsoft Project 2016:

COURSE OVERVIEW

Microsoft Project is the world's most popular project management software developed and sold by Microsoft. The application is designed to assist project managers in developing plans, assigning resources to tasks, tracking progress, managing budgets and analyzing workloads.

PREREQUISITE

Project Manager
Accountant
Managers and
Basic Computer Literacy

WHO SHOULD ATTEND?

- Project Managers
- Corporate professionals executing projects

COURSE OBJECTIVE

At the end of this course, candidates will be able to create project plans, schedule tasks and milestones, add and work with resources. Candidates will also be able to work with views and reports, tracking progress and updating your project plans. They should be also able to develop customized features and reports and link with Microsoft Excel.

COURSE OUTLINE

- Introduction to MS Project
- Guided tour of MS Project
- Plan a New Project
- Build a Task List
- Set – Up Resources
- Assign Resources to Tasks
- Format and share your Plan
- Track Progress: Basic Techniques
- Fine-Tune Task Scheduling
- Fine- Tune Task Details
- Fine- Tune Resources & Assignment Details
- Fine- Tune the Project Plan
- Organize Plan Details
- Track Progress: Detailed Techniques
- View & Report Project Status
- Format & Print Views: In- Depth Techniques
- Format Reports: In- Depth Techniques
- Customize Project
- Share Information with other Programs
- Consolidate Projects & Resources

9. Finance for Non-Financial Managers

COURSE OVERVIEW

Finance for Non-Financial Managers training course aims to provide candidates with an introduction to the fundamentals of finance, to ensure that the delegate can fulfil their daily or prospective role. This course will focus on several types of finance accounts, how to analyse trends within finance that can be optimized for company growth, and how to create cash flow statements.

As a manager, having a good understanding of all aspects of the organization is incredibly important. Obtaining an understanding of finance is especially important as these skills can assist the individual in, for example, understanding how to maximize sales or assessing unnecessary costs.

PREREQUISITE

A good appreciation of finance in corporate institutions.

WHO SHOULD ATTEND?

This course is designed for managers who do not have a direct role within finance but need basic skills and understanding of finance to fulfil their own roles.

COURSE OBJECTIVE

Upon the completion of this course, candidates will be able to use financial information to manage and assess their company or department operations, control the working capital and manage the impact of inventory build-up. Candidates will be able to manage and reduce cost (fixed versus variable costs), practise and use a range of accounting methods, tools and techniques available to manage financial risks in their organizations. Candidates should be also able to interpret the language of accounts and break down barriers of understanding, get confidence to prepare budgets and read management information.

COURSE OUTLINE

This Finance for Non-Financial Managers training will cover the following modules:

Module 1: Introduction to Finance

Module 2: Financial Management Tools

Module 3: Profit and Loss Accounts

Module 4: Understanding Income and Expenditure Accounts

Module 5: Cash and Accruals Account

Module 6: Communicating Effectively with Finance Professionals

Module 7: Analyzing Trends in Financial Flows

Module 8: Reading Balance Sheets

Module 9: Constructing a Cash Flow Statement

Module 10: How to Build a Budget

10. Managerial Finance

COURSE OVERVIEW

To provide individuals with knowledge of the key principles, concepts, and tools of finance in order to equip them for roles as managers and as entrepreneurs. This course also provides an introduction to corporate finance, with an emphasis on project valuation.

PREREQUISITE

Basics in Finance and basics in management.

WHO SHOULD ATTEND?

- This course is designed for managers.

COURSE OUTLINE

Topics covered include;

- Financial statement analysis and financial ratios.
- Interest rates and valuing cash flows (time value of money).
- Investment valuation and decision rules.
- Risk and return.
- Cost of capital and capital budgeting.

11. Accounting Software Training (SAP Financial Accounting Software)

COURSE OVERVIEW

SAPs Accounting software provides you with a way of managing your business accounts including journal entries, accounts receivable and accounts payable, as well as accurately tracking cash flow, fixed assets and monitoring performance against budgets.

PREREQUISITE

Basic computer literacy

WHO SHOULD ATTEND?

- This course is designed for accounting and finance professionals.

COURSE OBJECTIVE

After a successful completion of this course participants should be able to understand how SAP financial accounting works, master the basics of SAP financial accounting and learn about important financial accounting terms. Participants will realize the importance of the general ledger and learn about its features, learn about sub- ledgers, accounts receivable/ payable and asset accounting. Participants should be able to learn how the finance module integrates with other SAP modules, recognize the organizational elements of R/3 and describe the basic settings, classify and reconcile R/3 documents with the original documents, learn about opening and closing posting periods and assign posting authorizations to users.

COURSE OUTLINE

- Billing
- Business process and scenarios
- Commodity management
- Data warehouses

- Inventory and delivery processes
- Master Data

12. Payroll Software Training – PayMaster Software Training

COURSE OVERVIEW

PayrollMaster software is a Windows-based, easy to access, fast and amazingly accurate. It delivers pay cheques with ease, complete with error-free calculations, and ensure compliances like taxation and PF, to disburse salary and reimbursements on time. It synergizes the best of features, functionalities that ensures implementing compensation practices of leading industries.

PREREQUISITE

Basic computer literacy

WHO SHOULD ATTEND?

- New clients as well as new users of the system
- Current users of the PayDay system updating their knowledge
- Individuals reporting, overseeing or managing the payroll department
- HR practitioners

COURSE OBJECTIVE

Upon a successful completion of this course participants will be able to understand the basics in payroll management, recognize and use the tricks of the payroll software effectively and efficiently.

COURSE OUTLINE

- Role of the Payroll Administrator.

- Explanations and comprehensive interactive demonstrations relating to administration of the system.
- Various legislation affecting the payroll explained as well as the effect of this on employees.
- Earnings and deductions (Salary screen practically demonstrated).
- A demonstration of the report menu and its functions as well as certain examples of the most important statistical reports to generate.
- The payroll cycle explained.
- Interactive practical exercises performed on the Payroll system with assistance of the trainer.

13. VMware vSphere: Install, Configure, Manage (V7)

COURSE OVERVIEW

This is an intensive hands-on training that focuses on installing, configuring, and managing VMware vSphere® 7 which includes VMware ESXi™ 7 and VMware vCenter Server® 7. This course is the foundation for most of the other VMware technologies in the software-defined data center.

PREREQUISITE

System administration experience on Microsoft Windows or Linux operating systems.

WHO SHOULD ATTEND?

- System Administrators
- System Engineers

COURSE OBJECTIVE

At the end of this course participants should be able to administer a vSphere infrastructure for an organization of any size. Participants should be able to describe the software-defined data center (SDDC), explain the vSphere components and their function in the infrastructure, install and configure ESXi hosts, deploy and configure VMware vCenter® Server

Appliance™, use VMware vSphere® Client™ to manage the vCenter Server inventory and the vCenter Server configuration and manage, monitor, back up and protect vCenter Server Appliance.

Participants should also be able to create virtual networks with vSphere standard switches, describe the storage technologies supported by vSphere, configure virtual storage using iSCSI and NFS storage, create and manage VMware vSphere® VMFS datastores, use the vSphere Client to create virtual machines, templates, clones, and snapshots, create a content library and deploy virtual machines from templates in the library and manage virtual machine resource use.

They should also be able to migrate virtual machines with VMware vSphere® vMotion® and VMware vSphere® Storage vMotion®, create and manage a vSphere cluster that is enabled with VMware vSphere® High Availability and VMware vSphere® Distributed Resource Scheduler™, discuss solutions for managing the vSphere life cycle and use VMware vSphere® Lifecycle Manager™ to perform upgrades to ESXi hosts and virtual machines.

COURSE OUTLINE

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 Introduction to vSphere and the Software-Defined Data Center

- Explain basic virtualization concepts
- Describe how vSphere fits into the software-defined data center and the cloud infrastructure

- Explain how vSphere interacts with CPUs, memory, networks, and storage
- Recognize the user interfaces for accessing the vCenter Server system and ESXi hosts
- Describe the ESXi host architecture
- Navigate the Direct Console User Interface (DCUI) to configure an ESXi host
- Recognize ESXi host user account best practices

- Install an ESXi host
- Use VMware Host Client™ to configure ESXi host settings
- Describe how to proactively manage your vSphere environment using VMware Skyline

3 Virtual Machines

- Create and provision a virtual machine
- Explain the importance of VMware Tools™
- Install VMware Tools
- Identify the files that make up a VM
- Recognize the components of a VM
- Recognize virtual devices supported by a VM
- Describe the benefits and use cases for containers
- Identify the parts of a container system

4 vCenter Server

- Describe the vCenter Server architecture

- Discuss how ESXi hosts communicate with vCenter Server
- Deploy and configure vCenter Server Appliance
- Use vSphere Client to manage the vCenter Server inventory
- Add data center, organizational objects, and hosts to vCenter Server
- Use roles and permissions to enable users to access objects in the vCenter Server inventory
- Back up vCenter Server Appliance
- Monitor vCenter Server tasks, events, and appliance health
- Use VMware vCenter Server® High Availability to protect a vCenter Server Appliance

5 Configuring and Managing Virtual Networks

- Create and manage standard switches
- Describe the virtual switch connection types

- Configure virtual switch security, traffic-shaping, and load-balancing policies
- Compare vSphere distributed switches and standard switches

6 Configuring and Managing Virtual Storage

- Identify storage protocols and storage device types
- Discuss ESXi hosts using iSCSI, NFS, and Fibre Channel storage
- Create and manage VMFS and NFS datastores
- Explain how multi-pathing works with iSCSI, NFS, and Fibre Channel storage
- Recognize the components of a VMware vSAN™ configuration

7 Virtual Machine Management

- Use templates and cloning to deploy new virtual machines
- Modify and manage virtual machines

- Create a content library and deploy virtual machines from templates in the library
- Use customization specification files to customize a new virtual machine
- Perform vSphere vMotion and vSphere Storage vMotion migrations
- Describe the Enhanced vMotion Compatibility feature
- Create and manage virtual machine snapshots
- Examine the features and functions of VMware vSphere® Replication™
- Describe the benefits of VMware vSphere® Storage APIs – Data Protection

8 Resource Management and Monitoring

- Discuss CPU and memory concepts in a virtualized environment
- Describe what over commitment of a resource means
- Describe methods for optimizing CPU and memory usage
- Use various tools to monitor resource use

- Create and use alarms to report certain conditions or events

- Describe the function of the vSphere® Cluster Service

9 vSphere Clusters

- Describe the functions of a vSphere DRS cluster
- Create a vSphere DRS cluster
- Monitor a vSphere cluster configuration
- Describe options for making a vSphere environment highly available
- Explain the vSphere HA architecture
- Configure and manage a vSphere HA cluster
- Examine the features and functions of VMware vSphere® Fault Tolerance

10 vSphere Lifecycle Management

- Recognize the importance of vCenter Server Update Planner
- Describe how VMware vSphere® Lifecycle Manager™ works
- Describe how to update ESXi hosts using baselines
- Validate ESXi host compliance using a cluster image
- Describe how to upgrade VMware Tools and VM hardware
- Describe VMware vSphere® Lifecycle Manager™ and VMware vSAN™ integration.

14. Agile Certified Practitioner (PMI-ACP)®

COURSE OVERVIEW

This course provides guidance on how to lead a colocated cross-functional team, as well as a distributed team, and how to boost team performance. This course highlights the importance of stakeholder engagement, collaboration and communication during Agile planning and development projects. It demonstrates one's knowledge of Agile principles and skills with Agile techniques.

PREREQUISITE

Project Management experience is desired.

WHO SHOULD ATTEND?

- Agile Coaches
- Scrum Masters
- Project Leaders
- Product Owners
- Project Managers
- Agile Team Members
- Agile Project Managers

COURSE OBJECTIVE

At the end of this training, participants should become familiar with the Agile approach and learn about Agile models and methodologies, understand Agile project management and the adoption of Agile practices and apply Scrum management principles and manage the Scrum process in action.

Participants should be able to practice Agile planning and integrate the initiation and requirements gathering activities, employ activities specific to Agile iterations planning and monitoring and understand Agile teams and manage Agile team performance. They will also be able to use tools for active stakeholder engagement, manage delivery of value and quality and master Agile key concept for the certification exam.

COURSE OUTLINE

1 - CORE AGILE CONCEPTS

- Core Agile Concepts Overview
- Traditional Project Management Methodologies
- Drawbacks of Waterfall Methodologies

- Agile Approach
- Empirical Process Control
- Agile and Traditional Project Management
- Choice of Methodologies/Frameworks

2 - THE AGILE MANIFESTO

- The Agile Manifesto Overview
- Manifesto Contributors
- Manifesto Values
- Manifesto Principles

3 - COMMON AGILE METHODOLOGY ELEMENTS

- Common Agile Methodology Elements Overview
- Project (Product; Release) Initiation
- Agile Planning
- Iteration Planning and Executing

4 - PROJECT INITIATION

- Project Initiation Overview
- Determine Project Justifications and Metrics
- Provide Value-Driven Delivery

- Write Project Vision Statement
- Create Project Charter
- Identify Stakeholders and Leader/Coach
- Form Project Team

5 - AGILE TEAMS AND TEAM SPACE

- Agile Teams and Team Space Overview
- Scrum Master/Coach
- Product Owner/Customer
- Team Members/Developers (XP)
- Trackers and Testers
- Other Roles
- Team Space
- Physical Space Recommendations

6 - AGILE PLANNING

- Agile Planning Overview
- Develop Epics and Stories
- Create Stories
- Non-Customer Facing Stories
- Personas and Extreme Personas
- Story Maps

- Estimating Stories
- Prioritizing Stories
- Create Product Backlog
- Create Product Roadmap
- Conduct Release Planning
- Create Parking Lot

7 - ITERATIONS/SPRINTS

- Iterations/Sprints Overview
- Velocity Determination
- Iteration Planning Meeting
- Iteration Planning Guidelines
- Development
- Testing
- Daily Standup Meetings
- Progress Tracking
- Velocity Tracking

8 - INTERPERSONAL ASPECTS OF AGILE

- Interpersonal Aspects of Agile Overview
- Methodologies and Uncertainty
- Coach/Scrum Master

- Team Motivation
- Soft Skills
- Emotional Intelligence
- Collaboration
- Negotiations
- Active listening
- Conflict Resolution
- Speed Leas' Model of Group Conflict
- Conducting Retrospectives
- Mindsets of Agile Coaches
- Leadership Stages
- Key Coaching Responsibilities

9 - AGILE METHODOLOGIES

- Agile Methodologies Overview
- XP and Scrum Terms
- XP Terms and Concepts
- XP Primary Practices
- XP Corollary Practices
- Scrum
- Lean Software Development
- Seven Principles of Lean
- Seven Types of Muda

- Responsibilities
- Core Beliefs of Lean-Agile Software Development
- Other Principles of Lean-Agile Software Development
- Value Stream Mapping
- Lean-Agile Software Development Portfolio Management

15. Professional Scrum Master

COURSE OVERVIEW

This course is designed to challenge participants to explore the Agile and Scrum principles so they can better understand what to do when applying Scrum to support their teams and organizations.

It is made of a combination of discussions and exercises to make participants develop a deep understanding of the underlying principles of Scrum and the Agile Mindset while learning the practices applied by successful Scrum Teams.

PREREQUISITE

Project Management experience is desired.

WHO SHOULD ATTEND?

- IT Managers
- Scrum Masters
- Scrum Coaches
- Product Owners
- Software Developers
- Scrum Team Members

COURSE OBJECTIVE

At the end of this course, students are challenged to think within the Scrum framework and the underlying values and principles to better understand what to do when returning to the workplace and facing complex decisions.

They gain a clear understanding of the rules of Scrum through the empirical foundation of Scrum and are able to act as a Scrum Master for Scrum Teams as well as stakeholders from an in-depth understanding of servant-leadership.

Students are also able to effectively start up Scrum or increase its effectiveness if already underway.

COURSE OUTLINE

- Scrum Basics
- Scrum theory and principles
- The Scrum Framework and Meetings
- The Definition of Done
- Running a Scrum project
- Scrum and Change
- Working with people and teams
- Scrum in your organization
- Scrum and Total Cost of Ownership
- The role of the Scrum Master

16. Business Analysis and Requirements Writing

COURSE OVERVIEW

This course provides everything one needs to get started in Business Analysis. It focuses on how analysis are performed in the real world by using real world scenarios and case studies. This course also provides a solid foundation for a career as a Business Analyst by exploring the strategies, phases, components and processes that a Business Analyst uses to develop a project.

By following the logical methodology for the requirements process presented in this course, participants will learn to develop and write effective requirements, including business objectives as well as business, stakeholder and solution requirements.

TARGET AUDIENCE

This course is designed for the following professional below;

- Engineers
- Managers
- Testers
- Architects
- Systems Analysts
- Business Analysts
- Requirements Analysts
- Independent Verification and Validation Team
- Developers
- Software Engineers
- IT Project Managers / Project Leaders
- Project Managers
- Project Analysts
- Team Leaders,
- Program Managers
- Subject Matter Experts
- Business System Analyst
- Marketing Professionals

COURSE OBJECTIVES

At the end of this programme, participants will develop skills that will enable them to;

- Gain an understanding of how managers use business analytics to formulate and solve business problems and to support managerial decision making.
- Learn how to use and apply Excel and Excel add-ins to solve business problems.
- Become familiar with the processes needed to develop, report, and analyze business data.
- Learn the foundations of Business Analysis
- Understand the types of requirements including business, stakeholder, functional, non-functional and transition requirements.
- Learn how to gather requirements from Stakeholders and documentary sources.
- Discover elicitation techniques including their advantages and disadvantages for the various requirements stakeholders.
- Appreciate and unearth analysis with diagrams and modeling of requirements.
- Learn the best practices for requirements writing and how to avoid requirements writing pitfalls.
- Establish boundaries and learn steps for requirements verification, validation and sign-off.
- Discover and learn about requirements management processes including data management, tracing and change management.
- Define business requirements using various elicitation, modeling and analytical techniques
- Learn how to manage requirements access after projects are completed.

COURSE CONTENT

1. Overview of Business Analysis

- Overview of Business Analysis
- Overview of Requirements
- Role of the Business Analyst

2. Stakeholders

- Who are they? And why do they matter?
- The most common stakeholders: The project team, management, and the front line
- Handling Stakeholder Conflicts

3. Life Cycles

- Systems Development Life Cycles
- Project Life Cycles
- Product Life Cycles
- Requirement Life Cycles
- Seventh Morning's Requirements Development Life Cycle

4. Forming Requirements

- Overview of Requirements
- Attributes of Good Requirements
- Types of Requirements
- Requirement Sources
- Gathering Requirements from Stakeholders
- Common Requirements Documents

5. Data Mining

- Introduction to Data Mining

- Data Mining Processes
- Data Mining Tool

6. Transforming Requirements

- Stakeholder Needs Analysis
- Decomposition Analysis
- Additive/Subtractive Analysis
- Gap Analysis
- Notations (UML & BPMN)
- Flowcharts
- Swim Lane Flowcharts
- Entity-Relationship Diagrams
- State-Transition Diagrams
- Data Flow Diagrams
- Use Case Modeling
- Business Process Modeling

7. Finalizing Requirements

- Presenting – 10 Tips
- Presenting Requirements
- Socializing Requirements and Gaining Acceptance
- Prioritizing Requirements

8. Managing Requirements Assets

- Change Control
- Requirements Tools

9. Decision Modeling

- Optimization

- Decision Making under Uncertainty

17. Post Clearance Audit (PCA)

COURSE OVERVIEW

Post Clearance Audit (PCA) is a critical methodology for customs and other border regulatory authorities as it enables them to apply a multi-layered risk – based control approach by moving from a strictly transaction-based control environment to a stronger audit – based administration.

Post Clearance Audit is a modern Customs administration tool recognized as the most effective way of securing national revenue and facilitating trade simultaneously. Audits may be classified as desk or field (on-site) audits and also, issue based or (comprehensive) compliance audits.

Course Objectives:

After successful completion of the course;

- Enables Customs participants to gain better information on and understanding of clients' business;
- Risk levels can be more easily assessed and reviewed: a premises visit provides the opportunity to identify risks and weaknesses in traders' systems;
- Facilitates client education, long-term and comprehensive compliance management focus;
- Customs administrations' resources are more effectively deployed;
- Customs participants can promote the concept of voluntary compliance and self-assessment;
- Suspected fraudulent activities may be identified and referred to enforcement unit for appropriate action;
- Provides a platform for evaluating continued entitlement to Authorized Economic Operator status, where applicable...

Participants will also be able to;

- To strike balance between trade facilitation and revenue collection
- To minimize commercial fraud and areas of risks in public revenue
- To reduce the costs of imports through trade facilitation
- To audit on the basis of classification of goods, undervaluation and other related matters
- To audit whether the laws relating to customs have been observed or not

TARGET GROUP:

This course is designed for customs and other border regulatory authorities as it enables them to apply a multi-layered risk – based control approach by moving from a strictly transaction-based control environment to a stronger audit – based administration.

COURSE CONTENT

➤ OVERVIEW OF POST-CLEARANCE AUDIT (PCA)

- What are the objectives of PCA?
- Benefits derived from PCA
- Types of Audit

➤ LEGAL AND OPERATIONAL FRAMEWORK FOR PCA

- Legal framework and essential powers
- PCA scope and coverage
- Authority, powers and obligations of Customs officers
- Obligations and rights of auditees
- Organizational structure

➤ STRATEGIC PLANNING FOR PCA

- General Overarching strategy of Customs
- Risk Management
 - Outline of the risk management process
- Establishment of risk intelligence systems
- Targeting: selection for audit
- Resource management
- Posting/Personnel
- Training needs/professional skills
- Ethical standards for auditors

- Limitations of PCA

➤ LIAISON WITH OTHER/FOREIGN CUSTOMS UNITS AND TAX DEPARTMENTS

- Legal advice
- Other Customs units
- Liaison with Tax and VAT departments
- Liaison with foreign Customs administrations

➤ IMPLEMENTATION OF PCA

- Development of a PCA policy
- Identification of potential subjects for audits
 - Selection process Collaboration with other Customs units

➤ PREPARATORY PROCESS

- Pre-audit research
- Preparatory checklists
- Notification of audit

➤ CONDUCT OF THE AUDIT

- Initial audit meeting
- Audit techniques and tools
- Basic guidelines Interviewing techniques Checklists on specific issues

- Examination Inspection of books and records
 - Examination of accounting records
 - Inspection of computer-based accounts systems
 - Physical inspection of the goods and premises
 - Expansion of the audit to third parties
 - Recording, review of findings and conclusions
 - Reporting
 - Evaluation and follow-up
- **IRREGULARITIES**
- Fraud, negligence and errors
 - Indication of serious offense

REFERENCES

CLIENT	COURSE	CONTACT DETAILS
Construction Ambassadors Limited	Project Management Professional (PMP) Training & Exam Prep.	Naa Dzama Okpoti Zori Human Resource Manager Tel: +233 54 408 8607
Meridian Ports Services Limited (MPS)	MS Office Suits (MS Word, MS Excel, MS PowerPoint & Office Outlook)	Stephanie Dela Ocansey Training Coordinator Mob: 0244 336 238 Tel: +(233) 0307085023
Newmont Akyem Development Foundation (NakDeF)	MS Project 2016 Training	Mr. Paul Apenu Executive Secretary Contact: +233 244333548
Ghana Public Works Department (PWD Prestige)	MS Office Suit (Word, Excel, Powerpoint, Visio and MS Project 2016)	Eng. Glory Nana Yaa Nartey Regional Engineer Contact: +233 246583591
Electricity Company of Ghana (ECG) Accra East Sub-Station	Project Management Professional (PMP) Training	Mrs. Benedicta Mensah HRM +233 244772158
Electricity Company of Ghana (ECG) Accra East Sub-Station	Risk Management And Asset Management	Mr. Emmanuel Addo Head of Training Contact: +233 208179344
Electricity Company of Ghana (ECG) Accra East Sub-Station	Project Management Professional (PMP) Training	Mrs. Leticia Lartey Administrator Contact: +233 243759100
OilTanking Ghana Limited	Project Management Professional (PMP) Training	Enoch Osei Project Manager Contact: +233 209 302 510

FINANCIAL PROPOSAL

The financial proposal/ invoice will be sent upon request”. Upon acceptance of this proposal, half payment of an agreed fees will be made to DotOne before commencement of training and the remaining be paid within ten (10) days after completion of training.

- *Amount includes certificates, all soft copies of training slides and reference materials.*
- *Amount is negotiable depending on the number of participants.*
- *These cost remains the same for all levels.*

OUR FACILITATORS

JONATHAN BUERTEYE ADDO, PMP, PRINCE2, ITIL

Jonathan Buerteve Addo, PMP, is a member of the Project Management Institute (PMI) with ID number: 2127242 and a certified Project Management Professional (PMP with ID number: 1562410. He is an Electrical/Instrumentation/ IT Engineer with MBA in Finance with 6 different international certifications from Microsoft, Cisco, HP, DELL/EMC, IBM, VMware and has PMP, PRINCE2 and ITIL Certifications.

He is a globally recognized Project Manager with over 16 years’ practical experience in the fields of Project Management in Electricals/ Instrumentation, IT Networking and Infrastructure, IT Security, Virtualization, Storage Management and Data Center Setup and Management in the Mining, Telecommunications and the Banking industries. Over 6 years’ practical experience building Data Centers across 4 different African countries including Mali, Liberia, and Sierra Leone. He also worked with AngloGold Ashanti (Iduapriem) Ltd, Nestlé Ghana Ltd, Millicom Ghana Ltd, AirteltiGO, Ecobank, Fidelity Bank and Busy 4G.

He has trained over 200 people in Project Management, Engineering (Electricals, Instrumentation and IT) and Safety for over 15 years including some executive trainings in multinational companies in Ghana. All these experiences and many more are brought to bear with current engagements and current trends across the world in class discussions.

PROFESSIONAL QUALIFICATIONS

- Project Management Professional (PMP)
- Agile Certified Practitioner (ACP)
- Projects In Controlled Environments (PRINCE2)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Associate Security (CCNA Sec)
- HP Server and Storage Certifications
- Dell Server and Storage Certifications
- VMware Data Center and Cloud Certifications
- IT Infrastructure Library (ITILv3)

FRANCIS GYAU DANSO, PMP

Francis is a certified Project Manager and a member of the Project Management Institute. He is an ICT and a corporate IT trainer with over 18 years training over 300 different people from different organizations in Microsoft Office applications with advance knowledge in MS Office Applications, Website Development, Graphic Designing, Linux, Windows Server System Administration, Network Administration / Engineering and Windows Applications Programming.

He has over 7 years' experience in enterprise security and optimizing enterprise networks using simple networking and security tools. Besides his certifications, his skillset also revolves around Digital Marketing Strategies, Social Media Management. He has worked with various companies and educational institutions providing training to most companies in the country such as Ghana Ports & Harbours Authority (GPHA), Go-Green Community School, Sagem Security, Maersk Line Ghana, 99 China Ltd, Myroc Food Processing Ltd, Standard Chartered Bank Ltd, etc.

PROFESSIONAL QUALIFICATIONS

- Project Management Professional (PMP)
- Microsoft Certified Solution Associate (MCSA)
- Cisco Certified Network Associate (CCNA)
- Cisco Certified Network Professional (CCNP).

ALICE NUBUOR, Mphil, PMP

Alice is a lecturer with over 10 years lecturing experience in various Universities in Ghana. She is a certified Project Manager and a member of Project Management Institute (PMI).

Her Lecturing and researching over the years together with her excellent Presentation and Communication Skills and her good interpersonal relationship enables her to adapt to her environment very well.

She has trained, Couched and helped certify a number of people in Project Management Professional (PMP) certification.

CONCLUSION

I wish to thank you for the opportunity given. All clarifications sort from this proposal can be discussed and mutually agreed upon.

You may contact Bernice Gyau Danso on 0249433712 or email at [bernice.gyaudanso@dotoneconsult.net/](mailto:bernice.gyaudanso@dotoneconsult.net) bernicedotone@gmail.com