

## From the President December 2006

2007 looks to be a great year for training. Microsoft will be releasing a number of long delayed products. January 30th Vista, Office 2007, Exchange 2007 and SharePoint 2007 will all be available. With luck Microsoft will also ship its new server software later in the year.

Our training lineup has also been upgraded to include many of Adobe's latest releases.

We are looking forward to 2007 and we hope to see many of you all in the coming year.

**Have a Merry Christmas  
&  
Happy New Year!**

**Jamy Grant**

## Lunch & Learn

**Friday January 19th Lunch and learn - Free**  
**Come for a live look and test drive Vista and its new features. (10:00 AM)**

**First Look at Office 2007. (11:00 AM)**

**Lunch will be served.**

**Stay for our post lunch Tech Review or start your weekend early. (we won't tell)**

**Tech Review will focus on Exchange 2007 and the new SharePoint. (12:30 PM)**

**Seating will be limited so please RSVP**

## Stephanie Wing, IWTP Grant Administrator



Our Incumbent Worker Training Program (IWTP) – New Horizons has partnered with the Louisiana Department of Labor to write and administer training grants available through the Workforce Development Training Fund. We specialize in partnering small businesses in Training Consortiums in order to meet State minimum requirements for eligibility. This program is designed to assist employers in updating their employees' skills. New Horizons of Shreveport has the capability of finding a solution to your training budget problems by designing a solution to your unique needs of your Business using IWTP. We group businesses into Consortiums and create a total training solution for each business utilizing a variety of vendor and seminar training.

The IWTP is a one year grant available to all area businesses that have been in the state of LA for a time period of 3 or more years. The grant covers all employee training needs that are administered in the state of LA. Each employer must have a minimum of 15 employees to train; if less an employer will need to be put into a consortium. The state will award up to 200,000.00 per year, per business and require little to no funding from the employer. For more information or to request your own IWTP packet please contact Stephanie Wing, Grant Administrator at 318-424-3866 ext. 216 or email her at [swing@newhorizonsla.com](mailto:swing@newhorizonsla.com).

# Windows Vista

Unlike prior versions of Windows, Windows Vista provides two distinct user interface experiences: a “basic” experience for entry-level systems, and a more visually dynamic experience called Windows Aero. Both offer a new and intuitive navigation experience that helps you more easily find and organize your applications and files, but Aero goes further by delivering a truly next-generation desktop experience.

Computers running [Windows Vista Home Basic](#) or those without the hardware needed to run Windows Aero will use the basic user interface. The basic experience has been updated and streamlined so you can work with your programs and files more easily than in previous versions of Windows. For example:

- The refined Start menu helps you instantly find and start any program on your PC.
- New Explorers and supporting features, such as integrated desktop search and Live Icons, help you work with your data in clear and effective ways.
- The new Details and Preview Panes let you see what your files contain without having to open them.

## The Windows Aero experience

Windows Aero builds on the basic Windows Vista user experience and offers Microsoft’s best-designed, highest-performing desktop experience. Using Aero requires a PC with a compatible graphics adapter and running a Premium or Business [edition](#) of Windows Vista.

A noticeably new element of the Aero experience is the translucent effect of Aero Glass, featuring dynamic reflections and smooth animations. The glass windows create an open, lightweight environment and more importantly, help you to better focus on your content, rather than on the surrounding interface.

Two exciting new Aero features, Windows Flip and Windows Flip 3D, provide a new way to confidently manage the windows on your desktop, so you can see them in a new visually striking, yet convenient way. Beyond the new graphics and visual polish, the Windows Aero desktop experience performs as elegantly and professionally as it looks, with smoother window handling, increased graphics stability, and glitch-free visuals. All of which give you a simple, comfortable, and high-quality experience.

### Glass

Aero features windows that are truly translucent. In addition to giving the desktop a more polished look and feel, the effect of glass allows you to more easily focus on the contents contained within a window, and also provides better context for the surrounding elements on your desktop while you’re working.



Armed Forces Communications and Electronics Association

## Barksdale Air Force Base Chapter



Bill Grant receives congratulation and a plaque from Maj. Henry Schott after the Monthly meeting and luncheon of the Shreveport Chapter of AFCEA. New Horizons Computer Learning Center is the first corporate sponsor for the newly reforming Chapter at Barksdale.

# CompTIA A+™ What has changed?

## CompTIA A+ Certification

Industry feedback clearly indicates that IT professionals and employers still place a high value on the core knowledge validated by CompTIA A+. For this reason, the essential domains of hardware and software continue to be the foundation of the knowledge and skill sets tested. With more than 600,000 CompTIA A+ certified individuals worldwide, CompTIA A+ remains the industry credential that validates foundation-level IT skills. However, the content has been amended to include updates to technologies and additions to the knowledge and skill sets validated. The key differences between the former and updated offering are described here, but CompTIA A+ candidates and their employers are strongly encouraged to study the objectives on the CompTIA Web site for more specific examples.

## Structure of Exams

CompTIA A+ formerly consisted of one exam focused on hardware technologies and concepts and another on operating systems technologies and concepts. These two skill categories remain the foundation for the technical skills and knowledge needed by entry-level IT workers. However, as technologies, businesses, working environments and customers have evolved, so have the necessary skills of the IT worker. The exam updates reflect the demand for IT workers with a well-rounded skill set.

The updated offering still consists of two tests. However, both include hardware and operating system concepts along with additional domains such as security, safety and environmental issues and communication and professionalism. This structure validates both the knowledge and application of concepts and skills identified by subject matter experts as necessary for entry-level IT workers.

## Security

Cyber attacks can be financially and personally devastating to companies and individuals, making security a top priority. Whether working in a large enterprise environment or in the field, entry-level IT workers must have knowledge of security issues and technologies. Security plays a large role in the responsibilities of entry-level IT workers and they must be prepared to encounter multiple aspects of security related to applications, operating systems, communications, procedures and physical measures.

## Soft Skills

While the former offering focused solely on technical skills, employers have made it clear that soft skills are crucial for both the employer and technician's success. Technicians must have the ability to communicate effectively and conduct themselves professionally with colleagues and customers. The addition of this domain sets an expectation for entry-level techs that soft skills are just as important as technical skills.

## Technologies, skills and objectives

Inevitably, technologies become outdated and are replaced. As such, exam content has been updated with the removal of outdated technologies and the addition of more current, widely-used technologies. One example is the replacement of content related to older operating systems with content related to Windows XP. Other examples include an expansion of wireless networking content and material related to commonly-used document imaging technologies. More of these changes can be found by examining the objectives posted on CompTIA.org at:  
<http://www.comptia.org/certification/a/objectives.aspx>

## Future evolution

The updated model allows for easy adaptation to future changes in the needs of employers and the workforce.

# CompTIA A<sup>™</sup> Overview

*"Quality technicians are what keeps our customers happy. The CompTIA A+ certification is a baseline standard certification for all of our technicians. With this certification, we can establish a minimum skill set for our technicians and know they have a solid foundation."*

John Kopacka  
Siemens Business Services, Inc.

*"Obtaining CompTIA A+ certification indicates that prospective technicians are serious about their career and maintain a comprehension of the technology. If they're certified, we can be confident they know the basics and will understand the importance of quality performance."*

William Ospina  
Bancotec

*"If a technician has CompTIA A+, it guarantees to their employer that they have the basics – installing, troubleshooting, software, hardware and soft skills. It covers all the knowledge a beginning tech needs and it gives them quite an advantage over those who are not certified."*

Amy Proveniers  
Dell

*"CompTIA A+ certification builds credibility with our customers," said Woodard. "It gives them the confidence that we have the right knowledge."*

Bill Woodard  
Sharp Electronics

## CompTIA A+ Certification

Technology and the role of the computer support professional are always changing. CompTIA recognizes this evolution by continually reviewing the content of our credentials to ensure they retain their currency to meet the needs of your business and the evolving role of the IT worker.

The role of the IT worker and the expectations for the entry-level technician have grown beyond base technical aptitude. For example, the ability to provide superior customer service and communicate effectively has become critical as they are often the first point of customer contact in an organization. In addition, IT workers must have an increased awareness of and ability to address security issues.

At the same time, there has been a refinement of IT technician roles, such as remote/call center technicians and bench/depot technicians. While IT technician roles share a common core of required skills and knowledge, there is enough uniqueness that a "one size fits all" credential is no longer the most appropriate way to validate skills.

As a result, CompTIA A+ has been updated to reflect both the changes in technology since the last update in 2003 and the unique requirements of evolved IT worker job roles. The goal is to ensure that this benchmark credential remains current and relevant, offering the most value to the candidate, employer and overall market.

CompTIA A+ formerly consisted of one exam focused on hardware technologies and concepts and another on operating systems technologies and concepts. These two skill categories remain the foundation for the technical skills and knowledge needed by entry-level IT workers. However, as technologies, businesses, working environments and customers have evolved, so have the necessary skills of the IT worker. The exam updates reflect the demand for IT workers with a well-rounded skill set.

The updated offering still consists of two tests. However, both include hardware and operating system concepts along with additional domains such as security, safety and environmental issues and communication and professionalism. This structure validates both the knowledge and application of concepts and skills identified by subject matter experts as necessary for entry-level IT workers. The updated core offering fits most, but some job environments may require validation of a different set of skills. In recognition of the evolution of the entry-level IT professional, the updated CompTIA A+ now offers alternative validation paths for specific job scenarios.

The updated CompTIA A+ is in direct response to market needs, and has been validated by comprehensive industry research. We completed focus groups including large and small employers, educators, certified candidates and prospects, followed by a large scale global survey.

The updated credential validates the latest skills needed from today's computer support professionals. CompTIA A+ remains a skills benchmark that provides an entry point into an IT career and the industry standard to validate foundational skills. It also simplifies the professional development program for employers by allowing individuals to grow their careers into a specific area.

The design of the offering allows CompTIA to provide additional validations as the industry and the workforce continue to evolve. Possible areas include additional job roles, industries, technologies or regulation. CompTIA credentials are evolving along with the requirements of the industry and employers. The model allows for easy adaptation to the future changes in the needs of employers and the workforce.

### CompTIA A+ Essentials

CompTIA A+ Essentials validates knowledge of basic computer hardware and operating systems, covering skills such as installation, building, upgrading, repairing, configuring, troubleshooting, optimizing, diagnosing and preventative maintenance, with additional elements of security and soft skills. The Essentials Exam validates the basic skills needed by any entry-level service technician regardless of job environment.

### CompTIA A+ 220-602

The CompTIA A+ 220-602 exam is targeted for individuals who work or intend to work in a mobile or corporate technical environment with a high level of face-to-face client interaction. Examples job roles include: Enterprise Technician, IT Administrator, Field Service Technician, PC Technician. Ideally, the CompTIA A+ 220-602 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essential and exam 220-602 will be CompTIA A+ certified with the *IT Technician* designation.

*Individuals in careers that require IT knowledge outside of the formal IT job role, such as SMB office manager, technical sales roles or other non-technical roles that require understanding of computer repair issues may also find the validation of skills associated with the CompTIA A+ credential to be valuable.*

### CompTIA A+ 220-603

The CompTIA A+ 220-603 examination is targeted for individuals who work or intend to work in a remote-based work environment where client interaction, client training, operating system and connectivity issues are emphasized. Example job roles include: Remote Support Technician, Help Desk Technician, Call Center Technician. Ideally, the CompTIA A+ 220-603 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essential and exam 220-603 exams will be CompTIA A+ certified with the *Remote Support Technician* designation.

### CompTIA A+ 220-604

The CompTIA A+ 220-604 examination is targeted for individuals who work or intend to work in settings with where hardware related activities are emphasized. Example job roles include: Depot Technician, Bench technician. Ideally, the CompTIA A+ 220-604 candidate has already passed the CompTIA A+ Essentials examination. Candidates who pass both CompTIA A+ Essential and exam 220-604 exams will be CompTIA A+ certified with the *Depot Technician* designation.

CompTIA A+  
Essentials



CompTIA A+  
220-602



 **CompTIA**  
A+ Certified

CompTIA A+  
220-603



 **CompTIA**  
A+ Certified

OR

CompTIA A+  
220-604



 **CompTIA**  
A+ Certified

## The Fortune 100 Choose New Horizons

### New Horizons Selected as Training Provider by Every Company Listed on the Fortune 100

**November 6, 2006** – New Horizons Computer Learning Centers, Inc., the world's largest independent IT training provider, today announced that all 100 companies listed in Fortune magazine's 2006 ranking of America's 100 largest corporations and over half of the Global 100 have selected New Horizons as their training provider.

New Horizons has provided training to over 23,000 employees of the Fortune 100 companies during the last 12 months. Based upon an audit from an independent research company of student evaluations, New Horizons training yielded a collective 3:1 benefit-to-cost ratio for these companies.

In addition to a positive training ROI, the learning evaluation also concluded:

- 75 percent increase in skill or knowledge was noted by employees upon leaving the training;
- 69 percent of employees experienced a significant increase in productivity;
- 75 percent of employees state that the training received was a very worthwhile investment.

These statistics are based upon data from student survey responses collected immediately after training was received and again two months after the employees returned to their jobs. The data is then objectively and independently analyzed by Knowledge Advisors, a learning analytics company, to provide reporting on key performance indicators.

“Due to our breadth of offering and global presence, New Horizons is uniquely qualified to meet the complex needs of large organizations,” said Mark Miller, New Horizons president and chief executive officer. “New Horizons is the only training provider that can offer a consistent level of quality training anywhere in the world while also providing flexible and specialized solutions that map our clients learning needs to their organizational objectives.”

New Horizons Computer Learning Centers was named the world's largest independent IT training company by IDC in 2005. New Horizons is a subsidiary of New Horizons Worldwide, Inc. Through its Integrated Learning offering, New Horizons provides customer-focused computer training choices with a wide variety of tools and resources that reinforce the learning experience. With more than 280 centers in 56 countries, New Horizons sets the pace for innovative training programs that meet the changing needs of the industry. For more information, or to find your nearest New Horizons Computer Learning Center, visit [www.newhorizons.com](http://www.newhorizons.com).

## Windows Vista



Your company's most valuable resource is its people. People garner insights and make decisions—they close deals, invent new products, and find new efficiencies. They work together to overcome your business challenges. And they use technology to make the most of their talents and abilities.

Windows Vista introduces powerful new technologies that will help your people do their best work. It will help them collaborate and communicate more effectively—easily connecting them to corporate resources, to the Internet, and to each other—regardless of their locations. It will also help your business lower costs, improve security, and comply with regulatory requirements.

## Microsoft Office 2007



New tools help you work faster and create more professional documents, spreadsheets, and presentations. Office Professional 2007 helps you quickly accomplish routine tasks so you can spend more time with your customers. New task-based menus and toolbars automatically display the commands and options you can use, making it faster and easier to find the software features you need. And the new Live Preview feature makes it easy to sample your changes before you apply them.