



Trainings Catalog

Quick Reference



| QAI

QAI GLOBAL INSTITUTE

Established in 1980 in Orlando, Florida, USA, QAI is a leading global workforce development and consulting organization focused on education and organizational and business excellence for educational institutes, students, professionals and organizations.

QAI Global Institute is the workforce development division of QAI and engages with individuals inside organizations and with professional communities. The Institute, through learning design, training delivery, competency assessments, development and certifications enables career growth and equips individuals to help realize organizational goals.

QAI Global Institute conducts instructor led trainings (ILTs) and career programs for corporations and students in over 70 titles in this mode and offers certifications and certificate courses across various business critical skill domains. QAI has trained over 1,60,000 and certified over 40,000 professionals across the globe. We have our offices in USA, India, China and Singapore.

QAI FAST FACTS

50+ ministries, departments and governments overseas have engaged QAI to build industry capabilities

180+ people team

600 + person years of experience

300+ CMM® / CMMI® clients

Experience with small and large clients in various industry domains.

Multi-cultural experience **across 35+ countries.**

320+ CMM® / CMMI® appraisals by QAI LAs / **90** high maturity appraisals

2000+ Six Sigma projects mentored

1,60,000+ professionals trained /
40,000 + certified

70+ Instructor Led Trainings

450+ hours of e-learning

CONTENT

Innovation Management

Agile Methods

Human Capability Management

Project & Program Management

Quality & Process Improvement

Business Process Improvement

IT Service Management

Business Analysis & Requirements
Management

Software Engineering & Testing

Programs marked with an asterisk (*) are also available in
Live Virtual mode.

Innovation Management

Training Name	Duration
Six Sigma Master Black Belt	-
Seven (7) Innovator Skills program for Leadership team	2 days
Innovative Problem Solving Workshop	2 days
Failure Analysis workshop	2 days
Business Process Innovation	3 days
CERTIFICATION PROGRAMS	
TRIZ Level 1 International Certification Program	5 days
Innovator 7-Skills Assessment Tool for individuals	2 days
E-LEARNING	
Innovation Practitioner certification program	8 months

Agile Methodology


Training Name	Duration
An executive overview to Agile Methodology	1 day
Agile Methodology Implementation	2 days
Mastering Scrum Workshop (Scrum Alliance Authorized)	2 days
Agile User Stories, Estimation and Planning & Agile Test Strategies and Management	2 days
Co-Existence of CMMI® & Agile - The Balancing Act	1 day
CERTIFICATION PREPARATORY PROGRAMS	
Agile Project Management - PMI - ACP Contact Training Program	3 days

Human Capability Management

Training Name	Duration
Overview to People CMM®	2 Days
SEI SM Authorized Introduction to People CMM®	3 Days
Excellence in Talent Management - A Process Approach	2 Days

Portfolio, Program and Program Management

Training Name	Duration
Essential Software Project Management	2 days
Core Project Management Concepts	2 days
Project Management PLUS	2 days
Quantitative Project Management	2 days
Software Configuration Management	1 day
Project Management through Microsoft Project 2007/2010	3 days
Enterprise-wide PM Using MS Project Server 2007/2010	2 days
Software Risk Management	2 days
Risk Management	2 days
Estimation Excellence using IFPUG FPA Method	2 days
Estimation Excellence using COSMIC FP Method	1 day
Estimation Basics	2 days
Managing Successful Programmes (MSP®) Foundation & Practitioner	2 days
Management of Portfolios (MoP®)	5 days
Portfolio, Programme & Project Offices (P3O®)	5 days
CERTIFICATION PREPARATORY PROGRAMS	
CSPM Preparatory Training	3 days
PMP® Examination Revision Course	2 days
PMP® Contact Training Program★	4 days
CAPM® Contact Training Program	3 days
PgMP® Certification Preparatory Program	3 days
CERTIFICATION PROGRAMS	
PRINCE2® Foundation and Practitioner	5 days
CAREER PROGRAMS	
Certificate Program in Software Project Management	12 days
ELEARNING PROGRAMS	
Software Project Management	
- Basic Concepts of SPM	8.5 hrs
- Software Project Measurement and Metrics	3.5 hrs
- Basic Concepts and techniques of Estimation	6.5 hrs
- Measuring the Size of Software Products	6.5 hrs
- Outsourcing Project Work	5 hrs
Risk Management	7 hrs
Software Estimation	24 hrs
- Software Size Estimation using FPA	7.5 hrs



- Software Effort and Schedule Estimation	9 hrs
- Effort and Schedule Estimation using COCOMO II	7.5 hrs
An Introduction to FPA	6 hrs
An Introduction to COCOMO II	4.5 hrs
An Introduction to COSMIC-FFP	3.5 hrs
An Introduction to Project Management	4 hrs
An Introduction to Risk Management	3 hrs

Quality & Process Improvement



Training Name	Duration
Demystifying High Maturity - The Statistical Way	3 days
Software Quality Bootcamp	2 days
Using Metrics for Effective Management	2 days
Overview to CMMI® for Development	2 days
Overview to CMMI® for Services	2 days
Overview to CMMI® for Acquisition	2 days
SEIs Authorized Course on Introduction to CMMI® for Development	3 days
SEI Authorized Course on Introduction to CMMI® for Services	3 days
Overview to ISO 9001 : 2008	2 days
CMMI® for Development Awareness Program	1 day
CMMI® for Services Awareness Program	1 day
CMMI® for Acquisition Awareness Program	2 days
SEI Authorized Services Supplement for CMMI®	1 day
Software Internal Auditor Training	1 day
Peer Reviews	2 days
QC Tools using Minitab	1 day
Boot Camp for Software Quality	3 days
Managing Software Project Risk	3 days
Defining and Using Software Standards	3 days
CERTIFICATION PREPARATORY PROGRAMS	
CASQ Preparatory Training	3 days
CSQA Preparatory Training	3 days
CMSQ Preparatory Training	3 days

ELEARNING

Software Quality Management	21 hrs
- Basic Concepts of Software Quality	5 hrs
- Software Quality Assurance	9 hrs
- Formal Technical Reviews	7 hrs
Quantitative Software Process Management	16.5 hrs
An Overview to CMMI SM v 1.2	6.5 hrs

WEBINARS

Interpreting CMMI®-DEV Engineering Practices for Testing Organizations	2 hrs
Introducing the CMMI® Framework for the Services Industry	2 hrs
Setting up the foundation for CMMI® Hi-maturity	2 hrs
Graphical Data Exploration Techniques used in CMMI®	2 hrs

CAREER PROGRAMS

Certificate Program in Software Quality Assurance	12 days
---	---------

Business Process Improvement

Training Name	Duration
<u>FRONTLINE</u>	
TCCS Certified BPO Customer Service Professional	3 days
HDI Support Center Analyst	2 days
<u>SUPERVISORY</u>	
Certified BPO Quality Analysts (CBQA)	3 days
TCCS Certified Transaction Monitoring and Coaching	2 days
TCCS Certified Operation Manager Training	3 days
Certified BPO Team Leader (CBTL)	3 days
HDI Support Center Team Lead	2 days
Lean Practitioner	3 days
Six Sigma Green Belt Training	4 days
Lean Six Sigma Green Belt Training	4 days
TCCS - Optimizing Workforce Management	3 days



LEADERSHIP

HDI Support Center Manager	3 days
Six Sigma Black Belt Training	12 days
Six Sigma Champions Training	2 days
Six Sigma Master Black Belt (MBB)	1 year
Lean Six Sigma Black Belt Training	10 days

IT Service Management

Training Name	Duration
Help Desk Analyst	2 days
Planning and Implementation Techniques for Service Management	2 days
ISO/IEC 20000 Auditor	3 days
COBIT5	3 days

ITIL V3 FOUNDATION COURSES★

ITIL® V3 Foundation for Service Management	2 / 3 days
--	------------

ITIL V3 INTERMEDIATE COURSES

CAPABILITY MODULES

- Planning, Protection and Optimization	5 days
- Release, Control and Validation	5 days
- Service Offerings and Agreements	5 days
- Operational Support and Analysis	5 days

LIFECYCLE MODULES★

- Service Strategy	3 days
- Service Operation	3 days
- Service Design	3 days
- Service Transition	3 days
- Continual Service Improvement	3 days

ITIL V3 EXPERT COURSES★

Managing Across the Lifecycle	5 days
-------------------------------	--------

ELEARNING

An Overview to ITIL	3 hours
Service Desk and Incident Management	3 hours

Business Analysis and Requirements Management

Training Name	Duration
Business Analysis Foundation Workshop	3 days
Essential Requirements Management	2 days
A Practical Approach to Requirements Management	2 days
Using Metrics for Effective Management	2 days
BootCamp for Business Analysts	3 days
Defining and Validating User Requirements	3 days
<u>CERTIFICATION PREPARATORY PROGRAMS</u>	
CSBA Preparatory Training	3 days
Web-based CSBA Exam Prep	12 hrs
Web-based CABA Exam Prep	9 hrs
<u>CAREER PROGRAMS</u>	
Certificate Program in Business Analysis	10 days
<u>WEBINARS</u>	
Demystifying Role of Business Analyst	2 hrs
Role of Business Analyst in Agile Environment	2 hrs
Moving from QA to BA	2 hrs
Role of Business Analyst in Estimation	2 hrs
Role of Business Analyst in User Acceptance Testing	2 hrs

Software Engineering & Testing

Training Name	Duration
<u>IT FOUNDATION</u>	
Introduction to Perl Programming	1 Day
Introduction to VB Scripting	1 Day
Introduction to C Programming	1 Day
Introduction to RDBMS	3 Days
Fundamentals of UNIX	1 Day
Scripting in UNIX	1 Day
Introduction to IT Fundamentals	1 Day
Introduction to TCL TK Programming	1 Day
Introduction to Programming Techniques	1 Day



SOFTWARE ENGINEERING FOUNDATION

Introduction to Software Engineering	1 Day
Essentials of Requirement Development	1 Day
Quality Assurance and Control	1 Day

TEST TOOLS & AUTOMATION

Test Automation using QTP	3 Days
Advanced QTP	2 Days
Performance Testing using Load Runner (Beginner)	2 Days
Introduction to Quality Center	1 Day
Introduction to Visual Studio Test Professional 2010 (VSTP)	2 Days
Rational Functional Tester - Intermediate Level	2 Days
Introduction to Selenium	2 Days

TEST PROCESS MANAGEMENT

Test Process Improvement	2 Days
Defect Prevention	2 Days
Test Maturity Model (TMMi)	2 Days
V&V - A CMMi Perspective	2 Days
Structured Methods in Software Testing (SMST)	2 Days

TEST PROJECT MANAGEMENT

Effective Test Estimation	2 Days
Software Test Metrics	2 Days
Test Governance	2 Days
Test Architecture	2 Days

TEST ENGINEERING

Principles of Software Testing	1 Day
Introduction to Test Strategy and Planning	1 Day
Test Case Design -Methods and Techniques	2 Days
Effective Test Case Writing	2 Days
Test Execution and Defect Reporting	2 Days
Art of Exploratory Testing	2 Days
"Mastering Test Case Design / Effective Test Case Design - Methods & Techniques"	2 Days
Principles and Practices in Interoperability Testing	2 Days

SPECIALIZED TESTING

Effective Mobile Testing - Strategies and Architecture	2 Days
Agile Practitioner	2 Days
Agile Test Strategies & Management	2 Days
Security Testing	2 Days
SOA Web Testing	2 Days

ELEARNING

Software Engineering Process Approach	29.5 hrs
- An Introduction to Software Engineering	4.5 hrs
- Software Process Models	5 hrs
- Common Process Framework	5.5 hrs
- Software Process Improvement	7 hrs
- Advanced Software Process Model	7.5 hrs
Software Configuration Management	18.5 hrs
- An Overview to Software Configuration Management	9 hrs
- The Tasks in the SCM Process	9.5 hrs
Software Testing	23 hrs
- An Introduction to Software Testing	4.5 hrs
- Test Case Design Techniques	9 hrs
- Software Testing Strategies	9.5 hrs
Fundamentals of Reviews	5.5 hrs

CERTIFICATION PREPARATORY PROGRAMS

CAST Preparatory Training	3 days
CSTE Preparatory Training	3 days
CMST Preparatory Training	3 days

CAREER PROGRAMS

Certificate Program in Software Testing	12 days
Diploma Program in Software Testing	35 days

Contact Details

QAI USA

Windsor at Metro Center,
2101 Park Center Dr.,
Suite 205, Orlando, FL 32835-7614
Phone: +1-407-363-1111
Fax: +1-407-398-6817

QAI India

1010-12, Ansal Towers, 38 Nehru Place
New Delhi - 110019, India
Phone: +91- 11- 26219792, 47776666
Fax: +91- 11- 26218974

QAI Singapore

391B Orchard Road #23-01,
Ngee Ann City Tower B,
Singapore - 238874
Phone: +65-6225-8139
Fax: +65-6225-8137

QAI China

Rm. 1211, No. 498 Guoshoujing Rd.
Shanghai Zhangjiang Hi-Tech Park
Pudong New Area, Shanghai,
China Zip: 201203
Phone / Fax: +86-21-51314155

CMM IntegrationSM, SCAMPISM, SCAMPISM Lead Appraiser, TSPSM, and IDEALSM are Service Marks of Carnegie Mellon University. CMMI®, Capability Maturity Model®, Capability Maturity Modeling®, CMM®, PCMM® and Carnegie Mellon® are registered in the US Patent and Trademark Office by Carnegie Mellon University. Test Maturity Model and TMM® are the service marks of Illinois Institute of Technology. TMMi® is the registered trademark of the TMMi® Foundation. ITIL®, PRINCE2®, MSP®, MoP® and P3O® are registered trade marks of AXELOS Limited

The Swirl logo™ is a trademark of AXELOS Limited.

ISO/IEC 20000 is a trademark of The APM Group Limited

"PMI", the PMI® logo, "PMP", the PMP® logo, "PMI-ACP", the PMI-ACP® logo, "PgMp", the PgMP® logo, "OPM3" and the OPM3® logo are registered marks of Project Management Institute, Inc. CBTL and CBQA are service marks of QAI India Ltd.

