The Credentialing Assistance Process

➢ Objectives:

   ➢ Credentialing Assistance program and requirements

➢ Contact your state's Education Services Office or

  Education Services Specialist for more information

   ➢ Visit GoArmyEd.com, scroll to the bottom

     and click on Education Centers

   ➢ TX Guard Soldiers: Mary Lantz, 512-782-1016 or mary.d.lantz2.civ@mail.mil

Credentialing Assistance

- ✓ Over 1500 Credentials listed in Army COOL
- ✓ You pick the training, materials, book, exam
- ✓ $4000/FY
- ✓ Anyone can use the program-Enlisted or Officers
- ✓ Officers have MSO- 2 yrs./AGR, 4 yrs./M-day
- ✓ Must pass training or exam to avoid recoupment
- ✓ Applications take 45 days to process
- ✓ Can work on more than one credential at a time

Popular Credentials

- ✓ CompTIA
- ✓ Emergency Medical Technician (EMT)
- ✓ Associate Professional in Human Resources (aPHR)
- ✓ Certified Logistics Technician (CLT)
- ✓ Certified Personal Trainer (CPT)
- ✓ Certified Welder (CW)
- ✓ Commercial Driver License (CDL)
- ✓ Lean Six Sigma
- ✓ Project Management Professional (PMP)

1500+ credentials

https://www.cool.osd.mil/army/index.htm

Army Credentialing Assistance Program

Application Checklist (As of: 15MAR20)

☐ **Contact your State ESO/ESS to schedule a Credentialing Assistance counseling session:** https://www.goarmyed.com/public/public_goarmyed-education_centers.aspx -OR- www.nationalguard.com/select-your-state

☐ **Research Army COOL at:** https://www.cool.osd.mil/army **for Credential requirements/eligibility and to select your credential/licensure of choice.**

☐ **Identify your school/training facility/credentialing agency. You may select the training provider of your choice. Contact training provider for course/exam details and prerequisites.** Obtain itemized invoice and detailed class/exam schedule with locations.

☐ **Establish your GoArmyEd account at:** www.goarmyed.com
To find out if your account is already active, log-in to GoArmyEd and click "My Education Record". If your account status says: Active: TA eligible, **move to the next step.**
New Users: Click "Request TA Access" OR   For reactivations: Click "Change Degree/School"
1. Establish your degree plan by selecting "Credentialing Pathway"
2. Establish your school by selecting "Credential School"

☐ **Open a GoArmyEd Helpdesk case and select "Credentialing Request" as case type. Download and save the Credential Request (CR) and Statement of Understanding (SOU).** You may close the browser if you are not able to upload the CR and SOU immediately.

☐ **Complete the Credential Request for each training course and exam.**
The CR has 3 tabs -Credential (select your credential)
     -Admin (all yellow shaded blocks must be completed)
       Start date must be **45 days** from submission.
       -Cost (Exam Costs that are separate from the training, materials, books must be submitted on two separate CA requests)

☐ **Using your CAC, sign your Statement of Understanding.**

☐ **Open a GoArmyEd helpdesk again and upload the CR and SOU. Select "add a note" to attach the digitally signed SOU.** You can add any supporting documentation such as an invoice, prerequisite info, etc., by selecting "add note".

☐ **Monitor the status of your request via the helpdesk case. You will also receive email updates to your default email address you provided GoArmyEd.** (Military or Civilian)

GoArmyEd Helpdesk: (800) 817-9990   State ESO/ESS Information: Mary Lantz, Education Services Specialist
M-F 0600-1800 CST   512-782-1016
                                                                                    mary.d.lantz2.civ@mail.mil

NetCom Learning: About Us
- Introduction
- Who we are and what we do

What Differentiates NetCom?
- Our Approach to Learning
- Delivery Capabilities

CompTIA Training
- Popular CompTIA Certifications
- Exam Objectives

Career Opportunities
- Job titles associated with CompTIA certs
- Certs in high demand

Wrap-up
- Questions and Answers

NetCom Learning Introduction

Diana Edwards
Director of Learning | NetCom Learning

Who we are

- NetCom is a leader in Information Technology (IT) training and certification prep.

- We have 21+ Years of Business Experience in the Learning & Development Industry.

- More than 100,000 IT Professionals have trained with us.

- Our students are from multiple sectors: Corporate, Government, Military, and Individuals.

Key Partnerships SAMPLE LIST

Blended Learning Solutions

Global Delivery Capability

NetComhas *3 full-time facilities* in the US; our headquarters in New York City, plus 2 other locations in Washington, DC and Las Vegas, NV.

Access to *40+ Satellite locations* through our University partnership program.

We have mastered the Instructor-led *Live Virtual Training* platform (vILT), allowing us to deliver our award-winning training to learners anywhere in the world.

Our Global Operations are managed from our New Delhi center to effectively manage business 24x7.

Headquarters

Instructors

Our instructors are dynamic, well rounded, and have deep expertise in their fields. They have trained over 13,000 companies at NetCom Learning, servicing the public, private, and government sectors. We employ a rigorous hiring and evaluation process. Our instructors are therefore consistently able to deliver the highest quality learning experience to our customers.

Instructor Hiring Process

- Background Check
- Interview with NetCom Management
- Interview with Subject Matter Expert
- Train-the-Trainer (CTT+)
- Co-Teach
- Solo-Teach
- Ongoing Evaluations

Hiring: Multiple phone and in-person interviews, train-the-trainer sessions, co-teaching, and solo teaching are just a part of the hiring process. Ongoing audits also ensure that we retain only the best trainers.

Experience: NetCom's combined roster of trainers has over 15,000 years of experience, and our average instructor has more than 19 years of practical experience in the subject areas they teach.

Evaluations: We have an innovative method that rewards instructors depending on student feedback and evaluations. Our method allow us to gather the industry's best, brightest, and most passionate trainers.

Our trainers bring so much more than a book in their hands to class. Learners benefit from their years of real-world experience, practical knowledge, and the best practices shared during training.

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CompTIA Training and Certification

Richard Brown
Certified Trainer | NetCom Learning

CompTIA's Most Popular Courses and Certifications

Exam 1: 220-1001
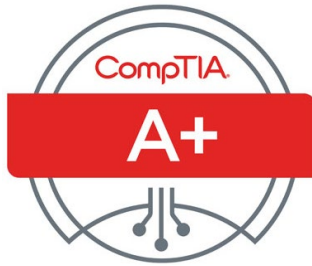Exam 2: 220-1002
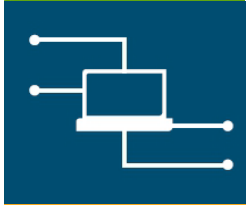
Exam: N10-007

Exam: SY0-501

Exam: CV0-002

CompTIA's full certification list: https://www.comptia.org/certifications

CompTIA A+ Training and Certification

- Demonstrate baseline security skills for IT support professionals.
- Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software.
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting.
- Support basic IT infrastructure and networking.
- Configure and support PC, mobile and IoT device hardware.
- Implement basic data backup and recovery methods and apply data storage and management best practices.

TEST DETAILS

Required exam	Core 1
Number of questions	Maximum of 90
Types of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	12 months of experience as an IT support specialist
Passing score	675 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Mobile Devices	14%
2.0 Networking	20%
3.0 Hardware	27%
4.0 Virtualization and Cloud Computing	12%
5.0 Hardware and Network Troubleshooting	27%
Total	**100%**

TEST DETAILS

Required exam	Core 2
Number of questions	Maximum of 90
Types of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	12 months of experience as an IT support specialist
Passing score	700 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:
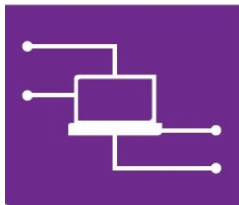
DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Operating Systems	27%
2.0 Security	24%
3.0 Software Troubleshooting	26%
4.0 Operational Procedures	23%
Total	**100%**

CompTIA Network+ Training and Certification

- Design and implement functional networks.

- Configure, manage, and maintain essential network devices.

- Use devices such as switches and routers to segment network traffic and create resilient networks.

- Identify benefits and drawbacks of existing network configurations.

- Implement network security, standards, and protocols.

- Troubleshoot network problems

- Support the creation of virtualized networks.

TEST DETAILS

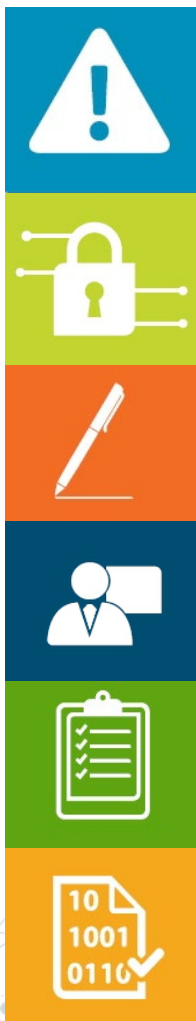|	
Required exam	N10-007
Number of questions	Maximum of 90
Types of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	• CompTIA A+ certified, or equivalent
	• Minimum of nine months of experience in network support or administration; or academic training
Passing score	720 (on a scale of 100—900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Networking Concepts	23%
2.0 Infrastructure	18%
3.0 Network Operations	17%
4.0 Network Security	20%
5.0 Network Troubleshooting and Tools	22%
Total	**100%**

CompTIA Security+ Training and Certification

- Identify the fundamental components of information security
- Analyze risk
- Identify various threats to information security
- Conduct security assessments to detect vulnerabilities
- Implement security for hosts and software
- Implement security for networks
- Manage identity and access
- Implement cryptographic solutions in the organization
- Implement security at the operational level
- Address security incidents
- Ensure the continuity of business operations in the event of an incident

TEST DETAILS

Required exam	SY0-501
Number of questions	Maximum of 90
Types of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	At least two years of experience in IT administration with a focus on security
Passing score	750 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Threats, Attacks and Vulnerabilities	21%
2.0 Technologies and Tools	22%
3.0 Architecture and Design	15%
4.0 Identity and Access Management	16%
5.0 Risk Management	14%
6.0 Cryptography and PKI	12%
Total	**100%**

CompTIA Cloud+ Training and Certification

- Analyze system requirements to successfully execute workload migrations to the cloud

- Determine proper allocation of cloud resources and apply necessary changes based on performance data

- Apply appropriate technologies and processes, including automation and orchestration, to ensure desired system performance

- Implement appropriate security controls given requirements

- Troubleshoot capacity, automation, connectivity and security issues related to cloud implementation

TEST DETAILS

Required exam	CV0-002
Number of questions	Maximum of 90
Type of questions	Multiple choice and performance-based
Length of test	90 minutes
Recommended experience	• At least 24–36 months of work experience in IT networking, network storage or datacenter administration
	• Familiarity with any major hypervisor technologies for server virtualization, though vendor-specific certifications in virtualization are not required
	• CompTIA Network+ and/or CompTIA Server+, though CompTIA certifications are not required
	• Knowledge of cloud service model (IaaS, PaaS, SaaS) definitions
	• Knowledge of common cloud deployment model (Private, Public, Hybrid) definitions
	• Hands-on experience with at least one public cloud IaaS platform
Passing score	750 (on a scale of 100–900)

EXAM OBJECTIVES (DOMAINS)

The table below lists the domains measured by this examination and the extent to which they are represented:

DOMAIN	PERCENTAGE OF EXAMINATION
1.0 Configuration and Deployment	24%
2.0 Security	16%
3.0 Maintenance	18%
4.0 Management	20%
5.0 Troubleshooting	22%
Total	**100%**

IT Job Market – Benefits of CompTIA Certifications

NetCom LEARNING

A+ / Network+

Junior Network Administrator	Service Desk Analyst	Computer Technician
Network Field Technician	Data Support Technician	Help Desk Technician
Junior System Engineer	Field Service Technician	System Engineer
IS Consultant	End User Technician	Network Support Specialist
Network Field Engineer	System Support Specialist	Network Analyst

Security+

Systems Administrator	Network Administrator
Security Administrator	Junior IT Auditor/
Security Specialist	Security Consultant
Security Engineer	Penetration Tester

Cloud+

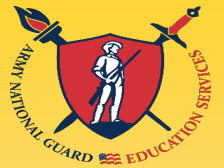| Cloud Engineer	System Administrator / Network Administrator
Cloud Developer	Systems Engineer / Network Engineer
Cloud Specialist	Manager, Data Center SANs
Computing Services	Project Manager, Cloud

Contact Us

➢TXARNG Soldiers:

  ➢Mary Lantz, Education Services Specialist: 512-782-1016 or mary.d.lantz2.civ@mail.mil

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