

TechEdge

**PNS, Inc. Newsletter
and Course Schedule**
October - December 2002



**Well Balanced
Technicians:
Soft Skills +
IT
Certifications
= Winning
Combination**

The days of maintaining mainframes and minicomputers in secure, climate-controlled rooms are over. Today's IT Professional is involved in virtually every aspect of an organization from order entry to product shipment to post-sales customer support. IT professionals are required to work directly with personnel at all levels of an organization, such as marketing, finance, human resources, etc.

In order to communicate effectively, the benefits of technology with the rest of the organization an IT professional must acquire certain 'soft-skills'. Soft-skills include:

- ✓ Communication Skills
- ✓ Teamwork and Team-building Skills
- ✓ Motivational Skills
- ✓ Problem-Solving Skills
- ✓ Leadership Skills
- ✓ Customer Service Skills
- ✓ Time Management Skills
- ✓ Better Business Writing

In a survey of the IT industry sponsored by CompTIA, 4 out of 5 CIOs said that the most important skills for IT professionals are the ability to troubleshoot and identify technical problems, to understand end-user problems, and to have patience when resolving those problems.

The success of an IT professional is determined by whether or not they can communicate the correct information, at the right time, and in the appropriate format.

IT professionals can improve their 'soft-skills' simply by taking the time to learn more about the individuals they work with and to listen more.



**IT
Certifications,
Your Path to
Success!**

Training and certification often go hand-in-hand – both are important for a successful career in Information Technology.

A recent study performed by the CompTIA Learning Alliance revealed that

- ✓ 83% of IT Professionals stated that certification was helpful in attaining a new position
- ✓ More than 70% of certified professionals would pursue training even if it did not lead to certification
- ✓ Of those who believe training is more beneficial, 58% cite the amount of knowledge gained as the main reason, 55% cite validation of training as their reason

So it still holds true that in the IT profession, if you think you have nothing else to learn it's time for you to get out - Remember, learning is constant in the information age!



**A+
Certification:
Pathway to
Good Jobs**

A recent survey performed by the CompTIA Learning Alliance revealed that A+ training and certification can provide a pathway to a good job for people without strong educational credentials or previous work experience.

Professional Network Solutions, Inc. offers programs that have the ability to help people onto the first rung of the IT career ladder. These courses include more class time, supervised laboratory time, and one-on-one attention to the individual student.

PNS, Inc.'s A+ certification course also offers a 'soft-skills' component which is not common in most training programs.

Contact us today at 301-638-7996 or via email to training@PNSolutions.net for more information about our CompTIA certification programs.



**XP Desktop:
Get the
Security and
Reliability
Your
Business
Needs**

Did you know that 4 of the top 10 IT spending priorities for small businesses relate to securing their business assets from loss or theft, including: Anti-virus software, security, intrusion detection and firewalls? (*CRN Magazine/Insight Express Small Business MIS Spending Poll Q1 2002*)

Did you also know that 56% of small and 38% of medium businesses are still running a combination of Microsoft® Windows® 95/98 and Microsoft® Office 97?

If you are part of the above statistics, your company may be vulnerable to the very threats you are most concerned about protecting yourselves against.

PNS, Inc. is offering local businesses a computing solution that will help protect business assets and at the same time increase productivity.

As a Microsoft Certified Partner, PNS, Inc. can provide your business with a more secure and reliable desktop by upgrading your current systems and security services to Microsoft® Windows XP Professional and Microsoft® Office XP.

In short, by allowing PNS, Inc. to develop and implement the XP Desktop solution for your organization, you will gain a desktop that is reliable and secure, that performs well, that provides excellent mobility and communications tools, and that is easy to use and manage allowing you to reduce the 'total cost of ownership'.

Windows XP Professional addresses these needs for all business sizes, as well as individuals who demand the most from their computing experience. Windows XP Professional blends the ease of use of Windows 95/98 with the reliability, high performance, security and manageability of Windows 2000 Professional.

Windows XP Professional is truly the single operating system on which organizations can standardize both desktops and laptops.

For additional information about PNS, Inc.'s Network Solutions for local businesses contact us today at 301-638-7996 or send an email to info@PNSolutions.net



**PNS,
Inc.
Training
Center
Features**

- Training Rooms Designed to Promote Learning and Collaboration
- State-of-the-Art Computer and Classroom Projection Systems
- Experienced Technical Instructors Who Have Real World Experience in Their Respective IT Profession
- Audit Any Course For Up To 90 Days After Completion
- Prometric Testing Center
- Free Transcender Practice Exams With All Training Courses
- Competitive Financing Options
- Newly Implemented Student Payment Plan
- Continental Breakfast Served Daily
- Free Parking
- Group and Individual Discounts Available

Visit Our Newly Designed Website at www.PNSolutions.net to Sign Up for Your Chance to Win a FREE MP3 Player!

**Websites
We
Recommend**



www.KimberlyBean.com (Kimberly Bean.com is a creative new media firm in Waldorf, Maryland specializing in custom website design and development, web hosting solutions, multimedia presentations, streaming media and Internet marketing strategies)

www.TheTechCouncil.org (Charles County Technology Council, Southern Maryland's cooperative alliance dedicated to the advancement of people, technology, and ideas. Join today and get connected with technology in Southern Maryland!)

www.MarylandInfo.com (The only Maryland based and Maryland specific search engine! Only local businesses and organizations can be found on this site. Support local businesses. Check out MarylandInfo.com today!)

Your Feedback is Welcome!

Your feedback about this newsletter is welcome. Write us at training@PNSolutions.net to tell us what you liked and what you would like to see included in future issues.