



**TODAY'S TECHNOLOGY.**

**YOUR FUTURE.**



Microsoft Imagine Academy



IT Career Lab is a division of National Able Network, Inc.

# Agenda

- Resources:
  - [www.ITCareerLab.org/calendar/](http://www.ITCareerLab.org/calendar/)
  - [www.ITCareerLab.org/Minnesota](http://www.ITCareerLab.org/Minnesota)
- This info session is for the Minnesota location.
- National Able Network, Organization Overview
- IT Career Lab, Program Overview
- Funding Options
- Next Steps
- Q&A

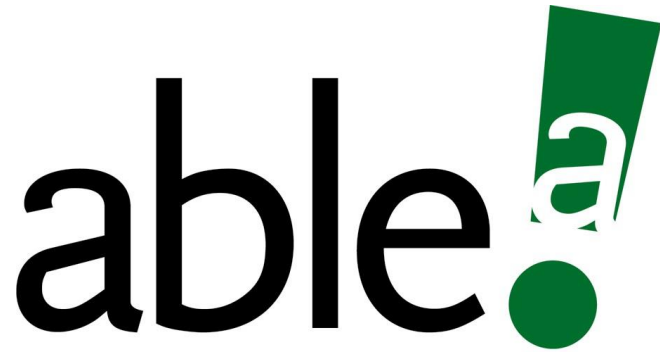


*(Get pen and paper. Be ready to take notes!)*



*(Please mute yourself. Only unmute yourself to ask questions, or feel free to ask questions through the chat.)*





National Able Network®

- Non-profit organization 501(c)3
- National Able is a workforce development agency.
- National Able has been around for over 40 years.
- Headquartered in Chicago with locations throughout the Midwest.
- IT Career Lab is a branch of National Able and has been around since 2012.
- IT Career Lab has been in Minnesota since 2018.

# IT Career Lab is:

Certified Cisco  
Networking  
Academy

WIOA Approved

Member of  
Minnesota  
Technology  
Association

Licensed – Private Career  
School by the Office of  
Higher Education

Listed on MN DEED Eligible  
Training Provider List as  
“National Able Network-IT  
Career Lab”



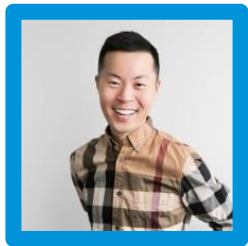
# IT Career Lab Location



IT Career Lab is located at 5905 Golden Valley Road, Suite 2 Golden Valley, MN 55422 inside the Stillman Family Foundation Building on the far right facing the building on the second level. We are busline accessible, bus #705 and #14.

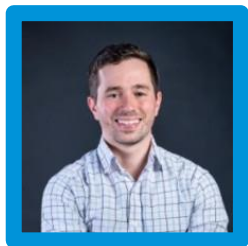


# IT Career Lab Program Staff



**Jared Fessler [he/him] – Education and Community Relations Manager**

- Help individuals pursue IT training/careers
- Aid unemployed professionals in transition



**Greg (Shirbroun) Weaver [he/him] – Program Manager**

- 10 years experience developing training programs
- Connect students to networking, resources and support services



# IT Career Lab Program Staff



**Jon Kimmel [he/him] – Job Placement Manager**

- Review's student resumes to insure they're modern, marketable, and targeted to IT
- Works with students to determine the best fit for opportunities in their area
- Advocates for certified graduates within and outside our program employers' network



**Kirsten Christensen [she/hers] – Office Manager/Receptionist**

- Oversee the workings of the office at IT Career Lab.
- Helps with students testing needs.
- Pearson Vue Test Administrator

# IT Career Lab's Instructors



**Stephen Freed, [he/him] Microsoft Certified Instructor**

- Instructor for Microsoft 365 Window MD 100 and MD 101
- 20+ years Microsoft training experience in corporate and classroom settings
- IT consultant and computer networking professional



**Michael Grzincich, Cisco Certified Academy Instructor**

- Instructor for CompTIA Network + and CCNA
- IT Solutions Provider for small/medium businesses
- Earned IT degrees/credentials as non-traditional student

**Kieran Dostal, [he/him] Cisco Certified Academy Instructor**

- Instructor for CompTIA Network + and CCNA
- IT Director for a local medium sized business
- Cybersecurity enthusiast





# COVID -19

- National Able/IT Career Lab is closely following any updates and guidance from the Minnesota Department of Health, Center for Disease Control, and the World Health Organization, as it relates to COVID-19.
- Classes may adjust to fall in accordance with the guidance from these organizations.

# Your Commitment to IT Career Lab

- Be on time.
- Attend ALL classes.
- Complete ALL coursework and assignments.
  - Pro-tip: Make sure you can commit to 30 hours a week (includes class time and studying). IT Career Lab should be approached with the same level of dedication as college.
- Study!
- Communicate if you need help. We want you to succeed!

# What is included for students at IT Career Lab?

- ✓ Accelerated **Training** Programs (Cisco OR Microsoft/CompTIA Network+)
- ✓ Live training by **certified instructors**
- ✓ **Access** to eBook and official online learning management systems
- ✓ Virtual and simulated **lab** access for each subject
- ✓ Multi-use **practice exams** focused on each certification
- ✓ One-on-one **job** placement services
- ✓ Detailed **resume** guidance and career consultation
- ✓ **Job search skills** via JUMPSTART award-winning workshops
- ✓ **Exam** for each certification PLUS one additional retake (if needed!)
- ✓ **Laptop** (with built in camera and microphone)
- ✓ Alumni **support**

# Dell Latitude 3500 Laptop

15" screen with built in webcam and microphone



# IT Career Lab Backpack



# JOB SEARCH GUIDANCE AND SUPPORT | JUMPSTART PROGRAM



Define your career goals and develop a targeted job search plan tailored to you!



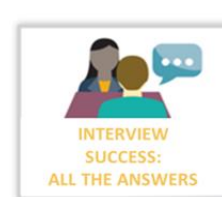
Update your resume with assistance from our career experts!



Understand and safely use social media for personal and professional growth!



Develop and perfect your professional LinkedIn profile to maximize your full networking potential!



Prepare for your next interview with tips and techniques that will help you stand out!



Practice networking skills to reach your personal and professional goals!

- Working with our job placement manager
- Access to hiring opportunities
- Conduct mock interviews with hiring experts
- Discuss job search and job market trends with hiring managers and recruiters
- Resume guidance
- LinkedIn development

# Before starting at IT Career Lab, one should possess these basic computer skills:

- ✓ Manage a Windows desktop (maximize, minimize, resize, and restore windows)
- ✓ Create and manage computer files and folders
- ✓ Download and locate files
- ✓ Save files (ex: various file types including PDF, .docx, .jpeg, etc.)
- ✓ Install and remove programs
- ✓ Run web searches in various browsers
- ✓ Operate a web camera and microphone during online meetings
- ✓ Use safe online practices

# What experiences might be most helpful prior to attending IT Career Lab?

- **MUST** have:
  - Willingness to pursue a career in IT
  - Interest in computer networking
    - Internet Protocol (IP) Addressing; Routing and Switching, etc.
  - Interest in developing Windows Operating System Management Skills
    - Beyond simple user skills (For example: [ActiveDirectory](#) and [PowerShell Commands](#))
- Extra credit if you have...
  - Professional IT sector experience
  - Personal experience troubleshooting computer or network issues at home
  - CompTIA A+ Certification (or related IT certifications)



# What will make you a successful student at IT Career Lab?

Have a passion and drive for learning IT.

Have a customer service orientation and mindset.

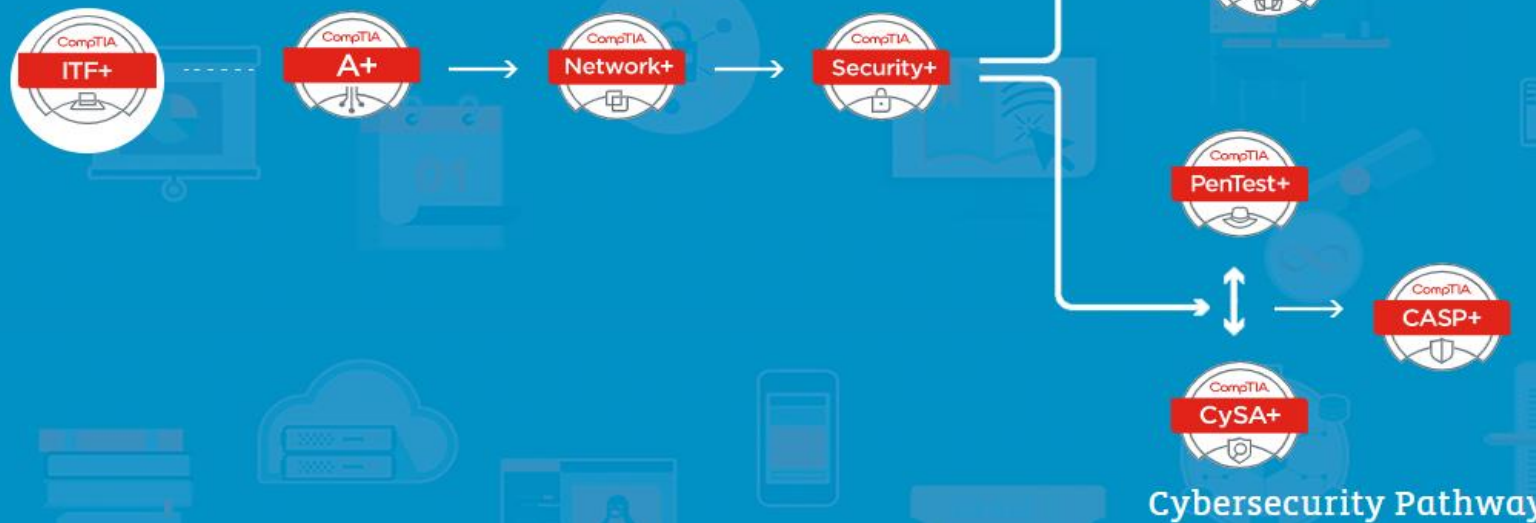
Interested in working IT jobs – e.g. Help Desk Technician

Interested in computer networking and operating system management.

Previous experience solving technical issues.



ITF+ and A+ not required, but great if you have them!



# MICROSOFT 365 MODERN DESKTOP ADMINISTRATOR

## MD-100 and MD-101 EXAM

### ABOUT:

This exam measures your ability to accomplish the following technical tasks: deploy Windows; manage devices and data; configure connectivity; and maintain Windows.

### OCCUPATIONS:

Help Desk Analyst, PC Refresh Technician, Desktop Support Specialist and more

### CLASS TIME:

Six Weeks | 4 days per week

Monday through Thursday 8:30AM to 12:30PM

18 hours of live classroom training and an average of 12 hours outside course work a week

### CLASS SIZE:

Around 12 students' max

### INSTRUCTOR:

Stephen Freed

### CERTIFICATION RENEWAL:

Every year and the renewal assessment is no cost

### CERTIFICATION EXAM:

Six weeks after start date

### MORE INFORMATION ON MICROSOFT 365 MODERN DESKTOP CERTIFICATION:

<https://docs.microsoft.com/en-us/learn/certifications/m365-modern-desktop>

# COMPTIA NETWORK+

## ABOUT:

The CompTIA Network + certification develops a career in IT infrastructure covering troubleshooting, configuring, and managing networks.

## OCCUPATIONS:

Computer technician, Help desk technician, Network support specialist, Network administrator, Network analyst, Systems engineer, Systems administrator or analyst, and more!

## CLASS TIME:

Four weeks | 2.5 days per week

Tuesdays and Thursday 8:30AM to 3:30PM and Fridays 1PM to 5PM

18 hours of live classroom training and an average of 12 hours outside course work a week

## CLASS SIZE:

Around 12 students' max

## INSTRUCTOR:

Michael Grzincich and Kieran Dostal

## CERTIFICATION RENEWAL:

Every three years

## CERTIFICATION EXAM:

Four weeks after start date

## MORE INFORMATION ON COMPTIA NETWORK +:

<https://www.comptia.org/certifications/network>

# IT Career Lab General Program Timeline

IT Infrastructure Management (Microsoft and CompTIA Network+) Program Timeline	
Week of Program	Focus of Study
Week 1	Deploying Windows & Managing Devices and Data – These chapters of material focus on installation of the Windows 10 Operating System on enterprise machines, as well as the management of devices and data that use or rely on the Windows 10 Operating System.
Week 2	Configure Connectivity – This section of the material focuses on connecting devices that use the Windows 10 OS to each other.
Week 3	Maintain Windows 10 and Update OS – with the OS installed and configured across an enterprise, the next step is to focus on maintenance.
Week 4	Management of the Windows 10 Operating System across devices: Policies and Profiles
Week 5	Management of the Windows 10 Operating System across devices: Protecting Devices (System Security), Apps and Data
Week 6	Review

Test Prep for MD-100 and MD-101 Certification Exams from Microsoft	
Week 7	Section 1: Networking Concepts - Ports and Protocols, The OSI Model, Routing & Switching, Network Addressing, Network Topologies, Wireless Technologies, Cloud Technologies Network Services
Week 8	Section 2: Infrastructure - Cabling, Networking Devices, Advanced Networking Devices, Virtualization, WAN Technologies; Section 3: Network Operations – Network Documentation, Business Continuity, Network Monitoring, Remote Access, Best Practices
Week 9	Section 4: Network Security – Physical Security Devices, Access Control, Wireless Network Security, Network Attacks, Device Hardening, Mitigation
Week 10	Section 5: Network Troubleshooting and Tools – Network Troubleshooting, Network Tools, Networking Troubleshooting (Wired, Wireless, and Network Service)
Test Prep for CompTIA Network+ (N10-007) Certification Exam	

# CISCO CERTIFIED NETWORKING ASSOCIATE [CCNA]

## **ABOUT:**

The CCNA validates your skills and knowledge in network fundamentals, network access, IP connectivity, IP services, security fundamentals, and automation and programmability.

## **OCCUPATIONS:**

Network Administrator, Network Engineer, Network Specialist and more!

## **CLASS TIME:**

12 Weeks | 2.5 days per week

Monday and Wednesdays | 8:30AM to 3:30PM and Friday 8:30AM to 12:30PM

18 hours of live classroom training and an average of 12 hours outside course work a week

## **CLASS SIZE:**

Around 12 students' max

## **INSTRUCTOR:**

Michael Grzincich and Kieran Dostal

## **CERTIFICATION RENEWAL:**

Every three years

## **CERTIFICATION EXAM:**

12 weeks after start date

## **MORE INFORMATION ABOUT CCNA:**

<https://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna.html>



# IT Career Lab General Program Timeline

Cisco Certified Network Associate (CCNA) Program Timeline	
Week of Program	Focus of Study
Week 1	Implementing VLANs and Trunks, Routing Between VLANs, Introducing OSPF
Week 2	Building Redundant Switched Topologies, Improving Redundant Switched Topologies with EtherChannel
Week 3	Exploring Layer 3 Redundancy
Week 4	Introducing WAN Technologies
Week 5	Explaining Basics of ACL, Enabling Internet Connectivity
Week 6	Introducing QoS
Week 7	Explaining Wireless Fundamentals
Week 8	Introducing Architectures and Virtualization, Explaining the Evolution of Intelligent Networks
Week 9	Introducing System Monitoring
Week 10	Managing Cisco Devices, Examining the Security Threat Landscape, Implementing Threat Defense Technologies
Week 11	Securing Administrative Access, Implementing Device Hardening
Week 12	Exam Preparation
Test Prep for Cisco Certified Network Administrator (CCNA) Exam – 200-301	



**Pearson**  
**VUE**

Authorized Testing Center

# On-Site Certification Exams



IT Career Lab is a division of National Able Network.

# Pearson Vue Onsite Authorized Testing Center





# IT Career Lab Stats



**95%**

Program completion rate



**96%**

Of training participants  
earned one or more certifications



**\$19.82/hour**

Average **starting wage** for  
IT Career Lab graduates

# Minnesota IT Career Lab Graduates Have Obtained Jobs at:



# Job Placement Expectation After Completing IT Career Lab

Career growth in a short-time is possible in the IT sector, and more likely than in many other industries.

IT certification is CRITICAL to a successful IT job search and career development.

IT certifications and experience are BOTH considered when determining your wage.

IT Career Lab does not and cannot guarantee job placement – it takes significant work and focus on the part of our students.

National Able focuses on enhancing YOUR job search and expanding your network.

# IT Career Lab Student Success Stories

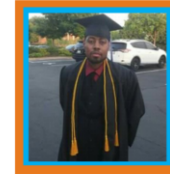
## SUCCESS STORY

From Homemaker to Tech Professional:  
Coming Full Circle



## SUCCESS STORY

*Finding the Path to  
a Career in IT*



## SUCCESS STORY

*A 'surreal' journey  
from student to instructor*



## SUCCESS STORY

*A Hopeful Journey:  
A Refugee's IT Career Path*



More student success stories here: <https://www.itcareerlab.org/tech-bytes/>

# FUNDING OPTIONS

# MAIN FUNDING OPTIONS

IT Career Lab is the training provider, we partner with the organizations that provide funding through the following grants below, we also have a few grants of our own. Please contact IT Career Lab directly to find out which grant is best fit for you. Process can take three to six weeks depending on the grant. Grants cover everything at 100%. You will not owe anything.



- MN Women in IT Grant
- WIOA Adult Program
- Dislocated Worker Program
- Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T)



- Minneapolis Pathways
- Hennepin County CARES Act
- Low Income Worker Training Program
- Pathways to Prosperity
- Veterans Affairs Education Benefits

## Grant Eligibility

- Employment Status
- Yearly income level
- Residency (city/state/zip code)
- Identity (veteran, gender, BIPOC)

# FUNDING PROGRAM ENROLLMENT PROCESS

# Step 1: Complete Questionnaire and Send Resume & Assessment(s) Results



The following are required:

## Completed Funding Assessment Questionnaire

- Visit [www.ITCareerLab.org/Minnesota](http://www.ITCareerLab.org/Minnesota) to begin

## Resume

- Send resume to [jfessler@NationalAble.org](mailto:jfessler@NationalAble.org)

## North Star Assessment

- Everyone is required to take the Windows 10 North Star Assessment
- Can be done remotely
- Must pass the Windows 10 north star assessment, can only be taken once a day, take on a PC computer.
- If you do not pass, we will refer you to our partner IT Core Skills program.

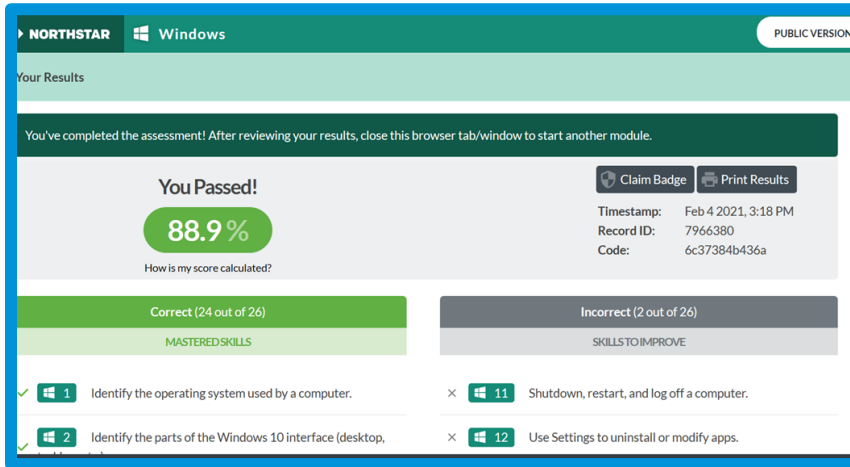
## Test

- We may have you complete a pretest covering A+

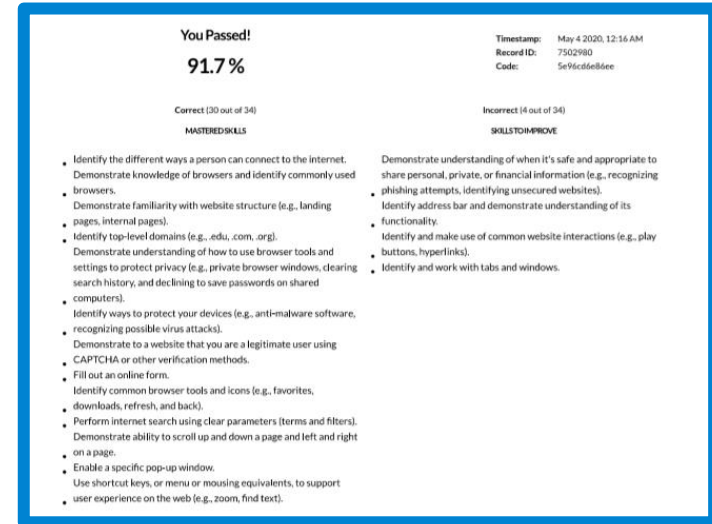




# How to send your assessment scores:



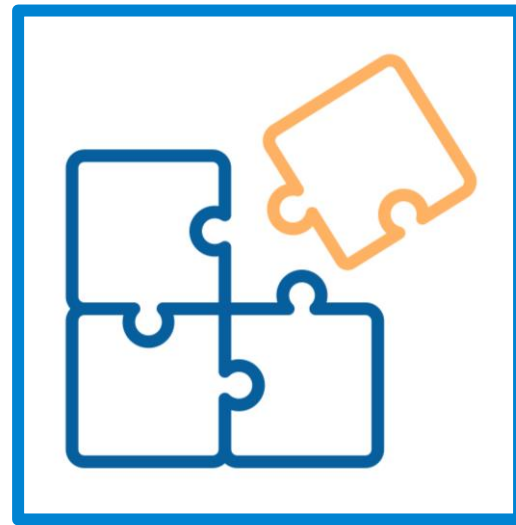
**Option 1:** screen shot or take a picture with your phone.  
Assessment name and score must show.



**Option 2:** Save onto desktop or folder (by selecting file > print > save as). Assessment name and score must show.

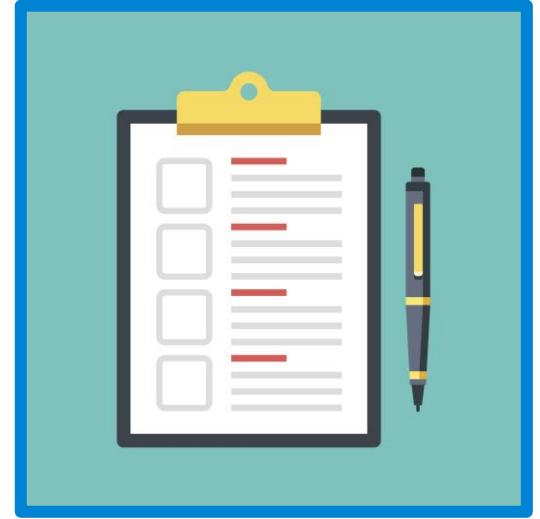
# IT Career Lab's Grant Owned Process:

- **This process is for anyone going through the IT Career Lab owned grant.**
- Send a resume, complete the prescreen, Windows 10 Northstar Assessment (must pass).
- Complete the IT Career Lab grant application and the Tennessean form.
- You will be asked to provide copies of your ID (social security card, or work authorization).
- Application will be reviewed and if accepted, you will be able to enroll in IT Career Lab.



# IT Career Lab Grant Partner Process:

- This process is for anyone who is going through our grant partner (WIOA, Dislocated Worker, etc), process.
  - Send over your resume, complete prescreen, complete and pass the Windows 10 Northstar assessment.
  - Complete grant partner application – two forms. They will then conduct an intake with you over the phone where they will review your application.
- \* Expected process is three to six weeks minimum



# IT Career Lab Grant Partner Process Cont.:

- You may have to complete the Wonderlic (basic math and reading assessment), 20 minutes each, can be taken remotely. Waived for those with a bachelor's degree.
- Once completed, you will be assigned to an employment counselor.
- Complete their paperwork, training proposal (must be approved by employment counselor). You will be asked to provide copies of your ID (social security card, proof of residency, etc.).
- After everything is completed and you are approved and accepted into the grant program, the IT Career Lab enrollment process would begin.
- If you are already in the Dislocated Worker/WIOA program, please let us know and provide us with your employment counselors contact info.

**\* Expected process is three to six weeks minimum**



# Enrollment Dates

Please contact [Minnesota@ITCareerLab.org](mailto:Minnesota@ITCareerLab.org)  
for upcoming enrollment dates.



→ Note: Virtual Orientation and Enrollment will happen the Thursday before class and laptop pick up will happen the Monday before classes start.



# Deadline Checklist

## Completed materials due by deadline are:

- ☐ Completed Questionnaire
- ☐ North Star Assessment Scores
- ☐ Resume
- ☐ Grant Application
- ☐ Documents for your employment counselor (paperwork, requested ID's, etc).  
*(Please stay in direct communication with your counselor!)*
- ☐ Training and employment plan (if you're working with an employment counselor).
- ☐ Purchase orders, vouchers, authorizations, from you and your employment counselor **OR** down payment if you are a self funder.



# IT CAREER LAB MN GOOGLE REVIEWS

- Everyone is very friendly, helpful and committed to helping you succeed. I've never felt like I was alone in my endeavors. The team communicated very well and was always supportive. - Joe D.
- I had an amazing learning experience in this place. If you're looking to enhance your resume or start your career in Information technology, I recommend ITCL – Sonia R.
- Wonderful program. I found out about them through HIRED, a dislocated worker program from the MN unemployment office. HIRED was able to fund IT Career Lab and within five months I had two certifications, and I am still qualified to get at least one more when I'm ready. IT Career Lab is networked with a lot of local employers and is also part of a larger national network called National Able Network, in case you were looking to relocate. I highly recommend them. Keep up the great work! – William Norton
- My experience with IT Career Lab was a positive one. All the staff that worked with program participants were wonderful. They were always looking for ways make sure we were getting as much as we could from the program, looking for local resources to help with employment after completing classes, marketing our experience and skills to generate interest in newly certified techs and offering support and encouragement all along the way. – Ben T.
- Fast pace and very informative. Easy to learn for those who are new to the IT field. ITCL is a great place to start! – Ge T.

Visit our google reviews: <https://bit.ly/3r6ufH3>

# IT Career Lab Minnesota Resource Links:

Minnesota Resource Landing Page – has grant applications, north star assessment links, slides from today's information session:

[www.ITCareerLab.org/minnesota](http://www.ITCareerLab.org/minnesota)

For more information about IT Career Lab check out the FAQ make sure to look at the Minnesota location:

[www.itcareerlab.org/faq/](http://www.itcareerlab.org/faq/)

IT Career Lab Google reviews:

<https://bit.ly/3r6ufH3>

Job Description of Computer User Support Job:

<https://www.onetonline.org/link/summary/15-1232.00>

IT Career Lab Virtual Lab (Cisco Packet Tracer):

<https://www.netacad.com/courses/packet-tracer>

More information about the Microsoft 365 Modern Desktop Certification:

<https://docs.microsoft.com/en-us/learn/certifications/m365-modern-desktop>

More information about the CompTia Network + Certification:

<https://www.comptia.org/certifications/network>

More information about the CCNA Certification:

<https://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna.html>





## Questions?

If you have any friends, family, or anyone that you know of that would be a great fit for IT Career Lab, please refer them. IT Career Lab has a referral program. Search our five star google reviews under “IT Career Lab.”

Please complete the the Windows 10 Northstar assessment, and e-mail your resume along with your employment status and which training you want to enroll in to [Minnesota@itcareerlab.org](mailto:Minnesota@itcareerlab.org) or directly to Greg and Jared.

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[www.nationalable.org](http://www.nationalable.org)

[www.itcareerlab.org](http://www.itcareerlab.org)