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9 Counsel for Plaintiff

10 SUPERIOR COURT OF THE STATE OF CALIFORNIA

11 COUNTY OF LOS ANGELES

12 DIANA BELL, on behalf of herself and all others) Case No. BC 289898
13 similarly situated,) (Complex Litigation Program)
14 Plaintiff,) Hon. Victoria Gerrard Chaney
15 vs.)
16 NEW HORIZONS WORLDWIDE, INC., a) CLASS ACTION
Delaware Corporation, and DOES 1-50)
17 Defendants.)
18 _____)

19 **NOTICE OF PENDENCY OF CLASS ACTION,**
20 **PROPOSED SETTLEMENT, AND SETTLEMENT HEARING**

21 **TO: ALL PERSONS OR ENTITIES IN THE UNITED STATES WHO**
22 **PURCHASED A MEMBERSHIP IN A NEW HORIZONS TECHNICAL**
23 **TRAINING CLUB, TECHNICAL TRACK, TECHNICAL PROGRAM,**
24 **CERTIFICATION PROGRAM, TECHNICAL BOOT CAMP, OR ANY**
25 **OTHER SIMILAR TECHNICAL TRAINING PROGRAM WHERE THE**
26 **RIGHT TO TAKE MORE THAN ONE TECHNICAL TRAINING CLASS**
27 **WAS PURCHASED AS A PACKAGE DURING THE CLASS PERIOD.**

28 **PLEASE READ THIS ENTIRE NOTICE CAREFULLY. YOUR RIGHTS MAY BE**
AFFECTED BY PROCEEDINGS IN THIS CLASS ACTION LITIGATION. PLEASE NOTE
THAT IF YOU ARE A SETTLEMENT CLASS MEMBER, YOU MAY BE ENTITLED TO
PARTICIPATE IN THE SETTLEMENT DESCRIBED IN THIS NOTICE.

This Notice has been sent to you pursuant to an Order of the Superior Court of the State of California for the County of Los Angeles (the "Court"). The purpose of this Notice is to inform you

1 that the proposed settlement of this class action litigation (the "Settlement") and of the hearing to
2 be held by the Court to consider the fairness, reasonableness, and adequacy of the Settlement. This
3 Notice describes the rights you may have in connection with the Settlement and what steps you may
4 take in relation to the Settlement and this class action litigation. This Notice is not an expression
5 of any opinion by any court about the merits of any of the claims or defenses asserted by any party
6 in this Litigation or the fairness or adequacy of the proposed Settlement.

7 The proposed Settlement provides for eight (8) online courses to be provided by New
8 Horizons Computer Learning Centers, Inc. which may be attended by class members free of charge
9 for a period of six (6) months. The proposed Settlement also provides for certain disclosures to be
10 made by New Horizons Worldwide, Inc. ("New Horizons" or the "Defendant"), and New Horizons
11 Computers Learning Centers, Inc. concerning course cancellations.

12 **I. NOTICE OF HEARING ON PROPOSED SETTLEMENT**

13 A settlement hearing (the "Settlement Hearing") will be held on September 9, 2004, at
14 10:30 a.m., before the Honorable Victoria G. Chaney, Superior Court Judge, at Superior Court of
15 the State of California, County of Los Angeles, Central Civil West Courthouse, Courtroom 324, 600
16 South Commonwealth Avenue, Los Angeles, California 90005. The purpose of the Settlement
17 Hearing will be to determine: (a) whether the Settlement should be approved as fair, reasonable and
18 adequate; (b) whether the application by Plaintiff's counsel for an award of attorneys' fees and
19 reimbursement of expenses should be approved, including an award to Plaintiff to reimburse her for
20 her time and efforts in connection with the Litigation; and (c) whether the Litigation should be
21 dismissed with prejudice. The Court may adjourn or continue the Settlement Hearing without
22 further notice to the Settlement Class.

23 **II. DEFINITIONS USED IN THIS NOTICE**

24 1. "Authorized Claimant" means a member of the Class whose claim has been allowed
25 as provided by the terms of the Stipulation of Settlement and the Order and Final Judgment (as
26 hereinafter defined) of the Court approving the Settlement of the Litigation.

27 2. "Claimant" means any Class Member who submits a Claim to attend any or all of the
28 online courses provided by the Settlement.

1 "Class Member(s)" means all members of the Settlement Class, as defined in ¶II.13,
including Plaintiff, except persons who file valid and timely requests for exclusion from the
Settlement Class.

2 "Class Period" means the period from September 4, 1998 through March 4, 2004,
inclusive.

3 "Court" means the Superior Court of the State of California, County of Los Angeles.

4 "Effective Date" means the date on which the Court's Order and Final Judgment,
substantially in the form of Exhibit "B" to the Stipulation of Settlement (the "Final Judgment"),
becomes final, which will be deemed to occur upon the last to occur of the following: (a) if no
objection is filed to the Settlement, or if an objection is filed to the Settlement and no appeal or
review of the Final Judgment is sought, the sixty-first (61st) day after entry of the Final Judgment
(or, if the date for taking an appeal has not expired (including because of an extension), the day after
expiration of the time for taking an appeal); or (b) if an appeal or review of the Final Judgment is
sought, the day after such Final Judgment is affirmed or the appeal or review is dismissed or denied
and such Final Judgment is no longer subject to further judicial review.

5 "Fee Petition" means the application by counsel for Plaintiff for an award of
attorneys' fees and the reimbursement of their expenses.

6 "Notice" means this Notice of Pendency of Class Action, Proposed Settlement, and
Settlement Hearing.

7 "Notice Expenses" means all reasonable costs and expenses incurred in connection
with the preparation, printing, and electronic or other mailing of the Notice and publication of the
Summary Notice, and all other costs to identify and notify Class Members.

8 "Released Claims" means and includes any and all claims or causes of action,

1 including Unknown Claims, that have been or could have been asserted under the laws of any
2 jurisdiction, whether at law or in equity, by Plaintiff or Class Members, or any of them, whether in
3 an individual or representative capacity, against any Released Party based upon the facts,
4 transactions, events, or occurrences which were alleged by Plaintiff in the Litigation.

5 11. "Released Persons" or "Released Party" means Defendant, its subsidiaries, affiliates,
6 predecessors, and successors, their present and former directors, officers, employees, and their
7 respective representatives, heirs, executors, personal representatives, administrators and assigns.

8 12. "Settlement" means the full and final compromise, settlement and dismissal with
9 prejudice of the Litigation and all claims that have been or could have been asserted therein, on and
10 subject to the terms and conditions of the Stipulation of Settlement.

11 13. "Settlement Class" means all persons or entities in the united states who purchased
12 a membership in a New Horizons technical training club, technical track, technical program,
13 certification program, technical boot camp, or any other similar technical training program where
14 the right to take more than one technical training class was purchased as a package during the class
15 period, excluding those persons who timely and validly request exclusion from the Settlement Class
16 pursuant to the Notice.

17 14. "Settlement Class Member" or "Member of the Settlement Class" mean a person who
18 falls within the definition of the Settlement Class.

19 15. "Settlement Hearing" means the hearing to be held by the Court to consider the
20 fairness, reasonableness, and adequacy of the Settlement, as more fully described in §I, above.

21 16. "Technical" courses or programs are those courses or programs which are not
22 "Applications" courses or programs. "Applications" courses or programs are those intended for
23 computer users, as opposed to information technology professionals, which provide training and
24 education for the use of standard desktop applications such as Microsoft's Word and Excel. The
25 courses described in the Stipulation of Settlement, §7.1(a) and Exhibit 1, are examples of
26 "Technical" courses.

27 17. "Unknown Claims" with respect to releases by Plaintiff and the Settlement Class
28 Members, means any Released Claims which Plaintiff or any Settlement Class Member does not
know or suspect to exist in his, her or its favor at the time of the release of the Released Persons
which, if known by him, her or it, might have affected his, her or its settlement with and release of
the Released Persons, or might have affected his, her or its decision not to object to the Settlement.
With respect to any and all Released Claims, including Unknown Claims, the Parties stipulate and
agree that, upon the Effective Date, Plaintiff and each of the Settlement Class Members shall be
deemed to and, by operation of the Judgment, shall waive and relinquish, the provisions, rights, and
benefits of §1542 of the California Civil Code, which provides:

A general release does not extend to claims which the creditor does
not know or suspect to exist in his favor at the time of executing the
release, which if known by him must have materially affected his
settlement with the debtor.

Upon the Effective Date, Plaintiff and each of the Settlement Class Members shall be deemed to,
and by operation of the Judgment shall, waive any and all provisions, rights and benefits conferred
by any law of any state or territory of the United States, and any principle of common law, or
international or foreign rights law which is similar, comparable or equivalent to §1542 of the
California Civil Code. Plaintiff and the Settlement Class Members may hereafter discover facts in
addition to or different from those which the Settlement Class Member knows or believes to be true
with respect to the subject matter of the Released Claims, but hereby stipulates and agrees that
Plaintiff and each Settlement Class Member shall be deemed to, and operation of the Judgment shall
release any and all Released Claims, including Unknown Claims, known or unknown, suspected or
 unsuspected, which now exist, or heretofore have existed upon any theory of law or equity now
existing or coming into existence in the future including, but not limited to, conduct which is
negligent, intentional, with or without malice, or a breach of any duty, law or rule.

1 **III. THE LITIGATION**

2 In September 2002, Plaintiff filed an action against New Horizons in the Superior Court of
3 the State of California, in and for the County of Los Angeles on behalf of herself and all other
4 persons in the United States who purchased memberships in New Horizons' Technical Training
5 Club. The complaint alleges claims against New Horizons, that it engaged in unlawful conduct in
6 connection with the marketing and sale of "club memberships," particularly the Technical Club.
7 Plaintiff alleges that these clubs offer members the right to attend as many classes as they choose
8 over a finite period of time for a fixed price, when, in fact, many of the advertised classes were
9 unavailable during the membership period. Plaintiff alleges that such conduct violates the California
10 Business and Professions Code section 17200 *et seq.* -Unlawful, Unfair or Fraudulent Business
11 Practices, and California Civil Code Section 1750 *et seq.* - Consumers Legal Remedies Act, and that
12 New Horizons unjustly enriched itself at the expense of Plaintiff and the members of the Class by
13 advertising and accepting memberships in Technical Clubs.

14 Plaintiff sought damages, actual, compensatory, and punitive, as well as an order enjoining
15 New Horizons from continuing to engage in the unlawful and unfair business practices in promoting
16 and marketing its club memberships. Plaintiff also seeks attorneys' fees and reimbursement of
17 expenses.

18 Counsel for Plaintiff and the Class have conducted discovery, investigation and research
19 during the prosecution of the Litigation. The discovery has included, inter alia: (i) the review and
20 analysis of public statements and documents, including filings made by defendant with regulatory
21 authorities; (ii) the review and analysis of New Horizons' financial statements and results; (iii)
22 interrogatories and the responses thereto by the Parties; and (iv) a thorough analysis and evaluation
23 of the facts supporting Plaintiff's claims. Counsel for Plaintiff and the Class also have researched
24 thoroughly the applicable law with respect to Plaintiff's claims against Defendant and the potential
25 defenses thereto.

26 The Settlement was reached after discussions among the Parties and arms' length negotiating
27 sessions in a mediation conducted over two (2) days under the auspices of the Honorable Victoria
28 G. Chaney, Judge of the Superior Court, County of Los Angeles.

IV. BENEFITS OF SETTLEMENT TO PLAINTIFF AND THE SETTLEMENT CLASS MEMBERS

Plaintiff believes that the claims asserted in the Litigation have merit and that the evidence
and information developed to date in the Litigation by Plaintiff supports the claims asserted.
However, Plaintiff and counsel for Plaintiff recognize and acknowledge the expense and length of
continued proceedings necessary to prosecute the Litigation against Defendant through trials and
through appeals. Plaintiff and counsel for Plaintiff also have taken into account the uncertain
outcome and risk of any litigation, especially in complex actions such as the Litigation, as well as
the difficulties and delays inherent in such litigation. Plaintiff and her counsel have taken into
account the strengths and uncertainties of the claims asserted in the Litigation, the potential damages
that might be recovered at trial for the benefit of the Class, the possible defenses to the claims
asserted and the substantial benefits of a settlement which provides for substantial relief in the nature
of providing class members the benefit of what they had originally sought by enrolling in the classes
and programs provided by New Horizons Computer Learning Centers, Inc. Plaintiff and her counsel
believe that the Settlement confers substantial benefits upon the Settlement Class and each of the
Class Members and have therefore determined that the Settlement is fair, reasonable, adequate, and
in the best interests of Plaintiff and the Settlement Class.

V. SETTLING DEFENDANT'S STATEMENTS AND DENIALS OF WRONGDOING AND LIABILITY

Defendant has denied and continues to deny each and all of the claims and contentions

1 alleged by Plaintiff in the Litigation. Defendant expressly denies and continues to deny all charges
2 of wrongdoing and liability against it arising out of any of the conduct, statements, acts or omissions
3 alleged, or that could have been alleged, in the Litigation. Defendant also has denied and continues
to deny, *inter alia*, the allegations that Plaintiff or any member of the Settlement Class were harmed
by any of the conduct alleged or that could have been alleged in the Litigation.

4 Nonetheless, Defendant has concluded that further conduct of the Litigation would be
5 protracted and expensive, and that it is desirable that the Litigation, be fully and finally settled in
6 the manner and upon the terms and conditions set forth in the Stipulation of Settlement, in order to
7 limit further expense, inconvenience, and distraction, and to dispose of the burden of protracted
litigation. Defendant also has taken into account the uncertainty and risks inherent in any litigation,
especially in complex cases like this Litigation. Defendant has, therefore, determined that it is
desirable and beneficial that the Litigation be settled in the manner and upon the terms and
conditions set forth in the Stipulation of Settlement.

8 VI. TERMS OF THE PROPOSED SETTLEMENT

9 The Settlement provides:

10 (a) Defendant will cause New Horizons Computer Learning Centers, Inc. to offer the
11 following eight (8) Online LIVEi Archive Learning Courses (the "Courses") to Settlement Class
Members:

12 **Introduction to Networking** – Learn what computer networks are and how they are used,
13 by examining the various components and their functions.

14 **Application Developer** – Learn how to write print-to-screen scripts, customize Web page
15 hit counters, create and use business forms that interact with text files and manipulate data
in a database.

16 **Convergent Network Technologies** – Explore the technology of voice and data integration,
17 frame relay and the principles of transmitting voice calls and fax over the Internet, as well
as how to transmit more than one type of signal simultaneously by way of divided channel.

18 **Database Specialist** – Learn how to plan and design relational databases and the theory
19 behind relational databases, relational database nomenclature, and relational algebra.

20 **Introduction to Telecom** – Learn how to install and troubleshoot analog and digital phone
21 lines in home and Private Branch eXchange (PBX) installations by providing detailed
coverage of telephony standards and best practices.

22 **Internet Foundations** – A course designed to guide students through the Internet and its
23 wide array of useful resources including how to use key Internet technologies, such as Web
browsers, e-mail, newsgroups and File Transfer Protocol (FTP).

24 **Object Oriented Design** – Discover basic object-oriented design and analysis techniques
using UML in the context of the Unified Software Development Process.

25 **Operating System Security** – Learn networking skills relating to Information Security and
26 how to harden a Linux or a Windows Network Environment.

27 The detailed syllabi for these eight (8) courses are set forth as Exhibit 1 to this Notice.

28 The Courses will be available to Settlement Class Members, **free of charge**, for a period of
six (6) months, commencing on December 1, 2004, or the first day of the month following the
Effective Date, whichever is later. The Courses will be available twenty-four (24) hours a day

1 online and may be taken or repeated at the convenience of the each Settlement Class Member.
2 Settlement Class Members will be able to track and manage online their progress in the Courses.
3 If the Courses do not commence on December 1, 2004, due to an appeal of the approval of the
4 Settlement, then Defendant will notify Settlement Class Members for which it has an e-mail address
5 and post an announcement on its website of the appeal, and will promptly notify Settlement Class
6 Members for which it has an e-mail address of when the Effective Date of the Settlement occurs and
7 the date on which the Courses will begin, and to promptly update such announcement on its website.

8 (b) Defendant will also disclose and cause New Horizons Computer Learning Centers,
9 Inc. ("NHCLC, Inc.") to clearly disclose on the course catalog page on its website and in course
10 catalogs that NHCLC, Inc. prepares or causes to be prepared that courses offered by a New Horizons
11 Computer Learning Center may be subject to cancellation. Defendant will also amend the
12 Company's Confidential Operations Manual, commencing with the next edition of the Manual,
13 which will be issued within the next twelve months, which is distributed to franchised operations
14 to direct that independently owned and operated New Horizons franchises make the same
15 disclosures. Such cancellation policy does not apply to the Courses listed in subparagraph (a) above,
16 which will not be subject to cancellation during the six month period during which the Courses will
17 be available to Settlement Class Members.

18 **VII. ORDER CERTIFYING A CLASS FOR PURPOSES OF SETTLEMENT**

19 On June 22, 2004, the Court ordered that the Settlement Class be certified for settlement
20 purposes only. The Settlement Class is defined above.

21 **VIII. PARTICIPATION IN THE CLASS**

22 If you fall within the definition of the Settlement Class, you will remain a Settlement Class
23 Member unless you elect to be excluded from the Settlement Class. If you do not request
24 to be excluded from the Settlement Class, you will be bound by any judgment entered in the
25 Litigation whether or not you participate in any of the Courses offered in the Settlement.

26 *If you wish to remain a Settlement Class Member, you need do nothing. Your interests*
27 *will be represented by Plaintiff's counsel.* If you choose, you may enter a legal appearance
28 individually or through your own counsel at your own expense.

To participate in the Settlement and attend any of the Courses, you will be required to send
a request by electronic mail to the following address: bellclassaction@newhorizons.com. Once the
e-mail is received, each Settlement Class Member will receive an e-mail in response providing the
Settlement Class Member with an electronic link to provide access to the Online LIVEi Archive
Learning site. Upon entry to the site each Settlement Class Member will be prompted to submit a
form releasing the Released Claims. Upon submission of the release, any Settlement Class Member
may participate in any or all of the Courses.

IX. EXCLUSION FROM THE CLASS

You may request to be excluded from the Settlement Class. To do so, you must mail a
signed, written request to:

WOLF POPPER LLP
Lester L. Levy
Patricia I. Avery
845 Third Avenue
New York, NY 10022

The request for exclusion must state: (1) your name, address, telephone number; and e-mail
address; (2) the New Horizons Computer Learning Center at which you had purchased technical

1 classes as part of a package; and (3) that you wish to be excluded from the Settlement Class. TO
2 BE VALID, A REQUEST FOR EXCLUSION MUST STATE ALL OF THE FOREGOING
3 INFORMATION AND MUST CLEARLY STATE THE INTENTION TO BE EXCLUDED FROM
4 THE SETTLEMENT CLASS. YOUR EXCLUSION REQUEST MUST BE POSTMARKED ON
OR BEFORE AUGUST 26, 2004. If you submit a valid and timely request for exclusion, you shall
have no rights under the Settlement, shall not be entitled to take any of the Courses provided under
the Settlement, and shall not be bound by the Stipulation of Settlement or the Judgment.

5 **X. DISMISSAL AND RELEASES**

6 If the proposed Settlement is approved, the Court will enter an Order and Final Judgment
7 dismissing the case ("Judgment"). The Judgment will dismiss the Released Claims with prejudice.

8 The Judgment will provide that all Settlement Class Members who do not validly and timely
9 request to be excluded from the Settlement Class, shall be deemed to have released and forever
10 discharged all Released Claims against all Released Persons, and will bar all Settlement Class
11 Members from instituting any action asserting claims arising out of the facts and based upon the
purchase of a membership in a New Horizons technical training club, technical track, technical
program, certification program, technical boot camp, or any other similar technical training program
where the right to take more than one technical training class was purchased as a package during the
Settlement Class Period and the facts and circumstances underlying this Class Action.

12 **XI. APPLICATION FOR FEES AND EXPENSES**

13 At the Settlement Hearing, counsel for Plaintiff will request the Court to award attorneys'
14 fees of \$165,000, inclusive of the reimbursement of expenses, which were advanced in connection
with the Litigation. Counsel for Plaintiff will also request that the Court award Plaintiff \$7,500 to
15 reimburse Plaintiff for her time and expenses incurred in connection with the prosecution of this
Litigation. All such fees and expenses and the award to Plaintiff will be paid by Defendant.
16 Settlement Class Members are not personally liable for any fees or expenses.

17 To date, Plaintiff's counsel have not received any payment for their services in conducting
18 this Litigation on behalf of Plaintiff and the Members of the Settlement Class, nor have counsel been
reimbursed for their out-of-pocket expenses. The fee requested by Plaintiff's counsel would
19 compensate counsel for their efforts in achieving the Settlement for the benefit of the Settlement
Class, and for their risk in undertaking this representation on a contingency basis. Such fee request
in this Litigation is less than counsel's normal hourly fees charged for such services.

20 **XII. THE RIGHT TO BE HEARD AT THE HEARING**

21 Any Settlement Class Member who has not validly and timely requested to be excluded from
22 the Settlement Class, and who objects to any aspect of the Settlement, or the Fee Petition, may
appear and be heard at the Settlement Hearing. Any such Person must submit a written notice of
23 objection to the Court and counsel, such that is *received* on or before August 16, 2004, by the Court
and each of the following:

| | | | |
|----|---|---|--|
| 24 | GLANCY & BINKOW LLP | WOLF POPPER LLP | CALL JENSEN & FERRELL |
| 25 | Robert J. Perkins | Lester L. Levy | Mark L. Eisenhut |
| 26 | 1801 Avenue of the Stars, Suite 311 Los Angeles, CA 90067 | Patricia I. Avery 845 Third Avenue New York, NY 10022 | 610 Newport Center Drive Suite 700 Newport Beach, CA 92660 |

27 The notice of objection must demonstrate the objecting Person's membership in the Settlement
28 Class, including the purchase of a membership in a New Horizons technical training club, technical
track, technical program, certification program, technical boot camp, or any other similar technical

1 training program where the right to take more than one technical training class was purchased as a
2 package during the Settlement Class Period, and contain a statement of the reasons for their
3 objection. Members of the Settlement Class who have not submitted written notices of objection
4 in this manner will not be entitled to be heard at the Settlement Hearing, unless the Court orders
5 otherwise.

4 **XIII. EXAMINATION OF PAPERS**

5 This Notice is a summary and does not describe all of the details of the Stipulation of
6 Settlement. For full details on the matters discussed in this Notice, including the detailed course
7 descriptions for the Courses, you may desire to review the Stipulation of Settlement filed with the
8 Court, which may be inspected during business hours, at the office of the Clerk of the Court,
9 Superior Court of California, Central Civil West Courthouse, 600 South Commonwealth Avenue,
10 Los Angeles, California 90005

11 If you have any questions about the settlement of the Litigation, you may contact the
12 following:

10 **GLANCY & BINKOW LLP**
11 Tia Reiss
12 1801 Avenue of the Stars, Suite 311
13 Los Angeles, CA 90067

WOLF POPPER LLP
Shirley Joseph
845 Third Avenue
New York, NY 10022

13 **DO NOT TELEPHONE THE COURT REGARDING THIS NOTICE**

14 DATED: June 22, 2004

15 BY ORDER OF THE SUPERIOR COURT
16 LOS ANGELES COUNTY, CALIFORNIA

Introduction to Networking

Course Outlines

Overview

Students will learn what computer networks are and how they are used, by examining the various components and their functions.

Lesson 1: Introduction to networking

Introduction to networking
Computer network history
Benefits of using computer networks
Network design considerations

Lesson 2: Network strategies and topologies

Node connecting strategies
Network computing strategies
Network coverage
Network topologies

Lesson 3: Network hardware

Network hardware components
Transmission media
Interface devices
Internetworking devices

Lesson 4: Network software

Network operating systems
Network applications

Lesson 5: Standards and protocols

Network standards
Network protocols
Differences between standards, protocols, and protocol implementations

Lesson 6: Data transmission

Data transmission
Signaling
Switching strategies
Media access control (MAC)

Lesson 7: Introduction to the OSI model

An overview of the OSI model
How network layers communicate

Lesson 8: TCP/IP and the Internet

TCP/IP—the Internet protocol suite
The Internet

Lesson 9: Network management

Functional areas of network management
Daily network management responsibilities

Lesson 10: The future of networking

The future of networking
What next?

NH44058S-ILT

Overview

Learn how to write print-to-screen scripts, customize Web page hit counters, create and use business forms that interact with text files and manipulate data in a database

Lesson 1: Application Development Fundamentals

- The Application Development Process
- Platforms, Languages and Protocols
- Client-side Versus Server-side Scripting
- Hypertext Transfer Protocol

Lesson 2: Introduction to CGI and Perl

- Web Architecture Overview
- What Is CGI?
- Why Use CGI?
- What Is Perl?
- Why Use Perl?

Lesson 3: Creating a Simple Script

- Key Concepts and Syntax

Lesson 4: Perl Fundamentals

- Accessing Environment Variables
- Using CGI.pm to Access Environment Variables
- The "if" Statement
- Logical Expressions
- Pattern Matching
- Perl Arrays
- Passing Values to Functions
- Associative Arrays
- Loops

Lesson 5: Perl File Input and Output Capabilities

- File IO Using File Handles
- File Modes
- Using Files in Scripts
- Creating a Hit Counter

Lesson 6: Controlling Processing and Output

- Introduction to CGI.pm
- Incorporating HTML into Perl using CGI.pm
- Using CGI.pm to Access Form Data
- Processing User-Entered Data
- Using One File to Create and Process an HTML Form
- Using Perl to Validate Form Input
- Testing Your Script Offline

Lesson 7: Saving User-supplied Data to a File

- Saving Form Data to a File
- Modifying Form Data
- Pattern Matching Revisited

Lesson 8: Reading a File

- Introduction to Data Reading
- Pattern Matching with Regular Expressions
- Substitution

Lesson 9: Introduction to Databases

- Introduction to Database Programming
- Four Steps to Interacting with Databases
- Connecting to Databases
- Quoting Revisited
- Querying Table and Field Names
- Web Database Query Example

Lesson 10: Deleting and Inserting Database Records

- Modifying Data in a Database
- The "do" Method
- Web Database Control Example

Lesson 11: CGI Security Issues

- Type of Attacks
- Securing the CGI Script
- Securing the Server
- Securing Form Data
- Securing Data Passed to Commands

Convergent Network Technologies

Overview

Explore the technology of voice and data integration, frame relay and the principles of transmitting voice calls and fax over the Internet, as well as how to transmit more than one type of signal simultaneously by way of divided channel.

Lesson 1: Broadband Technologies

Overview

- Data Networks
- Signals
- Transmission Basics
- Data Terminal Devices

Lesson 2: Networks

- Computer Networks
- System Network Architecture
- TCP/IP

Lesson 3: Transmission Principles

- Overview Of Data Transmission
- DTE to DCE Interface Protocols
- DCE to DCE Protocols
- IEEE LAN Protocols
- Packet Technologies
- SONET

Lesson 4: Communication Equipment

- Overview
- Analog Devices
- Modulation
- Digital Devices
- Line Coding
- Multiplexers

Lesson 5: Transmission Media

- Overview
- Twisted Pair Cable
- Coaxial Cable
- Fiber Optic Cable
- Infrared
- Microwave
- Satellite

Lesson 6: Internet Telephony

- Overview
- Making an Internet Call
- VoIP and the Intranet

Lesson 7: Gateways

- Gateway Functions
- Voice Compression and Decompression
- Fax Demodulation and Remodulation
- Gateway Interfacing

Lesson 8: Bandwidth Consumption

- Overview
- Silence Suppression
- Trunk Duty Cycle
- Carrying Capacity

Lesson 9: QoS Issues

- Overview
- Network Delay and Jitter
- Packet Handling
- Silence Suppression
- Echo Cancellation
- Connection QoS

Lesson 10: PC Phones

- Using PCs as Phones
- PC Phone Applications

Lesson 11: Standards

- VoIP Standards

Overview

This course teaches students how to plan and design relational databases. Students will learn about the theory behind relational databases, relational database nomenclature, and relational algebra.

Lesson 1: Introduction to Databases

- What Is a Database?
- Relational Databases and Database Management Systems (DBMSs)
- The Origins of Relational Databases

Lesson 2: Relational Database Fundamentals

- Multitier Database Architecture
- Relational Model Terminology
- Using Tables to Represent Data
- Data Models
- Entities and Data Relationships
- Relational Integrity
- Database Languages
- Data Dictionaries

Lesson 3: Database Planning

- The Database Design Life Cycle
- The Database Requirements Document
- Case Study
- Selecting a DBMS
- Selecting an Application Interface

Lesson 4: Overview of Database Design Methodology

- The Effects of Poor Database Design Practices
- The Phases of Database Design
- Conceptual Database Design
- Entity-Relationship Models
- Lesson 5: Normalization
- What Is Normalization?

Lesson 5: Logical Database Design

- Logical Database Design
- Creating a Logical Data Model
- Using a Database Definition Language
- Validating the Logical Data Model
- Defining Integrity Constraints
- Creating an Enterprise Data Model

Lesson 6: Physical Database Design

- Physical Database Design
- Creating Enterprise Constraints
- Using Secondary Indexes
- Denormalization
- Creating User Views
- Designing Database Access Rules

Lesson 7: Structured Query Language

- Introduction to SQL
- Data Definition Language
- Data Manipulation Language
- Data Control Language

Lesson 8: Relational Algebra

- Introduction to Relational Algebra

Lesson 9: Transactions and Database Security

- Transactions
- Concurrency Control
- Database Security

CIW1201-ILT

Overview

In this course, students will learn how to install and troubleshoot analog and digital phone lines in home and Private Branch eXchange (PBX) installations by providing detailed coverage of telephony standards and best practices.

Lesson 1: Telephony Essentials

- Telephony Basics
- Public Switched Telephone Network
- The Last Mile and the Local Loop
- The Central Office
- Types and Switches
- CO Connections
- The Foreign Exchange Service
- Private Branch Exchange
- Cabling and Wiring
- Service Wire Center
- Main Distribution Frame
- Call-Processing Steps

Lesson 2: Investigating the Local Loop

- Inside the Demarcation Point
- Getting to the Local Loop
- Customer's Inside Wire
- Tip and Ring
- On-Hook and Off-Hook Voltages
- Phone Jacks

Lesson 3: Infrastructure Issues and Standards

- Common Telephony Issues
- The Network Equipment Building System
- Additional Standards Bodies
- Proper Cabling Procedures
- Choosing the Proper Cable
- Securing Equipment

Lesson 4: Troubleshooting

- Troubleshooting Terms and Tools
- Telephone Line Test Set (Butt Set)
- End-to-End and Loopback Testing
- Tone Generator and Probe
- Multimeters and Line Testers
- Troubleshooting Analog and Digital Lines

Lesson 5: Analog and Digital

Signaling

- Signaling Categories
- In-Band and Out-of-Band Signaling
- Analog and Digital Signaling
- Signaling System Seven
- Connecting to the PBX
- Computer Telephony Integration
- CTI and Telephony Power Issues

CTP50-ILT

Overview

This is a course designed to guide students through the Internet and its wide array of useful resources including how to use key Internet technologies such as Web browsers, e-mail, newsgroups and File Transfer Protocol (FTP).

Lesson 1: Overview of the Internet

- The Internet
- Evolution of the Internet
- How the Internet Works
- Client/Server Model on the Internet
- Connecting to the Internet
- Internet Protocols
- Domain Name System (DNS)
- The Business of Domain Names
- The Uniform Resource Locator (URL)
- Intranets and Extranets

Lesson 2: Browsing the World Wide Web

- Web Browsers and the Internet
- Evolution of the World Wide Web
- Technical Issues
- Introducing the Web Browser
- Viewing a Web Page with Netscape Navigator
- Viewing a Web Page with Microsoft Internet Explorer
- Customizing Your Browser
- Fonts
- Home Page
- History Folder
- Browser Cache
- Bookmarks and Favorites
- Image Loading
- Wireless Application Protocol (WAP)

Lesson 3: FTP, Newsgroups, and Telnet

- Additional Internet Resource Tools
- File Transfer Protocol (FTP)
- Newsgroup Articles
- Telnet

Lesson 4: Electronic Mail

- Electronic Mail (E-Mail)
- E-mail Address Format
- Sending and Receiving E-mail
- Netscape Messenger E-mail Basics
- Microsoft Outlook Express E-mail Basics
- Netiquette
- E-mail Signatures and Privacy
- E-mail Attachments
- Mailing Lists

Lesson 5: Objects, Plug-ins, and Viewers

- Multimedia on the Web
- Objects and Active Content
- C, C++, Java, Java Applets, JavaScript, Jscript, ActiveX, and Visual Basic Script (VBScript)
- Objects and Security Issues
- Introduction to Plug-in Technology
- Plug-in Installation
- Types of Browser Plug-ins
- Viewers
- Miscellaneous File Formats

Lesson 6: Search Engines

- Introduction to Search Engines
- Adding a Web Site to a Search Engine
- Search Indexes
- Basic and Advanced Search Techniques
- Boolean Operators
- Searching for Graphics, "People" Information, Mailing Lists, and Newsgroups
- Pre-Web Search Tools

Lesson 7: Security

- Internet Security
- Cookies
- Sending Secure Data over the Web
- Authentication
- Digital Certificates
- Configuring Browser Security
- Encryption
- Viruses
- Proxy Servers
- Firewalls

Lesson 8: E-Commerce

- Electronic Commerce (E-Commerce)
- Definition of Electronic Commerce
- Definition
- Electronic vs. Traditional Commerce
- Types of Electronic Commerce
- Electronic Data Interchange (EDI)
- Secure Electronic Transactions (SET)
- Advantages of Electronic Commerce
- Issues in Electronic Commerce
- Copyrights, Trademarks and Licensing
- E-Commerce Solutions
- Project Management
- Fundamentals

Object Oriented Design

Overview

Discover basic object-oriented design and analysis techniques using UML in the context of the Unified Software Development Process.

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Lesson 1: Introduction to Software

Engineering

- Evolution of Software Engineering
- Object Terminology
- Advantages and Disadvantages of an Object-Oriented Approach
- Analysis and Design

Lesson 2: Understanding the Object

Paradigm

- Classes
- Encapsulation
- Abstraction
- Object Relationships
- Application Objects

Lesson 3: Inheritance and Polymorphism

- Inheriting Attributes and Methods
- Extending Components with Inheritance
- Polymorphism
- Abstract Classes
- Multiple Inheritance
- Subtyping vs. Subclassing

Lesson 4: Software Development Life Cycle

- Software Development Life Cycle Model
- Waterfall Life Cycle Model
- V-Shaped Life Cycle Model
- Incremental Life Cycle Model
- Spiral Life Cycle Model

Lesson 5: The Unified Software

Development Process

- Software Development Process
- The Unified Process
- Life Cycle of the Unified Process
- Cycles, Phases, Iterations, Core Workflows, and Workflows and Iterations

Lesson 6: Unified Modeling Language

(UML)

- Models
- Views

Page 2 of 2

Overview

Students will learn networking skills relating to Information Security and how to harden a Linux or a Windows Network Environment

Lesson 1: Advanced TCP/IP

- TCP/IP Concepts
- Subnet Masks (VLSM)
- IP Datagrams
- ICMP Messages
- TCP Headers
- UDP Headers
- Packet Fragmentation
- IPv6

Lesson 2: IPSec

- IPSec Concepts
- Encryption, Authentication and IPSec
- IPSec Implementation
- IPSec Transport Mode
- IPSec Tunnel Mode
- Identify AH & ESP captures in NetMon
- IPv6 Security Features, and use of IPSec

Lesson 3: Hardening Linux Computers

- Linux Administration
- Open Source Issues/Concerns
- Linux Security Basics
- Bastille
- Hardening Linux
- Linux User Authentication
- Hardening NFS
- Hardening NIS
- Logging
- Tripwire

Lesson 4: Hardening Windows Computers

- Windows 2000 Infrastructure Security
- Windows 2000 Authentication
- Windows 2000 User and Group Security
- Windows 2000 Resource Security
- Windows 2000 Auditing and Logging
- Windows 2000 EFS
- Windows 2000 Network Security
- Windows XP User and Resource Security
- Windows Client Firewalls

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