

The Quill

NEWSLETTER

MICROSOFT HANDS-ON LABS

The Quill Consultancy is partnering with Dimension Data (formally ComTech) to assist in the delivery of Microsoft Hands-on Labs to be conducted in Hobart in December. The Quill Consultancy will be providing the facilities for the Hands-on Labs while Dimension Data will be providing both instructor and hardware required.

Listed below is a brief overview of the content of these Hands-on Labs. If you wish to enrol please go to <http://www.microsoft.com/australia/events> and click on the Hands-on Labs link.

The Quill Consultancy has been working hard over the last six months to convince Microsoft of the importance of running these events in Tasmania so future Hands-on Labs will be dependent on the response received.



INTRODUCTION TO .NET

Tuesday 11 December (am)

This is our opportunity to demonstrate the .net vision. Through PowerPoint slides, classroom discussions, and hands-on labs on IIS, Active Directory, XML and SOAP, the .net vision and technologies will start to come into focus.

WHAT 'S NEW IN VISUAL STUDIO .NET?

Tuesday 11 December (pm)

Microsoft .NET is Microsoft's platform for creating and using Extensible Markup Language (XML)-based Web services. This platform will enable developers to create programs that transcend device boundaries and harness the connectivity of the Internet, as well as help them be more productive with their time. The .NET platform also represents a fundamental shift in development technology. This Hands-On Lab training session is here to make getting up to speed on .NET easier.

OFFICE XP DEVELOPER

Wednesday 12 December (am)

This 3.5 hour Hands-On Lab session is focused on using, understanding and developing Smart Tags for Office XP, and also explores some other new features.

This is not a marketing session - the labs are task-based and are designed to jumpstart you in your technical knowledge of the product. The session is hands-on, but is also instructor led, so students can ask questions and join the discussion.



EXPERIENCE WINDOWS XP PROFESSIONAL

Wednesday 12 December (pm)

Windows XP Professional marks a new standard in business software-combining enterprise-class performance and reliability with unprecedented ease of use. Built on the foundation of Microsoft's proven Windows 2000 technology, Windows XP Professional contains all the features of Microsoft® Windows® XP Home Edition, and includes new and enhanced features designed especially for business and advanced use. This lab is designed to illustrate some of the key benefits Microsoft Windows XP will offer users and technical professionals.

MICROSOFT COMMERCE SERVER

Thursday 13 December (am)

Find out in this 3.5 hour session about "What is Commerce Server 2000?" You will gain a unique overview and concepts of this technology, do lots of labs, covering Retail, Supplier, Users, Purchase, Catalog, Ad Campaigns, and more. There will be technical discussions along the way and you will discover more tools and resources

BIZTALK SERVER 2000

Thursday 13 December (pm)

This 3.5-hour session will include hands-on labs that will help students understand the capabilities of BizTalk Server 2000.

Find out about

- Business Process Drawing
- specifications and maps
- organisations in the Biztalk messaging manager
- XLANG schedule

ISA SERVER : INTRODUCTION AND ADMINISTRATION

Friday 14 December (am)

This 3.5-hour session is an in-depth introduction to the new features in ISA Server 2000. Since security is an important piece of all web-enabled business, ISA Server is an essential component of the .net infrastructure. This session will include labs on setting up ISA Server as both a caching server and a firewall.

COST AND REGISTRATIONS

Cost of each lab is \$199. All registrations can be made on www.microsoft.com/australia/events or via Microsoft's Customer Care Center on 13 12 01.

MEET DEE WEBB...

Dee Webb has been with the Quill Consultancy since 1994, where she has worked as a trainer and consultant. Dee has developed and trained in a variety of courses, including Word, Excel, PowerPoint, Publisher, Outlook, Windows, PageMaker and MYOB.



Dee was born in Tasmania and spent her first 14 years on lighthouse stations, including Tasman and Maatsuyker Island, Low Head and Eddystone Point. She graduated from the University of Tasmania with a Bachelor of Economics and a Diploma of Education. She commenced work at Sorell District High School for two years and then moved to Rokeby High School for four years. She was appointed as an AST3 of Commerce and Computing at Ogilvie High School, where she taught until joining the Quill.

In her years at the Quill, Dee has been involved in a number of large projects. She played an integral part in the development of the Department of Education's SACS project, developing all the manuals for the four main parts of the software system, which have become the bible for all the users of SACS in the school system. She also

managed the rollout of the software upgrade which involved 14 university students travelling around Tasmania and installing software in over 220 schools.

Dee has developed a strong working relationship with many of our clients, including the Department of Health and Human Services this involved the development of training material and undertaking training around the State. In particular the SEPCA and MDS projects, which involved the new Client Referral System used by health and community agencies and also the collection of the Minimum Data Set by these agencies to be sent to the National Data Repository in Canberra.

Dee is a Microsoft Certified Professional in Word and Excel, and she has also successfully completed the Microsoft User Specialist examinations in Word, Excel, PowerPoint and Outlook.

Recently Dee was appointed the Publications Coordinator at the Quill. This will involve among many other things looking after the Quill website, marketing and publications. Given her hectic work schedule Dee will be writing the newsletter and updating the Quill website in her spare time no doubt!

MICROSOFT ANNOUNCES CHANGES TO CERTIFICATION PROGRAM

The key announcements include:

- Microsoft is replacing its current de-certification policy with a plan to define and concurrently maintain multiple versions of its credentials. This approach will allow the ongoing recognition of credentials for as long as they are relevant in the market, while still providing a means to differentiate individuals who have updated their skills to the latest Microsoft technologies.
- Microsoft Certified Systems Engineers in Windows NT 4.0 will remain certified after December 31, 2001, contrary to previous announcements. This change in policy is a direct byproduct of the new credential version plan.
- Microsoft is introducing a new certification – the Microsoft Certified Systems Administrator (MCSA) credential. The MCSA certification is designed for professionals who implement, manage, and troubleshoot existing network and system environments based on the Microsoft Windows® 2000 and Windows .NET Server platforms. Implementation responsibilities include installing and configuring and management responsibilities include administering and supporting these systems.

MCSA CERTIFICATION

The key announcement for IT Professionals in Tasmania is the creation of the MCSA certification. This certification maps more accurately the skills required by a network administrator in running a Windows 2000 network. In our view the MCSE certification raised the bar too high as this certification requires a person to have high levels of planning and design skills as well as administration skills of a Windows 2000 network. In the Tasmanian context few people require this level of Windows 2000 skill.

The MCSA certification requires a person to complete 4 exams, 3 core exams and 1 option exam.

Details of these requirements can be found at <http://www.microsoft.com/trainingandservices>. If you have any queries about the new certification and courses that map to the various exams then please e-mail your queries to quill@quill.com.au.

DEVELOPING A BOOKING SYSTEM

Every organisation has some critical data without which the company cannot continue to function. For The Quill Consultancy, this is our Booking System. This contains all the information about the courses we are running, who has booked into them, where they're from and who to invoice.

HISTORY OF THE QUILL BOOKING SYSTEM

In the early days of The Quill, the Booking System resided in an A3 size paper diary. We offered one or two courses a day, and the appropriate page of the diary was ruled into columns with one column for each course. The Diary was the most precious book found in the office and yet there was no back up, alterations and cancellations involved copious quantities of white-out, and it was tricky to find available dates for clients or summarise the data in any way. A common cry of "Who's got the Diary?" was often heard. We survived with this manual system for nearly five years.

Our increasing realisation of the need for a more sophisticated solution resulted in the first attempt at a design for a relational database for a booking system. This design was then converted into an Access 95 database as we felt at the time this represented the best development platform for what we needed. At this stage our Access system was run in parallel with the manual diary. In early 1996 we bit the bullet and started relying solely on the booking system and we established a proper back up system. Our electronic diary has met our needs over the last five years and has undergone extensive enhancement in this time. We soon found the need to migrate from Access to a SQL Server

"backend" to accommodate the demand for faster access, multiple users and more sophisticated backup functionality. We could now respond to customer enquiries over the phone and print reports of who was doing what and when. We could print class lists, course certificates and do our invoicing all at the click of a button. The Booking System also acted as a database of all our clients and their contact details. It was also adapted to handle the GST prior to 1 July 2000.

One of the additional benefits of developing our own, in-house, customised system has been the experience Quill employees have gained along the way. When talking to customers, we can demonstrate that we are practitioners as well as teachers, and develop tools that are successfully used by our own organisation.

ONLINE BOOKING

And now, as we approach the end of 2001 our in-house developers, Andrew Ormerod and David Norton, have implemented some major improvements and additions. Customer demand and the increased reliance on on-line access have led us to develop an on-line booking form for Quill courses which we are currently testing. For some time clients have been able to see a list of the courses that we offer on our web-site but you are now able to search for a particular course on-line, see if places are available and enter your details to make a booking. You will then receive electronic confirmation of this booking. Our online booking facilities should be available soon

We've also responded to customer demand by making our regular newsletter available electronically by email as we keep client's email addresses with their contact details in the Booking System. The latest enhancement allows us to automate the regular uploading of our product information to our supplier catalogue on the Tasmania Business Online (TBO) Trading Centre. So the Booking System is really the lifeblood of our organisation. Not only does it provide us with all the information about our clients, courses, staff, invoices, consultancy work and the newsletter mail out list, but it has the flexibility to allow us to develop one-off reports to extract particular information.

So if you want to know all the courses you've attended over the last few years, or get a list of dates a particular course is running, or do some statistical analysis of the numbers of your employees who have attended Introduction, Intermediate and Advanced Word for example, we can develop a report for you.



Please provide us with your email address so we can continue to keep you up to date with the information in this newsletter. Drop us a line at quill@quill.com.au.








FROM THE HELP DESK

Do you have a tip or hint that you think others would like to know about? We would like to include it in our Tips and Techniques page. Send in your tip to quill@quill.com.au, and if we publish your tip, you will receive a premium bottle of wine!

Q. What are the two new keys that have appeared on either side of my spacebar on my new keyboard used for?

A: The two new keys have appeared on either side of the spacebar are called the:

Windows Logo key  and the Application Key .

| Press | To |
|---|---|
|  | Display or hide the Start menu. |
|  + E | Open the Windows Explorer. |
|  + D | Minimise all applications and show the desktop or restore all applications. |
|  | Display the shortcut menu for the selected item. |
|  + F | Search for files or folders. |
|  + BREAK | Display the System Properties dialog box. |
|  + R | Open the Run dialog box. |

Q Do you frequently use the My Computer icon on your desktop to access your drives, files and folders? You can create a cascading menu for My Computer and its contents on your Start menu.

A: To do so, right-click on the My Computer icon and drag and drop it on the Start menu button. When you click the Start menu, you'll find a My Computer menu option above Programs. If you select the My Computer menu option, you'll see a menu consisting of your computer's drive letters (including any mapped drives)-and within each drive, a menu listing that drive's contents.

Q When I use outlining or subtotalling in Excel I just want to make a copy of the displayed cells. But when I paste it in a new spreadsheet all the data appears, not just the displayed cells?

A: First display only the summary rows or columns, and then select all of the summary data. From the Edit menu, select Go To, click on Special, and then select Visible cells only. Now click the Copy button, click a cell on a blank worksheet, and click the Paste button. The copy includes only the summary data.

Q Sometimes in Access a field on a datasheet, a text box on a form, or a property box in a property sheet is too small to display all the text it contains?

A: Use the Zoom box to read or edit this text more easily. To display the Zoom box, click the field, text box, or property box, and then press SHIFT+F2.

Q I want to clear a Baseline Plan in Project?

A: Microsoft Project 2000 now includes the option to clear a baseline or interim plan on a project. To clear baseline information for specific tasks only, select those tasks or select the entire project to clear baseline information for the entire project.

- Point to Tracking on the Tools menu, and then click Clear Baseline.
- Click Clear baseline plan or Clear interim plan. To clear an interim plan, you need to select it in the list box.
- Click Entire project or Selected tasks.

Q I have just moved from Access 97 to Access 2000. I have user-level security on my database but users appear to have access to the code behind my forms.

A: If you use user-level security with your Access applications, you need to be aware of an important difference between Access 2000 and prior versions. Securing your database no longer protects your VBA modules, so you'll need to manually password-protect any code you want to prevent others from seeing. Even if you don't use user-level security, you may want to protect modules to prevent others from borrowing or accidentally changing your code.

- Press [Alt][F11] to open the VBA editing environment.
- Then, choose Tools | <dbname> Properties from the menu bar and click on the Protection tab.
- Select the Lock Project For Viewing check box.
- In the appropriate textboxes, enter the password you want to use, then click OK.
- When you later try to access the VBA code, Access will prompt you for the password.

Q Finally, in Word 2000, Microsoft has given us the option to set defaults for new tables. While there is no direct option to specify inserting new tables without borders, there is a way to do it:

- From the Table menu select Insert Table.
- Click the "AutoFormat" button. Select the first format in the list ("Simple 1", not "None").
- Deactivate all the check boxes (unless there's an option you'd like to keep). Click OK.
- Activate the Set as Default for new tables checkbox, then click OK.

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A P P L I C A T I O N S C O U R S E S

| | | | NOV | DEC | JAN | FEB | COST (inc GST) |
|------------------------------|----------------------|----------|-------|--------|--------|-------------------|----------------|
| Access 97/2000 | Accelerated | 1 day | 27 | | | | \$205 |
| Access 97/2000 | Introduction | 2 days | 1-2 | 6-7 | 16-17 | 14-15 | \$440 |
| Access 97/2000 | Intermediate | 2 days | 15-16 | | | 28 Feb – 1 Mar | \$440 |
| Adobe GoLive | Introduction | 1 day | 23 | | | | \$225.50 |
| Adobe InDesign | Introduction | 1 day | 26 | | ☎ | | \$225.50 |
| Dreamweaver | Introduction | 1 day | 28 | | | | \$225.50 |
| Excel 97/2000 | Introduction | 1 day | 5 | 3 | 10 | 5 | \$225.50 |
| Excel 97/2000 | Intermediate | 1 day | 14 | 14 | 22 | 21 | \$225.50 |
| Excel 97/2000 | VBA-Macros | 1 day | 26 | | | 26 | \$258.50 |
| FileMaker Pro | Introduction | 1 day | | | ☎ | | \$225.50 |
| FrontPage 98/2000 | Introduction | 1 day | 6 | | 9 | 26 | \$225.50 |
| FrontPage 98/2000 | Intermediate | 1 day | 27 | | | 19 | \$225.50 |
| Internet | Introduction | half-day | | 11(am) | 11(am) | | \$115.50 |
| MYOB 10 | Introduction | 1 day | | 18 | | 6 | \$225.50 |
| Outlook 98/2000 | Introduction | half-day | | 11(pm) | 25(am) | 19(am) | \$115.50 |
| PageMaker 6.5 | Introduction | 1 day | | | | | \$225.50 |
| PaintShop Pro | Introduction | 1 day | 22 | | | 22 | \$225.50 |
| PhotoShop | Introduction | 1 day | 19 | | 21 | | \$225.50 |
| PowerPoint 97/2000 | Introduction | 1 day | 8 | 10 | 18 | 20 | \$225.50 |
| PowerPoint 2000 | Advanced | 1 day | 7, 23 | | | 28 | \$225.50 |
| Project 98/2000 | Introduction | 1 day | 30 | | 15 | 13 | \$225.50 |
| Project 98/2000 | Intermediate | 1 day | 20 | 12 | 24 | | \$225.50 |
| Publisher 98/2000 | Introduction | 1 day | 12 | | | 18 | \$225.50 |
| Visual Basic | Programming | 2 days | | | | | \$489.50 |
| Windows 95/98/2000/NT | Introduction | half-day | | 4(am) | 11(pm) | | \$115.50 |
| Word 97/2000 | Introduction | 1 day | 13 | 5 | 14 | 4 | \$225.50 |
| Word 97/2000 | Intermediate | 1 day | 30 | 17 | 24 | 25 | \$225.50 |
| Word 97/2000 | Advanced | 1 day | | 7 | 29 | | \$225.50 |
| Word 97/2000 | Templates & Forms | half-day | | 13(pm) | 25(pm) | | \$115.50 |

☎ These courses are available on request.

The following courses are available on request. Please call us to discuss your needs.
All Microsoft Office 95 products, Access Accelerated 95 & 97, Claris HomePage, Lotus Notes, Lotus Organiser,
Office 97 (2 days), Office 98 (for Macs, 2 days), PageMaker Intermediate

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MICROSOFT OFFICIAL CURRICULUM

| | | DAYS | NOV | DEC | JAN | FEB | COST (inc GST) |
|--------------------------|---|------|-------|-------|-----|-------------------|----------------|
| WINDOWS 2000 | | | | | | | |
| 1560 | Updating from NT4 to Windows 2000 | 5 | | | | | \$2365 |
| 1561 | Designing a Windows 2000 Directory Services Infrastructure | 3 | | | | | \$1419 |
| 2028 | Administering Windows 2000 | 3 | | | | | \$1419 |
| 2151 | Windows 2000 Operating System Essentials | 3 | | | | 13-15 | \$1419 |
| 2152 | Implementing Microsoft Windows 2000 Professional and Server | 5 | 19-23 | | | 25 Feb – 1 Mar | \$2365 |
| 2153 | Implementing a Windows 2000 Network | 3 | 19-21 | | | | \$1419 |
| 2154 | Implementing and Administering Windows 2000 Directory Services | 5 | | | | | \$2365 |
| EXCHANGE SERVER | | | | | | | |
| 1572 | Concepts & Administration Exchange Server 2000 | 5 | 26-30 | | | | \$2365 |
| 1026A | Concepts & Administration Exchange Server 5.5 | 3 | | | | | \$1419 |
| SQL SERVER | | | | | | | |
| 2071 | Querying SQL Server 2000 with Transact-SQL | 2 | | | | | \$946 |
| 2072 | SQL 2000 Administration | 5 | 19-23 | | | | \$2365 |
| 2073 | Programming a Microsoft SQL Server 2000 Database | 3 | 7-9 | | | | \$1419 |
| INTERNET PRODUCTS | | | | | | | |
| 2295 | Implementing and Supporting Microsoft Internet Information Services 5.0 | 3 | | 19-21 | | | \$1419 |
| 2159 | Deploying and Managing Microsoft Internet Security and Acceleration | 2 | | 17-18 | | | \$946 |
| 2095 | Implementing Microsoft SharePoint Portal Server | 3 | | | | | \$1419 |
| 936B | Creating & Configuring a Web Server Using Microsoft Tools (For IIS 4.0) | 3 | | | | | \$1419 |
| 836 | Secure Web Access Using MS Proxy Server 2.0 | 2 | | | | | \$946 |
| VISUAL BASIC 6.0 | | | | | | | |
| 1303 | Mastering Visual Basic Fundamentals | 5 | | | | | \$2365 |
| 1013 | Mastering Visual Basic Development | 5 | | | | | \$2365 |
| 2433 | Visual Basic Scripting and Windows Script Host Essentials | 3 | | 10-12 | | | \$1419 |

☎ These courses are available on request. NT 4.0, SQL 7.0 and Access training also available on request. Microsoft Official Curriculum courses cost \$473 per day. Discounts are available for group bookings.

**Telephone: (03) 6231 0577 Fax: (03) 6231 0490 E-mail: quill@quill.com.au
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Course outlines are available from the Microsoft Internet site at
<http://www.microsoft.com/trainingandservices>