



James M. Spann

**CISSP, CTT, MCSE, MCT,
Security+, A+, Network+**

James (Jay) M. Spann is a senior Vice President of Spann & Associates, Inc. For the past nineteen years he has performed as an instructor, trainer and computer, networking specialist and Web-site manager. He earned his BS in Business Administration from Flagler College and has an extensive background in computer programming and training. Jay also holds a Masters degree in Computer Information Systems.

Mr. Spann holds numerous training certifications and honors and works closely with several major software vendors and their products. Jay is a Microsoft Certified Professional (MCP) and has been certified in all of the current Microsoft desktop platforms. In addition to his work in the software specific training arena, Jay has also been certified by the International Board of Standards for Training, Performance and Instruction as a Certified Technical Trainer (CTT).

Mr. Spann's is also recognized by Microsoft as one of an elite group of people referred to as Microsoft Certified Trainers (MCT). Jay is certified by Microsoft to teach courses using the coveted Microsoft Official Curriculum (MOC), which follow a very specified regimen to ensure participants acquire the detailed knowledge necessary to administer and implement Microsoft products. This will prove to be a valuable asset to the IRS as they move toward a unified software environment using Microsoft products like Windows NT/2000/XP/2003 Platform. Jay is also certified as a Microsoft Certified Systems Engineer [MCSE] in all current Microsoft platforms further proving his drive for excellence in his field.





Most recently Jay has become one of several on our staff to enhance our security training capabilities by becoming certified as a Certified Information Systems Security Professional [CISSP]. Together with the independent group, ISC², Jay and Spann & Associates, Inc. have the ability to train and certify individuals in the security arena with a widely known and vendor-independent security certification.

Jay also holds CompTIA certifications in [A+](#), [Network+](#) and [Security+](#) to provide the extensive additional knowledge that is required in many classes to give the students information beyond that which is normally expected.



As an instructor, trainer and computer professional, Jay has worked with and trained personnel in all of the major applications software packages. As a systems analyst, LAN administrator and database manager, Mr. Spann has several years of experience in both the single-user (PC) and network environments. Several Orlando-based companies use his services for installation, configuration and management of their local area networks. Jay spent several years as the Director of Communications and Information Systems for a large financial investment firm where his responsibilities included LAN management and administration in addition to telecommunications systems management and video conferencing.

Since joining Spann and Associates, Inc. in 1984, Mr. Spann has logged more than 13,500 classroom and training hours, both in the United States and internationally. Some of Mr. Spann's previous engagements have included several Federal Government Agencies, McGraw-Hill Information Symposiums, Wells Fargo, Sprint, Bell South, MCI and Delta First Financial (an affiliate of the Charles Givens Organization).

Credentials specific to IRS training requirements include:

- He has taught more than 490 courses to IRS employees for the past thirteen consecutive years.
- Mr. Spann is one of only a few individuals that are qualified and certified by Microsoft to provide the training and leadership necessary for the new Windows Server 2003 and Windows XP classes that the IRS is offering.
- Every course has been evaluated by the more than 5900 attendees as being excellent, without a single poor evaluation.
- The materials that Mr. Spann prepares for classes are always evaluated at the top end of the scale.
- He has participated in training development sessions with National Office and Regional education personnel from the IRS.
- He has assisted in modifying and developing the training criteria for several courses, including the previous and new Microsoft Windows NT Workstation and Server courses and Windows 2000 Support and Security courses, and the Local Data Networking and Network Analysis and Troubleshooting classes. He has also been involved closely with the IRS in the development and delivery of all of the current Windows 2003 classes.
- He has taught numerous Applications, Systems, Administration/Troubleshooting and Risk Management and Security titles, including: Supporting Windows NT, BIND and DNS, Windows NT Fundamentals, Supporting MS Windows NT Server, Local Data Networking, LAN Concepts, Printer Troubleshooting, Windows Troubleshooting, Network Analysis and Troubleshooting, Troubleshooting with the Sniffer Analyzer, Advanced Microcomputer Security, Network (LAN) Security, Windows NT Security, Novell NetWare Installation and Administration, Migrating from Novell NetWare to Windows NT, Microcomputer Security Systems: Watchdog, Advanced PC Troubleshooting in the NT Environment, Network Analysis and Troubleshooting LAB, Windows 2000 Deployment, Communications Security, Windows XP Professional – Implementing and Supporting, Windows XP Troubleshooting UPDATE, Advanced PC Troubleshooting in the Windows XP Environment, Windows XP Security, Windows 2003 Server, Windows 2003 File, Print and Web Servers,

- Implementing, Managing and Maintaining a Windows Server 2003 Network Infrastructure and Dynamic DNS on Windows Server 2003.
- Mr. Spann has developed the images that are used in the IRS training labs for the majority of the classes held in these areas.
 - He has donated hundreds of hours to assist in modifying and improving several of the IRS training facilities. He most recently assisted in upgrading the Cincinnati CMLC Training Lab facility.
 - He has been the instructor selected to test several pilot courses including Microcomputer Security Systems: Watchdog, Troubleshooting with the Sniffer Analyzer, Microsoft Internet Information Server, Windows 2000 Deployment, Communications Security, Windows XP Security, Advanced Troubleshooting in the Windows XP Environment, Windows XP Troubleshooting Update, Windows 2003 File, Print and Web Servers, Implementing, Managing and Maintaining a Windows Server 2003 Network Infrastructure and Dynamic DNS on Windows Server 2003 courses.
 - He teaches similar courses to other government agencies with requirements for updating and modernization similar to the IRS's.
 - He is very familiar with the IRS initiatives for modernization and the role training must play in these efforts. He developed the IRS Windows 2000 Deployment classroom training and continues to work with the IRS on the domain-collapsing project as part of the IRS migration towards Windows Server 2003 and Windows XP. His most recent assistance was provided in the course on Dynamic DNS where the group discussed ways to implement changes to improve and fix current IRS network problems. Many of these changes are now currently in place in the IRS network.

The training successes of his efforts are well documented by the test scores exhibited in pre and post testing of students he has taught. Students regularly comment that Jay has the natural ability to take any complicated or difficult subject and relate it to anyone in a way that they can understand it. His evaluations reflect his concern and care about student learning and the expertise with which he provides it.