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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Month</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2015</td>
<td>1</td>
</tr>
<tr>
<td>IT SKILLS COURSEWARE</td>
<td>3</td>
</tr>
<tr>
<td>DESKTOP SKILLS COURSEWARE</td>
<td>52</td>
</tr>
<tr>
<td>BUSINESS SKILLS COURSEWARE</td>
<td>65</td>
</tr>
<tr>
<td>ENVIRONMENTAL, SAFETY &amp; HEALTH AND TRANSPORTATION COURSEWARE</td>
<td>91</td>
</tr>
<tr>
<td>LEGAL COMPLIANCE COURSEWARE</td>
<td>95</td>
</tr>
<tr>
<td>FEDERAL GOVERNMENT INDUSTRY</td>
<td>98</td>
</tr>
<tr>
<td>LIVE LEARNING ALL ACCESS BUNDLES</td>
<td>99</td>
</tr>
<tr>
<td>SKILLSOFT LIVE LEARNING</td>
<td>107</td>
</tr>
<tr>
<td>GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM</td>
<td>110</td>
</tr>
</tbody>
</table>
SOFTWARE DEVELOPMENT

MICROSOFT WEB APPLICATIONS

- Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript
  - Overview Course: wd_wshj_a01_it_enus
  - Windows Store App Essentials with HTML5: The UI and Layout Controls Course: wd_wshj_a02_it_enus
  - Windows Store App Essentials with HTML5: PLM and Contracts Course: wd_wshj_a03_it_enus
  - Windows Store App Essentials with HTML5: Managing Data Course: wd_wshj_a06_it_enus
  - Windows Store App Essentials with HTML5: Security Course: wd_wshj_a07_it_enus
  - Windows Store App Essentials with HTML5: Deployment Course: wd_wshj_a08_it_enus

- Microsoft Visual Studio 2013: Programming in HTML5 with JavaScript and CSS3
  - Introduction to HTML5 and CSS3 Course: wd_hjsc_a01_it_enus
  - HTML5 and JavaScript Course: wd_hjsc_a02_it_enus
  - Advanced HTML5 and JavaScript Course: wd_hjsc_a03_it_enus
  - HTML5 APIs and Local Storage Course: wd_hjsc_a04_it_enus
  - HTML5, CSS3, and Adaptive UIs Course: wd_hjsc_a05_it_enus
  - HTML5 Graphics and Animation Course: wd_hjsc_a06_it_enus

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

- Microsoft Azure and Web Services
  - Creating and Consuming WCF Web Services Course: cl_mazw_a03_it_enus

JAVA 2 PROGRAMMING

- Java SE7 Fundamentals
  - Introduction to Java Course: jl_jsef_a01_it_enus
  - Variables, Operators, and Objects Course: jl_jsef_a02_it_enus
  - Decision Constructs, Arrays, and Loops Course: jl_jsef_a03_it_enus
  - Overloading, Validation, and Object-Oriented Concepts Course: jl_jsef_a04_it_enus
  - Handling Errors and Deploying Applications Course: jl_jsef_a05_it_enus

- Java SE 7 New Features
  - Java Language and Technology Enhancements Course: jl_jses_a01_it_enus
  - I/O, Network, and Desktop Enhancements Course: jl_jses_a02_it_enus
IT SKILLS COURSEWARE

- **Java SE7 Professional**
  - Java SE7 Professional: Syntax and Class Design
    Course..........................jl_jsep_a01_it_enus
  - Java SE7 Professional: Generics, Errors, and I/O
    Course..........................jl_jsep_a02_it_enus
  - Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization
    Course..........................jl_jsep_a03_it_enus

- **Introduction to Java EE 6**
  - Introduction to Java EE 6
    Course..........................jl_iteo_a01_it_enus

- **Java Programming with Java SE 6.0**
  - Java Programming with Java SE 6.0: Getting Started with Java
    Course..........................252344_ENG
  - Java Programming with Java SE 6.0: Operators and Flow Control in Java
    Course..........................252345_ENG
  - Java Programming with Java SE 6.0: Creating Classes in Java
    Course..........................252346_ENG
  - Java Programming with Java SE 6.0: Working with Classes in Java
    Course..........................252347_ENG
  - Java Programming with Java SE 6.0: Generics and Annotations
    Course..........................252348_ENG
  - Java Programming with Java SE 6.0: Reference Types and Threading
    Course..........................252349_ENG
  - Java Programming with Java SE 6.0: Exception Handling and Assertions
    Course..........................252350_ENG
  - Java Programming with Java SE 6.0: Java Utilities
    Course..........................252351_ENG
  - Java Programming with Java SE 6.0: Java I/O
    Course..........................252352_ENG
  - Java Programming with Java SE 6.0: Basic GUI Development in Java
    Course..........................252353_ENG
  - Java Programming with Java SE 6.0: Java Applets
    Course..........................252354_ENG

- **Java Programming with J2SE 5.0**
  - Java Programming with J2SE 5: Getting Started with Java
    Course..........................220915_ENG
  - Java Programming with J2SE 5: Operators and Flow Control in Java
    Course..........................220916_ENG

SOFTWARE DEVELOPMENT

MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

- **Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010**
  - Creating Windows Applications with C# 2010
    Course..........................sd_wdcs_a01_it_enus
  - Creating User Interfaces for Windows Applications with C# 2010
    Course..........................sd_wdcs_a02_it_enus
  - Windows Applications Content Creation and Management with C# 2010
    Course..........................sd_wdcs_a03_it_enus
  - Windows Applications Databinding with C# 2010
    Course..........................sd_wdcs_a04_it_enus
  - Customizing and Managing Multithreaded Applications with C# 2010
    Course..........................sd_wdcs_a05_it_enus
  - Securing and Deploying WPF Applications with C# 2010
    Course..........................sd_wdcs_a06_it_enus
IT SKILLS COURSEWARE

- **Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010**
  - Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010
  - Course:..................................................sd_masp_a01_it_enus
  - Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
  - Course:..................................................sd_masp_a02_it_enus
  - Microsoft .NET Framework 4.0: Data Integration with VB 2010
  - Course:..................................................sd_masp_a03_it_enus
  - Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010
  - Course:..................................................sd_masp_a04_it_enus
  - Microsoft .NET Framework 4.0: ASP .NET MVC 2 with VB 2010
  - Course:..................................................sd_masp_a05_it_enus
  - Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010
  - Course:..................................................sd_masp_a06_it_enus
  - Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010
  - Course:..................................................sd_masp_a07_it_enus
  - Microsoft .NET Framework 4: Web Application Optimization and Customization with VB 2010
  - Course:..................................................sd_masp_a08_it_enus

- **Microsoft .NET Framework 4: Web Application Development with Visual C# 2010**
  - Course:..................................................sd_masc_a01_it_enus
  - Microsoft .NET Framework 4: Web Form Controls with C# 2010
  - Course:..................................................sd_masc_a02_it_enus
  - Microsoft .NET Framework 4: Data Integration with C# 2010
  - Course:..................................................sd_masc_a03_it_enus
  - Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010
  - Course:..................................................sd_masc_a04_it_enus
  - Microsoft .NET Framework 4: ASP .NET MVC 2 with C# 2010
  - Course:..................................................sd_masc_a05_it_enus
  - Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010
  - Course:..................................................sd_masc_a06_it_enus

- **Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)**
  - Getting Started with WCF 4 Using C# 2010
  - Course:..................................................sd_wccs_a01_it_enus
  - WCF 4 Contracts, Behaviors, and Data Management Using C# 2010
  - Course:..................................................sd_wccs_a02_it_enus
  - Securing and Managing a WCF 4 Application with C# 2010
  - Course:..................................................sd_wccs_a03_it_enus
  - Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010
  - Course:..................................................sd_wccs_a04_it_enus

- **Accessing Data with Microsoft .NET Framework for C# Developers (70-516)**
  - Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
  - Course:..................................................sd_adcs_a01_it_enus
  - Managing ADO.NET 4 Connections and Commands with C# 2010
  - Course:..................................................sd_adcs_a02_it_enus
  - Getting Started with ADO.NET 4 DataSets Using C# 2010
  - Course:..................................................sd_adcs_a03_it_enus
  - Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
  - Course:..................................................sd_adcs_a04_it_enus
  - Updating ADO.NET DataSets with C# 2010
  - Course:..................................................sd_adcs_a05_it_enus
  - Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
  - Course:..................................................sd_adcs_a06_it_enus
  - Working with the ADO.NET Entity Framework 4 Using C# 2010
  - Course:..................................................sd_adcs_a07_it_enus
  - Using LINQ and XML with ADO.NET 4 and C# 2010
  - Course:..................................................sd_adcs_a08_it_enus

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IT SKILLS COURSEWARE


Getting Started with WCF 4 using VB 2010
Course ...................................................... sd_wcvb_a01_it_enus
WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
Course ...................................................... sd_wcvb_a02_it_enus
Securing and Managing a WCF 4 Application with Visual Basic 2010
Course ...................................................... sd_wcvb_a03_it_enus
Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010
Course ...................................................... sd_wcvb_a04_it_enus

Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
Course ...................................................... sd_advb_a01_it_enus
Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
Course ...................................................... sd_advb_a02_it_enus
Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
Course ...................................................... sd_advb_a03_it_enus
Updating ADO.NET DataSets with Visual Basic 2010
Course ...................................................... sd_advb_a05_it_enus
Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010
Course ...................................................... sd_advb_a04_it_enus
Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010
Course ...................................................... sd_advb_a06_it_enus
Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
Course ...................................................... sd_advb_a07_it_enus
Using LINQ and XML with ADO.NET 4 and Visual Basic2010
Course ...................................................... sd_advb_a08_it_enus

Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

Windows Application Development with Visual Basic 2010
Course ...................................................... sd_wdvb_a01_it_enus
Creating User Interfaces for Windows Applications with Visual Basic 2010
Course ...................................................... sd_wdvb_a02_it_enus
Windows Applications Content Creation and Management with Visual Basic 2010
Course ...................................................... sd_wdvb_a03_it_enus
Windows Applications Databinding with Visual Basic 2010
Course ...................................................... sd_wdvb_a04_it_enus
Customizing and Managing Multithreaded Applications with Visual Basic 2010
Course ...................................................... sd_wdvb_a05_it_enus
Securing and Deploying WPF Applications with Visual Basic 2010
Course ...................................................... sd_wdvb_a06_it_enus

Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud
Course ...................................................... sd_mnov_a01_it_enus

Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout
Course ...................................................... wd_wsa_a01_it_enus
Working With Data and Files
Course ...................................................... wd_wsa_a02_it_enus
Navigation and Layout in Windows Store Apps
Course ...................................................... wd_wsa_a03_it_enus
Working With Charms and Contracts
Course ...................................................... wd_wsa_a04_it_enus
Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management
Course ...................................................... wd_wsa_a05_it_enus
Authentication, Authorization, and App Deployment
Course ...................................................... wd_wsa_a06_it_enus

SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

ANSI C Programming

ANSI C Programming: Introducing C
Course ...................................................... 116604_ENG
ANSI C Programming: Data Representation
Course ...................................................... 116654_ENG
ANSI C Programming: Functions
Course ...................................................... 116670_ENG
ANSI C Programming: Expressions
Course ...................................................... 116697_ENG
ANSI C Programming: Flow Control
Course ...................................................... 116731_ENG
ANSI C Programming: Text Processing
Course ...................................................... 116752_ENG
ANSI C Programming: Processing Records
Course ...................................................... 116781_ENG
ANSI C Programming: Pointers
Course ...................................................... 116826_ENG
IT SKILLS COURSEWARE

ANSI C Programming: The Standard Library and Preprocessor
Course............................................. 116840_ENG
Final Exam: ANSI C Programming
Final Exams ............................................ FE0016_eng

Perl Programming Fundamentals
Perl Language Fundamentals
Course.............................................. 235060_ENG
Starting to Program with Perl
Course.............................................. 235075_ENG

Developing With Python
Advanced Python
Course.............................................. pg_dvpy_a03_it_enus
Python Language Basics
Course.............................................. pg_dvpy_a01_it_enus
Applications of Python
Course.............................................. pg_dvpy_a02_it_enus

Software Development Fundamentals
Introduction to Programming
Course.............................................. sd_sdfm_a01_it_enus
Programming Basics
Course.............................................. sd_sdfm_a02_it_enus
Beginning Windows Applications
Course.............................................. sd_sdfm_a03_it_enus

Ruby On Rails
Ruby on Rails - Fundamentals
Course.............................................. pg_rubr_a01_it_enus
Ruby on Rails - Database Fundamentals
Course.............................................. pg_rubr_a02_it_enus
Web APIs with Ruby on Rails
Course.............................................. pg_rubr_a06_it_enus
Ruby on Rails for .NET Developers
Course.............................................. pg_rubr_a03_it_enus
Working with Databases in Ruby on Rails
Course.............................................. pg_rubr_a04_it_enus

Ruby Programming
Getting Started with Ruby
Course.............................................. pg_rubr_a01_it_enus
Working with Ruby
Course.............................................. pg_rubr_a02_it_enus
Advanced Ruby Features
Course.............................................. pg_rubr_a03_it_enus

Working with Clojure
Clojure Fundamentals
Course ............................................. sl_jclj_a01_it_enus
Data and State Management in Clojure
Course ............................................. sl_jclj_a02_it_enus
Optimizing Clojure Projects
Course ............................................. sl_jclj_a03_it_enus
Clojure Data-Driven and Web Application Fundamentals
Course ............................................. sl_jclj_a04_it_enus

SOFTWARE DEVELOPMENT

C/C++ PROGRAMMING

C++11 Programming Essentials
C++11: Advanced Techniques and C++14 Preview
Course ............................................. pg_cpls_a04_it_enus
C++11: Programming Fundamentals
Course ............................................. pg_cpls_a01_it_enus
C++11: Programming Techniques
Course ............................................. pg_cpls_a02_it_enus
C++11: Programming with Boost
Course ............................................. pg_cpls_a03_it_enus

Programming in C++
Programming in C++: Working with Classes
Course ............................................. pg_pcpp_a01_it_enus
Programming in C++: Arrays, Pointers, and STL
Course ............................................. pg_pcpp_a02_it_enus
Programming in C++: STL I/O and Headers, Templates, and Namespaces
Course ............................................. pg_pcpp_a03_it_enus
Programming in C++: Structure and Data Types
Course ............................................. pg_pcpp_a04_it_enus
Programming in C++: Program Structure and Exceptions
Course ............................................. pg_pcpp_a05_it_enus
Programming in C++: Tools and Techniques
Course ............................................. pg_pcpp_a06_it_enus

SOFTWARE PROGRAMMING FUNDAMENTALS

Software Programming Fundamentals
Getting Started with Software Programming
Course ............................................. sd_spff_a01_it_enus
Introduction to Software Program Design
Course ............................................. sd_spff_a02_it_enus
SOFTWARE DEVELOPMENT
SOFTWARE DEVELOPMENT PRINCIPLES

■ Agile Software Development

Introducing Agile Software Development
Course .......................................................... sd_agsd_a01_it_enus
Planning an Agile Software Development Project
Course .......................................................... sd_agsd_a02_it_enus
Managing Agile Software Development
Course .......................................................... sd_agsd_a03_it_enus
Agile Programming and Testing
Course .......................................................... sd_agsd_a04_it_enus

■ Best Practices for Software Programming

General Coding Best Practices
Course .......................................................... 219736_ENG
Maintaining Quality Code
Course .......................................................... 219763_ENG
Object-oriented Coding Best Practices
Course .......................................................... 219750_ENG
Programming Techniques and Strategies
Course .......................................................... 219722_ENG

SOFTWARE DEVELOPMENT
SOFTWARE TESTING FOUNDATIONS

■ Software Testing Foundations

Fundamentals of Software Testing
Course .......................................................... sd_stff_a01_it_enus
Testing Throughout the Software Life Cycle
Course .......................................................... sd_stff_a02_it_enus
Static Techniques and Test Design in Software Testing
Course .......................................................... sd_stff_a03_it_enus
Black-Box Software Testing Techniques
Course .......................................................... sd_stff_a04_it_enus
White-Box Software Testing Techniques
Course .......................................................... sd_stff_a05_it_enus
Software Test Management
Course .......................................................... sd_stff_a06_it_enus
Configuration Management, Risks, and Incidents in Software Testing
Course .......................................................... sd_stff_a07_it_enus
Tool Support in Software Testing
Course .......................................................... sd_stff_a08_it_enus

■ Selenium Automated Web Testing

Selenium Automated Web Testing Fundamentals
Course .......................................................... sd_slwt_a01_it_enus
Advanced Features of Selenium Automated Web Testing
Course .......................................................... sd_slwt_a02_it_enus
Selenium and Java
Course .......................................................... sd_slwt_a03_it_enus
Selenium and C#
Course .......................................................... sd_slwt_a04_it_enus
Selenium and Python
Course .......................................................... sd_slwt_a05_it_enus

■ Testing with JUnit

JUnit Fundamentals
Course .......................................................... jl_jtut_a01_it_enus
Working with JUnit Tests
Course .......................................................... jl_jtut_a02_it_enus

■ 70-497: Software Testing with Visual Studio

Software Testing with Visual Studio: Manage Test Cases
Course .......................................................... sd_stvs_a02_it_enus

MICROSOFT WINDOWS STORE APPS

■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5:
Enhancing Performance
Course .......................................................... wd_awsh_a01_it_enus
Microsoft Advanced Windows Store Apps with HTML5:
Animations and Custom Controls
Course .......................................................... wd_awsh_a02_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Media and Devices
Course .......................................................... wd_awsh_a03_it_enus
Microsoft Advanced Windows Store App Development with HTML5: User Interaction
Course .......................................................... wd_awsh_a04_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Data and Security
Course .......................................................... wd_awsh_a05_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy
Course .......................................................... wd_awsh_a06_it_enus
IT SKILLS COURSEWARE

MICROSOFT C#

- Programming in C#
  - Programming in C#: Managing Program Flow
    Course............................................ wd_pgcs_a01_it_enus
  - Programming in C#: Creating and Using Types
    Course............................................ wd_pgcs_a02_it_enus
  - Programming in C#: Debugging and Security Implementation
    Course............................................ wd_pgcs_a03_it_enus
  - Programming in C#: Implementing Data Access
    Course............................................. wd_pgcs_a04_it_enus

SOFTWARE DEVELOPMENT

ECLIPSE

- Fundamentals of Eclipse
  - Introduction to Eclipse
    Course............................................. sd_eclp_a01_it_enus
  - Using Eclipse
    Course............................................. sd_eclp_a02_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

- Mentoring Assets
  - Mentoring 1Z0-853 Java Standard Edition 5 Programmer
    Mentoring Assets..................................... mnt310055
  - Mentoring 1Z0-851 Java Standard Edition 6 Programmer
    Mentoring Assets..................................... mnt310065
  - Mentoring 70-515 VB - TS: Web Applications Development with .NET 4
    Mentoring Assets..................................... mnt70515vb
  - Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4
    Mentoring Assets..................................... mnt70513cs
  - Mentoring 70-515 C# - TS: Web Applications Development with .NET 4
    Mentoring Assets..................................... mnt70515cs
  - Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4
    Mentoring Assets..................................... mnt70516cs
  - Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4
    Mentoring Assets..................................... mnt70511cs
  - Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4
    Mentoring Assets..................................... mnt70513vb
  - Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4
    Mentoring Assets..................................... mnt70516vb
  - Mentoring 70-511 VB - TS: Windows Applications Development with .NET 4
    Mentoring Assets..................................... mnt70511vb
  - Mentoring 1Z0-804 Java SE 7 Programmer II
    Mentoring Assets..................................... mnt1z0804
  - Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3
    Mentoring Assets..................................... mnt70480
  - Mentoring BH0-010 Certified Tester Foundation Level
    Mentoring Assets..................................... mntbh0010
  - Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript
    Mentoring Assets..................................... mnt70481
  - Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript
    Mentoring Assets..................................... mnt70482
  - Mentoring 70-483 Programming in C#
    Mentoring Assets..................................... mnt70483
  - Mentoring 98-361 Software Development Fundamentals
    Mentoring Assets..................................... mnt98361
  - Mentoring 1Z0-803 Java SE 7 Programmer I
    Mentoring Assets..................................... mnt1z0803

TEST PREPS

- Test Preps
  - TestPrep 1Z0-853 Java Standard Edition 5 Programmer
    TestPrep Exams...................................... TP310055_ENG
  - TestPrep 1Z0-851 Java Standard Edition 6 Programmer
    TestPrep Exams...................................... TP310065_ENG
  - TestPrep 70-515 VB - TS: Web Applications Development with .NET 4
    TestPrep Exams...................................... sd_masp_a01_tp_enus
  - TestPrep 70-515 C# - TS: Windows Communication Foundation with .NET 4
    TestPrep Exams...................................... sd_masc_a01_tp_enus
  - TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4
    TestPrep Exams...................................... sd_wccs_a01_tp_enus
  - TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4
    TestPrep Exams...................................... sd_adcs_a01_tp_enus
  - TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4
    TestPrep Exams...................................... sd_wvcs_a01_tp_enus
  - TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4
    TestPrep Exams...................................... sd_wdcs_a01_tp_enus
  - TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4
    TestPrep Exams...................................... sd_wvcb_a01_tp_enus
IT SKILLS COURSEWARE

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

CompTIA A+ 220-801

- CompTIA A+ 220-801: BIOS and Motherboards
  Course ................................................. cs_apel_a01_it_enus
- CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
  Course ................................................. cs_apel_a02_it_enus
- CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
  Course ................................................. cs_apel_a03_it_enus
- CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
  Course ................................................. cs_apel_a04_it_enus
- CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
  Course ................................................. cs_apel_a05_it_enus
- CompTIA A+ 220-801: Networking Technologies
  Course ................................................. cs_apel_a06_it_enus
- CompTIA A+ 220-801: Networking Devices and Tools
  Course ................................................. cs_apel_a07_it_enus
- CompTIA A+ 220-801: Laptops
  Course ................................................. cs_apel_a08_it_enus

CompTIA Server+ 2009

- CompTIA Server+ 2009: System Hardware
  Course ................................................. cs_csvr_a01_it_enus
- CompTIA Server+ 2009: System Software
  Course ................................................. cs_csvr_a02_it_enus
- CompTIA Server+ 2009: Server Functions and Network Essentials
  Course ................................................. cs_csvr_a03_it_enus
- CompTIA Server+ 2009: Storage
  Course ................................................. cs_csvr_a04_it_enus
- CompTIA Server+ 2009: IT Environment
  Course ................................................. cs_csvr_a05_it_enus
- CompTIA Server+ 2009: Disaster Recovery
  Course ................................................. cs_csvr_a06_it_enus
- CompTIA Server+ 2009: Troubleshooting
  Course ................................................. cs_csvr_a07_it_enus
- CompTIA Server+ 2009: Network and Storage Troubleshooting
  Course ................................................. cs_csvr_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES
IT SKILLS COURSEWARE

MICROSOFT SHAREPOINT SERVER 2013

Microsoft SharePoint Server 2013: Core Solutions

- Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture Course ..................................... es_cosp_a01_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design Course ................................. es_cosp_a02_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Installation Course .......................................................... es_cosp_a03_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications Course ..................................... es_cosp_a04_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Authentication Course ...................................................... es_cosp_a05_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search Course ............................................. es_cosp_a06_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy Course .............................................. es_cosp_a07_it_enus
- Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring Course ....................................... es_cosp_a08_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions

- Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites Course ............................................. es_spdu_a01_it_enus
- Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security Course ....................................... es_spdu_a02_it_enus
- Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data Course ........................................... es_spdu_a03_it_enus
- Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions Course ....................................... es_spdu_a04_it_enus
- Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience Course ......................................... es_spdu_a05_it_enus
- Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes Course ..................................... es_spdu_a06_it_enus

Microsoft SharePoint 2010: Configuring

- Installing and Configuring Microsoft SharePoint 2010 Course ................................................................. es_mssa_a01_it_enus
- Core Configuration for SharePoint 2010 Course ................................................................................................. es_mssa_a02_it_enus
- Upgrading to Microsoft SharePoint 2010 Course ................................................................................................. es_mssa_a03_it_enus
- Configuring and Administrating SharePoint 2010 Search Course ................................................................. es_mssa_a04_it_enus
- Configuring Web Applications for SharePoint 2010 Course ................................................................................. es_mssa_a05_it_enus
- SharePoint 2010 Authentication and Web Application Security Configuration Course ....................................... es_mssa_a06_it_enus
- Configuring SharePoint 2010 Site Collections Course ......................................................................................... es_mssa_a07_it_enus
- Managing SharePoint 2010 Features and Solutions Course ...................................................................................... es_mssa_a08_it_enus
- SharePoint 2010 Operational Health Course ........................................................................................................... es_mssa_a09_it_enus
- SharePoint 2010 Performance Course ...................................................................................................................... es_mssa_a10_it_enus

Microsoft SharePoint 2010: Administration

- Designing a SharePoint 2010 Physical Architecture Course .................................................................................. es_msst_a01_it_enus
- SharePoint 2010 Logical Design and Sandbox Solutions Course ........................................................................ es_msst_a02_it_enus
- SharePoint 2010 Deployment Topology and Availability Course .............................................................................. es_msst_a03_it_enus
- Planning SharePoint 2010 Service Applications and Component Strategy Course ................................................. es_msst_a04_it_enus
- Planning a SharePoint 2010 Upgrade Course ............................................................................................................ es_msst_a05_it_enus
- Designing SharePoint 2010 Security Course ............................................................................................................... es_msst_a06_it_enus
- SharePoint 2010 Maintenance and Provisioning Course ............................................................................................ es_msst_a07_it_enus
- Backing Up, Restoring, and Monitoring SharePoint 2010 Course ................................................................................ es_msst_a08_it_enus
IT SKILLS COURSEWARE

Planning for Search in SharePoint 2010
Course ........................................... es_mssa_a09_it_enus
SharePoint 2010 Content Management, Social Computing, and Collaboration 
Course ........................................... es_mssa_a10_it_enus

■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010
Course ........................................... es_spap_a01_it_enus
Development Models and Methods in SharePoint 2010
Course ........................................... es_spap_a02_it_enus
Presentation Layers and Components in SharePoint 2010
Course ........................................... es_spap_a03_it_enus
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010
Course ........................................... es_spap_a04_it_enus
Custom Branding and Navigation for SharePoint 2010
Course ........................................... es_spap_a05_it_enus
Application Design and Security in SharePoint 2010
Course ........................................... es_spap_a06_it_enus
Performance Analysis and Debugging in SharePoint 2010
Course ........................................... es_spap_a07_it_enus
Integration and Data Capture Methodologies with SharePoint 2010
Course ........................................... es_spap_a08_it_enus
Information Architecture and Workflow Solutions in SharePoint 2010
Course ........................................... es_spap_a09_it_enus
Regional Settings and Configuration in SharePoint 2010
Course ........................................... es_spap_a10_it_enus

■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface Programmatically
Course ........................................... es_spap_a01_it_enus
Developing SharePoint 2010 Web Parts and Controls
Course ........................................... es_spap_a02_it_enus
Developing Business Logic Using SharePoint 2010 Workflows and ECM
Course ........................................... es_spap_a03_it_enus
Programmatically Working with Permissions and BCS in SharePoint 2010
Course ........................................... es_spap_a04_it_enus
Working With SharePoint 2010 Data
Course ........................................... es_spap_a05_it_enus
SharePoint Server 2010 Object Model
Course ........................................... es_spap_a06_it_enus
SharePoint 2010 Features and Solutions
Course ........................................... es_spap_a07_it_enus
SharePoint 2010 Site Branding
Course ........................................... es_spad_a08_it_enus
Extending SharePoint 2010 Search and Document Namespaces
Course ........................................... es_spad_a09_it_enus
Stabilizing and Deploying SharePoint 2010 Components
Course ........................................... es_spad_a10_it_enus

■ Microsoft SharePoint 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server
Course ........................................... es_mesd_a01_it_enus
Exchange Server 2010 SP1: Installation and Configuration
Course ........................................... es_mesd_a02_it_enus
Exchange Server 2010 SP1: Administrative Tools
Course ........................................... es_mesd_a03_it_enus
Exchange Server 2010 SP1: Mailbox Server Administration
Course ........................................... es_mesd_a04_it_enus
Exchange Server 2010 SP1: Public Folders and Messaging Records Management
Course ........................................... es_mesd_a05_it_enus
Exchange Server 2010 SP1: Message Transport
Course ........................................... es_mesd_a06_it_enus
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security
Course ........................................... es_mesd_a07_it_enus
Exchange Server 2010 SP1: Client Access
Course ........................................... es_mesd_a08_it_enus
Exchange Server 2010 SP1: High Availability
Course ........................................... es_mesd_a09_it_enus
Exchange Server 2010 SP1: Backup and Recovery
Course ........................................... es_mesd_a10_it_enus
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance
Course ........................................... es_mesd_a11_it_enus

■ Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture
Course ........................................... es_mssb_a01_it_enus
SharePoint 2010 SP1: Logical Design and Sandbox Solutions
Course ........................................... es_mssb_a02_it_enus
SharePoint 2010 SP1: Deployment Topology and Availability
Course ........................................... es_mssb_a03_it_enus
SharePoint 2010 SP1: Planning Service Applications and Component Strategy
Course ........................................... es_mssb_a04_it_enus
## IT SKILLS COURSEWARE

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<td>SharePoint 2010 SP1: Authentication and Web Application Security Configuration</td>
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### Operating Systems and Server Technologies

#### Microsoft System Center Essentials: Installation and Configuration

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<td>Managing Computers, Devices, and Updates in System Center Essentials 2010</td>
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<td>Monitoring and Using Reports in System Center Essentials 2010</td>
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<td>Virtualization Management in Essentials 2010</td>
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<td>Backing up, Restoring, and Troubleshooting Essentials 2010</td>
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### Operating Systems and Server Technologies

#### Microsoft Windows 8

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<td>Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings</td>
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<td>Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security</td>
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Microsoft Windows 8.1 - Supporting Windows 8.1:
Hardware and Mobile Devices
Course ........................................ mw_mgmb_a05_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1:
Recovery and Endpoint Security
Course ........................................ mw_mgmb_a06_it_enus
Services
Course ........................................ mw_mgmb_a07_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP
Course ........................................ mw_mgmb_a08_it_enus

Microsoft Windows 8.1: Configuration
Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1
Course ........................................ mw_mwcp_a01_it_enus
Microsoft Windows 8.1 - Configuring: Hardware and Applications
Course ........................................ mw_mwcp_a02_it_enus
Microsoft Windows 8.1 - Configuring: Network Configuration
Course ........................................ mw_mwcp_a03_it_enus
Microsoft Windows 8.1 - Configuring: Remote Management and Security
Course ........................................ mw_mwcp_a04_it_enus
Microsoft Windows 8.1 - Configuring: Resource Access
Course ........................................ mw_mwcp_a05_it_enus
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices
Course ........................................ mw_mwcp_a06_it_enus
Microsoft Windows 8.1 - Configuring: Windows Clients
Course ........................................ mw_mwcp_a07_it_enus
Microsoft Windows 8.1 - Configuring: File and System Recovery
Course ........................................ mw_mwcp_a08_it_enus

Microsoft Windows 7: Enterprise Desktop Administrator
Planning for Windows 7 Deployment
Course ........................................ mw_mwda_a01_it_enus
Determining Application Compatibility for Windows 7
Course ........................................ mw_mwda_a02_it_enus
Creating a Standard Image to Deploy Windows 7
Course ........................................ mw_mwda_a03_it_enus
Deploying Windows 7 Using WDS and USMT
Course ........................................ mw_mwda_a04_it_enus
Deploying Windows 7 Using Lite-Touch Installation
Course ........................................ mw_mwda_a05_it_enus
Deploying Windows 7 Using Zero-Touch Installation
Course ........................................ mw_mwda_a06_it_enus
Designing Windows 7 Client Configuration
Course ........................................ mw_mwda_a07_it_enus
Troubleshooting Windows 7 Client Configuration
Course ........................................ mw_mwda_a08_it_enus
Designing Application and Update Deployments for Windows 7
Course ........................................ mw_mwda_a09_it_enus

Microsoft Windows 7: Enterprise Desktop Support Technician
Identifying and Resolving Windows 7 Application Issues
Course ........................................ mw_mwet_a01_it_enus
Management and Maintenance of Windows 7 Client Systems
Course ........................................ mw_mwet_a02_it_enus
Troubleshooting Logon and Resource Access Issues in Windows 7
Course ........................................ mw_mwet_a03_it_enus
Resolving Windows 7 Network Connectivity Issues
Course ........................................ mw_mwet_a04_it_enus
Troubleshooting IE8 and Encryption Issues in Windows 7
Course ........................................ mw_mwet_a05_it_enus
Protecting Windows 7 Against Malware and Vulnerabilities
Course ........................................ mw_mwet_a06_it_enus

Microsoft Windows 7: First Look for IT Professionals
Microsoft Windows 7: First Look for IT Professionals
Course ........................................ mw_mwfp_a01_it_enus

Microsoft Windows 7: Configuration
Installing, Upgrading, and Migrating to Windows 7
Course ........................................ mw_mwcg_a01_it_enus
IT SKILLS COURSEWARE

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2012

- Microsoft Windows Server 2012 R2: Installing and Configuring
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers
    Course: ws_icfh_a01_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage
    Course: ws_icfh_a02_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services
    Course: ws_icfh_a03_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper-V
    Course: ws_icfh_a04_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking
    Course: ws_icfh_a05_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS
    Course: ws_icfh_a06_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory
    Course: ws_icfh_a07_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs
    Course: ws_icfh_a08_it_enus
  - Microsoft Windows Server 2012 R2 - Installing and Configuring: Security
    Course: ws_icfh_a09_it_enus

- Microsoft Windows Server 2012 R2: Administration
  - Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption
    Course: ws_admo_a03_it_enus
  - Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS
    Course: ws_admo_a01_it_enus
  - Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring
    Course: ws_admo_a02_it_enus
  - Microsoft Windows Server 2012 R2 - Administration: Network Services and Access
    Course: ws_admo_a04_it_enus
  - Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP
    Course: ws_admo_a05_it_enus

Microsoft Windows Server 2012 R2 - Administration:
- Service Accounts and Policies
  Course: ws_admo_a06_it_enus
- Managing Active Directory
  Course: ws_admo_a07_it_enus
- Group Policy Processing
  Course: ws_admo_a08_it_enus
- Managing GPOs and Preferences
  Course: ws_admo_a09_it_enus

- Microsoft Windows Server 2012 R2: Configuring Advanced Services
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA
    Course: ws_cfat_a01_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR
    Course: ws_cfat_a02_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage
    Course: ws_cfat_a03_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC
    Course: ws_cfat_a04_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS
    Course: ws_cfat_a05_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains
    Course: ws_cfat_a06_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication
    Course: ws_cfat_a07_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI
    Course: ws_cfat_a08_it_enus
  - Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation
    Course: ws_cfat_a09_it_enus

- Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure
  - Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks
    Course: ws_adin_a03_it_enus

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Microsoft Windows Server 2012 R2: Advanced Infrastructure - VM Administration
Course ........................................... ws_adin_a04_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: Clustering and NLB
Course ........................................... ws_adin_a05_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: Updates
Course ........................................... ws_adin_a01_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: VM hosts and guests
Course ........................................... ws_adin_a02_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: Business Continuity
Course ........................................... ws_adin_a06_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: Monitoring
Course ........................................... ws_adin_a07_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: Certificate Services
Course ........................................... ws_adin_a08_it_enus

Microsoft Windows Server 2012 R2: Advanced Infrastructure: AD RMS and AD FS
Course ........................................... ws_adin_a09_it_enus

Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure
Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design
Course ........................................... ws_imin_a01_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS
Course ........................................... ws_imin_a02_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design
Course ........................................... ws_imin_a05_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy
Course ........................................... ws_imin_a03_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment
Course ........................................... ws_imin_a04_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage
Course ........................................... ws_imin_a06_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN
Course ........................................... ws_imin_a07_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess
Course ........................................... ws_imin_a08_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection
Course ........................................... ws_imin_a09_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP
Course ........................................... ws_imin_a10_it_enus

Microsoft Windows Server 2008: New Features
Introducing Windows Server 2008
Course ........................................... ws_wsfl_a01_it_enus

Microsoft Windows Server 2008: Configuring Active Directory
The Active Directory Infrastructure in Windows Server 2008
Course ........................................... ws_mwcd_a01_it_enus

Additional Active Directory Server Roles in Windows Server 2008
Course ........................................... ws_mwcd_a02_it_enus

Active Directory Objects in Windows Server 2008
Course ........................................... ws_mwcd_a03_it_enus

Group Policy Objects Strategy in Windows Server 2008
Course ........................................... ws_mwcd_a04_it_enus

Configuring DNS in Windows Server 2008
Course ........................................... ws_mwcd_a05_it_enus

Active Directory Certificate Services in Windows Server 2008
Course ........................................... ws_mwcd_a06_it_enus

Communications and Security in Windows Server 2008
Course ........................................... ws_mwcd_a07_it_enus

Monitoring, Backups, and Recovery in Windows Server 2008
Course ........................................... ws_mwcd_a08_it_enus

Microsoft Windows Server 2008: Configuring Network Infrastructure
Configure IP Addressing and Windows Services in Windows Server 2008
Course ........................................... ws_mwci_a01_it_enus

Configure, Manage, and Maintain IP Services in Windows Server 2008
Course ........................................... ws_mwci_a02_it_enus

Name Resolution in Windows Server 2008
Course ........................................... ws_mwci_a03_it_enus

Configure Network Access in Windows Server 2008
Course ........................................... ws_mwci_a05_it_enus
IT SKILLS COURSEWARE

Windows Server 2008 Application Servers and Services

Planning Active Directory and Group Policy for Windows Server 2008
Course...........................................ws_wsad_a02_it_enus
Windows Server 2008 Management and Delegation
Course...........................................ws_wsad_a03_it_enus
Managing File Servers and Data Provisioning in Windows Server 2008
Course...........................................ws_wsad_a04_it_enus
Windows Server 2008 Application Server Management and Application Provisioning
Course...........................................ws_wsad_a05_it_enus
Windows Server 2008 Application Servers and Services
Course...........................................ws_wasad_a06_it_enus

Windows Server 2008 Application Server Management

Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers
Course...........................................ws_mwcf_a01_it_enus
Configuring Windows Server 2008 Availability
Course...........................................ws_mwcf_a02_it_enus
Configure Terminal Services in Windows 2008
Course...........................................ws_mwcf_a03_it_enus
Terminal Services Resource Access in Windows 2008
Course...........................................ws_mwcf_a04_it_enus
Configuring Windows Server Hyper-V and Virtual Machines
Course...........................................ws_mwcf_a05_it_enus
Configuring Web Services and Security in Windows Server 2008
Course...........................................ws_mwcf_a06_it_enus
Managing IIS in Windows Server 2008
Course...........................................ws_mwcf_a07_it_enus
Configuring Web Service Protocols in Windows Server 2008
Course...........................................ws_mwcf_a08_it_enus
Configuring Network Application Services in Windows Server 2008
Course...........................................ws_mwcf_a09_it_enus

Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment
Course...........................................ws_wsad_a01_it_enus
Planning Active Directory and Group Policy for Windows Server 2008
Course...........................................ws_wsad_a02_it_enus
Windows Server 2008 Management and Delegation
Course...........................................ws_wsad_a03_it_enus
Managing File Servers and Data Provisioning in Windows Server 2008
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Windows Server 2008 Application Server Management and Application Provisioning
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Windows Server 2008 Application Servers and Services
Course...........................................ws_wsad_a06_it_enus

Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008
Course...........................................ws_mwse_a01_it_enus
Network Access in Microsoft Windows Server 2008
Course...........................................ws_mwse_a02_it_enus
Application Access and Delivery in Microsoft Windows Server 2008
Course...........................................ws_mwse_a03_it_enus
Server and Application Virtualization in Microsoft Windows Server 2008
Course...........................................ws_mwse_a04_it_enus
Designing the Active Directory Infrastructure in Microsoft Windows Server 2008
Course...........................................ws_mwse_a05_it_enus
Active Directory Administration in Microsoft Windows Server 2008
Course...........................................ws_mwse_a06_it_enus
Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
Course...........................................ws_mwse_a07_it_enus
The Certificate Services Infrastructure in Microsoft Windows Server 2008
Course...........................................ws_mwse_a08_it_enus
Software Updates and Compliance Management in Microsoft Windows Server 2008
Course...........................................ws_mwse_a09_it_enus
Designing Data Security and High Availability in Microsoft Windows Server 2008
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Windows Server 2008 Backup and Recovery
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Windows Server 2008 R2
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Access Control in Windows Server 2008 R2
Course...........................................ws_mwur_a02_it_enus
Management Improvements in Windows Server 2008 R2
Course...........................................ws_mwur_a03_it_enus

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IT SKILLS COURSEWARE

Improvements to Role Services in Windows Server 2008 R2
Course........................................ws_mwur_a03_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER

- Microsoft Exchange Server 2013: Core Solutions
  Microsoft Exchange Server 2013 - Core Solutions: Deployment
  Course........................................es_excs_a01_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management
  Course........................................es_excs_a02_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers
  Course........................................es_excs_a03_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity
  Course........................................es_excs_a04_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Message Transport
  Course........................................es_excs_a05_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Access Control
  Course........................................es_excs_a06_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR
  Course........................................es_excs_a07_it_enus
  Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting
  Course........................................es_excs_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT HYPER-V

- Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V
  Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview
  Course........................................hv_wshv_a01_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V
  Course........................................hv_wshv_a02_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server
  Course........................................hv_wshv_a03_it_enus

  Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
  Course ........................................hv_wshv_a04_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management
  Course ........................................hv_wshv_a05_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates
  Course ........................................hv_wshv_a06_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability
  Course ........................................hv_wshv_a07_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services
  Course ........................................hv_wshv_a08_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles
  Course ........................................hv_wshv_a09_it_enus
  Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments
  Course ........................................hv_wshv_a10_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX

- UNIX: System Administration
  UNIX User and Data Management
  Course ........................................107814_ENG
  Deploying and Initializing UNIX Systems
  Course ........................................107822_ENG
  Securing UNIX Systems
  Course ........................................107848_ENG
  Managing UNIX Software and System Services
  Course ........................................113993_ENG
  Networking and UNIX Name Resolution
  Course ........................................107849_ENG
  Managing UNIX Clients
  Course ........................................211844_ENG
  Administering UNIX Network Services
  Course ........................................211845_ENG
  UNIX Systems Management
  Course ........................................211846_ENG

- UNIX: Operating System Fundamentals
  Introduction to UNIX
  Course ........................................78920_ENG
  UNIX System Architecture
  Course ........................................78924_ENG

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- UNIX: Shell Programming
  UNIX Shell Scripting Basics
  Course........................................... 83855_ENG
  UNIX Shell Scripting Tools
  Course........................................... 110852_ENG
  Writing UNIX Shell Programs
  Course........................................... 83877_ENG

- UNIX: The User Environment
  Customizing the UNIX User Environment
  Course........................................... 80536_ENG
  Working with UNIX Files and Directories
  Course........................................... 80533_ENG
  Working with UNIX Programs
  Course........................................... 80534_ENG
  Text Editing and Printing in UNIX
  Course........................................... 80535_ENG

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

- Unix Fundamentals
  UNIX Fundamentals: Overview
  Course........................................... lu_unix_a01_it_enus
  UNIX Fundamentals: Shell Scripting Basics
  Course........................................... lu_unix_a02_it_enus
  UNIX Fundamentals: Files and Directories
  Course........................................... lu_unix_a03_it_enus
  UNIX Fundamentals: Security
  Course........................................... lu_unix_a04_it_enus
  UNIX Fundamentals: Network Administration
  Course........................................... lu_unix_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX PROFESSIONAL INSTITUTE

- Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101
  Junior Level LPIC-1 Exam 101: Linux System Architecture
  Course........................................... lu_ljlp_a01_it_enus
  Junior Level LPIC-1 Exam 101: Linux Installation
  Course........................................... lu_ljlp_a02_it_enus
  Junior Level LPIC-1 Exam 101: Linux Package Management
  Course........................................... lu_ljlp_a03_it_enus
  Junior Level LPIC-1 Exam 101: Unix Command Line
  Course........................................... lu_ljlp_a04_it_enus
  Junior Level LPIC-1 Exam 101: File Management and Redirects
  Course........................................... lu_ljlp_a05_it_enus
  Junior Level LPIC-1 Exam 101: Process Management
  Course........................................... lu_ljlp_a06_it_enus
  Junior Level LPIC-1 Exam 101: Working With Text Files
  Course........................................... lu_ljlp_a07_it_enus
  Junior Level LPIC-1 Exam 101: Partitions and File Systems
  Course........................................... lu_ljlp_a08_it_enus
  Junior Level LPIC-1 Exam 101: File and Storage Administration
  Course........................................... lu_ljlp_a09_it_enus

- Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102
  Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment
  Course........................................... lu_lklp_a01_it_enus
  Junior Level LPIC-1 Exam 102: User Interfaces and Desktops
  Course........................................... lu_lklp_a02_it_enus
  Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux
  Course........................................... lu_lklp_a03_it_enus
  Junior Level LPIC-1 Exam 102: Essential Linux System Services
  Course........................................... lu_lklp_a04_it_enus
  Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals
  Course........................................... lu_lklp_a05_it_enus
  Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting
  Course........................................... lu_lklp_a06_it_enus
  Junior Level LPIC-1 Exam 102: Linux Security
  Course........................................... lu_lklp_a07_it_enus
  Junior Level LPIC-1 Exam 102: Linux Encryption
  Course........................................... lu_lklp_a08_it_enus

- Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201
  Managing Resource Utilization in Linux
  Course........................................... lu_lalq_a06_it_enus
  Linux User Notification and Device Management
  Course........................................... lu_lalq_a01_it_enus
  E-mail and Security in Linux
  Course........................................... lu_lalq_a02_it_enus
  Linux Kernel Compilation and Linux Startup
  Course........................................... lu_lalq_a03_it_enus

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Linux File Sharing and Filesystem Management Course...............................lu_lalq_a04_it_enus
Linux Network Configuration Course..................................................lu_lalq_a05_it_enus

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 202

Booting Linux and Installing Applications from Source Course..........................lu_lalq_a05_it_enus
Linux Network Services Course..................................................lu_lalq_a01_it_enus
Linux System Maintenance and Hardware Configuration Course..................lu_lalq_a02_it_enus
Linux Security Course......................................................................lu_lalq_a03_it_enus
Linux System Troubleshooting Course............................................lu_lalq_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

Vmware Overview

Virtualization with VMware: An Overview Course..........................vi_vmwo_a01_it_enus
VMware Desktop Overview Course..................................................vi_vmwo_a02_it_enus
VMware Server Overview Course..................................................vi_vmwo_a03_it_enus
VMware Datacenter Overview Course............................................vi_vmwo_a04_it_enus

Vmware Workstation

VMware Workstation 7: Getting started with Virtual Machines Course..........................vi_vmst_a01_it_enus
VMware Workstation 7: Managing Virtual Machines Course......................vi_vmst_a02_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: VSphere Clustering Course..........................vi_vmpc_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance Course..........................vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management Course..........................vi_vmpc_a03_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps Course..........................vi_vmpc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance Course..........................vi_vmpc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security Course............................vi_vmpc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use Course..........................vi_vmpc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy Course..........................vi_vmpc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades Course..........................vi_vmpc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines Course..........................vi_vmpc_a10_it_enus

VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals Course..........................vivvmo_a01_it_enus
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs Course..........................vivvmo_a02_it_enus
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design Course..........................vivvmo_a03_it_enus
VMware vSphere 5 – Datacenter Design VMs, Management, and Implementation Course..........................vivvmo_a04_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization Course..........................vi_vmwa_a01_it_enus
VMware vSphere 5 - Part 1: vCenter Server Installation Course..........................vi_vmwa_a02_it_enus
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration Course..........................vi_vmwa_a03_it_enus
VMware vSphere 5 - Part 1: ESXi Installation and Configuration Course..........................vi_vmwa_a04_it_enus
VMware vSphere 5 – Part 1: vCenter Server Inventory Course..........................vi_vmwa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server Administration Course..........................vi_vmwa_a06_it_enus
IT SKILLS COURSEWARE

VMware vSphere 5 - Part 1: vCenter Server Management Course........................................ vi_vmwa_a07_it_enus
VMware vSphere 5 - Part 1: Creating Virtual Machines Course........................................ vi_vmwa_a08_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines Course........................................ vi_vmwa_a09_it_enus
VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation Course........................................ vi_vmwa_a10_it_enus
VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks Course........................................ vi_vmwa_a11_it_enus
VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts Course........................................ vi_vmwa_a12_it_enus
VMware vSphere 5 – Part 1: Storage Configuration and Management Course........................................ vi_vmwa_a13_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OFFICE 365

Managing Identities and Requirements in Office 365
Office 365 Configuration Course........................................ mo_clda_a01_it_enus
Office 365 Deployment Course........................................ mo_clda_a02_it_enus
Managing Office 365 Cloud Identities, Synchronization, and Clients Course........................................ mo_clda_a03_it_enus
Office 365 Federated Identities (Single Sign-On) Course........................................ mo_clda_a04_it_enus
Monitoring and Troubleshooting Office 365 Usage Course........................................ mo_clda_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS POWERSHELL

Microsoft PowerShell and Exchange Server
Microsoft PowerShell and Exchange Server: Managing Mailboxes Course........................................ mw_pses_a02_it_enus
Microsoft PowerShell and Exchange Server: Distribution Groups and Databases Course........................................ mw_pses_a03_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring
Mentoring Assets ........................................ mnt70640
Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
Mentoring Assets ........................................ mnt70642
Mentoring 70-646 PRO: Windows Server 2008, Server Administrator
Mentoring Assets ........................................ mnt70646
Mentoring 70-647 PRO: Windows Server 2008, Enterprise Administrator
Mentoring Assets ........................................ mnt70647
Mentoring 70-680 TS: Windows 7, Configuring
Mentoring Assets ........................................ mnt70680
Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator
Mentoring Assets ........................................ mnt70686
Mentoring SK0-003 Server+
Mentoring Assets ........................................ mntsk0003
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
Mentoring Assets ........................................ mnt70685
Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator
Mentoring Assets ........................................ mnt70668
Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring
Mentoring Assets ........................................ mnt70667
Mentoring LX0-101 Linux+ Powered by LPI Exam 1
Mentoring Assets ........................................ mntlx0101
Mentoring LX0-102 Linux+ Powered by LPI Exam 2
Mentoring Assets ........................................ mntlx0102
Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring
Mentoring Assets ........................................ mnt70662
Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 2
Mentoring Assets ........................................ mntesvcp5p2
Mentoring 220-801 CompTIA A+
Mentoring Assets ........................................ mnt220801
Mentoring 220-802 CompTIA A+
Mentoring Assets ........................................ mnt220802
Mentoring 70-687 Configuring Windows 8.1
Mentoring Assets ........................................ mnt70687
Mentoring 70-410 Installing and Configuring Windows Server 2012
Mentoring Assets ........................................ mnt70410
IT SKILLS COURSEWARE

TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
TestPrep Exams.......................... mw_mwet_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1
TestPrep LX0-102 Linux+ Powered by LPI Exam 2
TestPrep 70-688 Supporting Windows 8.1
TestPrep 70-411 Administering Windows Server 2012
TestPrep 70-410 Installing and Configuring Windows Server 2012
TestPrep Exams.......................... ws_msst_a01_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
TestPrep Exams.......................... ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1
TestPrep Exams.......................... mw_mwco_a02_tp_enus
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
TestPrep Exams.......................... es_excs_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
TestPrep Exams.......................... es_msst_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure
TestPrep Exams.......................... es_dsas_a01_tp_enus
TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
TestPrep 70-346 Managing Office 365 Identities and Requirements
TestPrep Exams.......................... mo_clda_a01_tp_enus
TestPrep 70-345 Core Solutions of Microsoft Exchange 2013
TestPrep Exams.......................... es_mesc_a01_tp_enus
TestPrep 220-801 CompTIA A+
TestPrep Exams.......................... cs_apel_a01_tp_enus
TestPrep 220-802 CompTIA A+
TestPrep Exams.......................... cs_appa_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1
TestPrep Exams.......................... es_msst_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012
TestPrep Exams.......................... ws_adin_a01_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012
TestPrep Exams.......................... ws_adin_a01_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
TestPrep Exams.......................... ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1
TestPrep Exams.......................... mw_mwco_a02_tp_enus
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
TestPrep Exams.......................... es_excs_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
TestPrep Exams.......................... es_msst_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure
TestPrep Exams.......................... es_dsas_a01_tp_enus
TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
TestPrep Exams.......................... es_dsas_a01_tp_enus
TestPrep 70-346 Managing Office 365 Identities and Requirements
TestPrep Exams.......................... mo_clda_a01_tp_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

TEST PREPS

Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring
Testprep Exams.......................... ws_mwcd_a01_tp_enus
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
Testprep Exams.......................... ws_mwcg_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring
TestPrep Exams.......................... mw_mwcg_a01_tp_enus
TestPrep SK0-003 Server+
Testprep Exams.......................... cs_csr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator
Testprep Exams.......................... mw_mwda_a01_tp_enus

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IT SKILLS COURSEWARE

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
TestPrep 70-347 Enabling Office 365 Services
TestPrep Exams -------------------------- es_exca_a01_tp_enus
TestPrep Exams -------------------------- mo_envs_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

Social Networking for Users
Social Networking for Users
Course ........................................ sn_snts_a01_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

CompTIA Security+ SY0-401
CompTIA Security+ SY0-401: Control Fundamentals and Security Threats
Course ........................................ cs_styq_a01_it_enus
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses
Course ........................................ cs_styq_a02_it_enus
CompTIA Security+ SY0-401: Creating Secure Networks
Course ........................................ cs_styq_a03_it_enus
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing
Course ........................................ cs_styq_a04_it_enus
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls
Course ........................................ cs_styq_a05_it_enus
CompTIA Security+ SY0-401: Securing a Networked Environment
Course ........................................ cs_styq_a06_it_enus
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security
Course ........................................ cs_styq_a07_it_enus
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures
Course ........................................ cs_styq_a08_it_enus
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud
Course ........................................ cs_styq_a09_it_enus
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics
Course ........................................ cs_styq_a10_it_enus

CompTIA Network+ 2012
CompTIA Network+ 2012: Networking Concepts Part 1
Course ........................................ cs_ctmt_a01_it_enus
CompTIA Network+ 2012: Networking Concepts Part 2
Course ........................................ cs_ctmt_a02_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 1
Course ........................................ cs_ctmt_a03_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 2
Course ........................................ cs_ctmt_a04_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 1
Course ........................................ cs_ctmt_a05_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 2
Course ........................................ cs_ctmt_a06_it_enus
CompTIA Network+ 2012: Network Management
Course ........................................ cs_ctmt_a07_it_enus
CompTIA Network+ 2012: Network Security Part 1
Course ........................................ cs_ctmt_a08_it_enus
CompTIA Network+ 2012: Network Security Part 2
Course ........................................ cs_ctmt_a09_it_enus
CompTIA Network+ 2012: Network Security Part 3
Course ........................................ cs_ctmt_a10_it_enus

CompTIA Security+ 2011
CompTIA Security+ 2011: Control Fundamentals and Security Threats
Course ........................................ cs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
Course ........................................ cs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments
Course ........................................ cs_styp_a03_it_enus
Course ........................................ cs_styp_a04_it_enus
Course ........................................ cs_styp_a05_it_enus
Course ........................................ cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment
Course ........................................ cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures
Course ........................................ cs_styp_a08_it_enus
INTERNET AND NETWORK TECHNOLOGIES

NETWORK PROTOCOLS

- **TCP/IP: Mobile IP and IP Mobility**
  - Mobile IP Course......................................................... 211788_ENG
  - IP Mobility Course......................................................... 211789_ENG

- **TCP/IP: Protocols for Securing Web Transactions**
  - Digital Payments Course.................................................. 212561_ENG

- **TCP/IP: Network Management Protocols**
  - SNMP, MiBs, and RMON Course........................................ 210670_ENG

INTERNET AND NETWORK TECHNOLOGIES

DATA/TELECOMMUNICATIONS

- **IPv6 and Future Applications**
  - IPv6 Course................................................................. 80284_ENG

- **Lightweight Directory Access Protocol**
  - LDAP Fundamentals Course............................................. 85776_ENG
  - Designing and Maintaining LDAP Directory Services Course..................................................... 84923_ENG

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS COMMUNICATIONS

- **Advanced Wireless Technologies**
  - Beyond 3G (B3G) Course............................................. 219522_ENG

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

- **SSCP**
  - SSCP Domain: Access Controls Course........................................ sp_sycp_a01_it_enus
  - SSCP Domain: Cryptography Course........................................ sp_sycp_a02_it_enus
  - SSCP Domain: Malicious Code Course........................................ sp_sycp_a03_it_enus
  - SSCP Domain: Monitoring and Analysis Part 1 Course........................................ sp_sycp_a04_it_enus
  - SSCP Domain: Monitoring and Analysis Part 2 Course........................................ sp_sycp_a05_it_enus
  - SSCP Domain: Networks and Telecommunications Part 1 Course........................................ sp_sycp_a06_it_enus
  - SSCP Domain: Networks and Telecommunications Part 2 Course........................................ sp_sycp_a07_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

- **SSCP**
  - SSCP Domain: Access Controls Course........................................ sp_sycp_a01_it_enus
  - SSCP Domain: Cryptography Course........................................ sp_sycp_a02_it_enus
  - SSCP Domain: Malicious Code Course........................................ sp_sycp_a03_it_enus
  - SSCP Domain: Monitoring and Analysis Part 1 Course........................................ sp_sycp_a04_it_enus
  - SSCP Domain: Monitoring and Analysis Part 2 Course........................................ sp_sycp_a05_it_enus
  - SSCP Domain: Networks and Telecommunications Part 1 Course........................................ sp_sycp_a06_it_enus
  - SSCP Domain: Networks and Telecommunications Part 2 Course........................................ sp_sycp_a07_it_enus
SSCP Domain: Security Operations and Administration
Part 1
Course.................................................. sp_sycp_a08_it_enus
SSCP Domain: Security Operations and Administration
Part 2
Course.................................................. sp_sycp_a09_it_enus
SSCP Domain: Security Operations and Administration
Part 3
Course.................................................. sp_sycp_a10_it_enus
SSCP Domain: Risk, Response, and Recovery
Course.................................................. sp_sycp_a11_it_enus

- Certified Internet Security Auditor (CISA)
  CISA Domain: The Process of Auditing Information Systems - Part 1
  Course.................................................. sp_cisa_a01_it_enus
  CISA Domain: The Process of Auditing Information Systems - Part 2
  Course.................................................. sp_cisa_a02_it_enus
  CISA Domain: Governance and Management of IT - Part 1
  Course.................................................. sp_cisa_a03_it_enus
  CISA Domain: Governance and Management of IT - Part 2
  Course.................................................. sp_cisa_a04_it_enus
  CISA Domain: IS Acquisition, Development, and Implementation - Part 1
  Course.................................................. sp_cisa_a05_it_enus
  CISA Domain: IS Acquisition, Development, and Implementation - Part 2
  Course.................................................. sp_cisa_a06_it_enus
  CISA Domain: IS Operations, Maintenance and Support - Part 1
  Course.................................................. sp_cisa_a07_it_enus
  CISA Domain: IS Operations, Maintenance, and Support - Part 2
  Course.................................................. sp_cisa_a08_it_enus
  CISA Domain: Protection of Information Assets - Part 1
  Course.................................................. sp_cisa_a09_it_enus
  CISA Domain: Protection of Information Assets - Part 2
  Course.................................................. sp_cisa_a10_it_enus
  CISA Domain: IS Acquisition, Development and Implementation - Part 3
  Course.................................................. sp_cisa_a11_it_enus

- Certified Ethical Hacker (CEH) v8
  Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing
  Course.................................................. sp_ceth_a01_it_enus
  Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance
  Course.................................................. sp_ceth_a02_it_enus
  Certified Ethical Hacker (CEH) v8: Network Scanning
  Course.................................................. sp_ceth_a03_it_enus
  Certified Ethical Hacker (CEH) v8: System Hacking
  Course.................................................. sp_ceth_a04_it_enus
  Certified Ethical Hacker (CEH) v8: Malware
  Course.................................................. sp_ceth_a05_it_enus
  Certified Ethical Hacker (CEH) v8: Sniffing
  Course.................................................. sp_ceth_a06_it_enus
  Certified Ethical Hacker (CEH) v8: Social Engineering
  Course.................................................. sp_ceth_a07_it_enus
  Certified Ethical Hacker (CEH) v8: Denial of Service and Session Hijacking
  Course.................................................. sp_ceth_a08_it_enus
  Certified Ethical Hacker (CEH) v8: Hacking Web Servers
  Course.................................................. sp_ceth_a09_it_enus
  Certified Ethical Hacker (CEH) v8: Hacking Web Applications
  Course.................................................. sp_ceth_a10_it_enus
  Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks
  Course.................................................. sp_ceth_a11_it_enus
  Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms
  Course.................................................. sp_ceth_a12_it_enus
  Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeypots
  Course.................................................. sp_ceth_a13_it_enus
  Certified Ethical Hacker (CEH) v8: Buffer Overflow
  Course.................................................. sp_ceth_a14_it_enus

- Certified Information Security Manager (CISM) 2013
  CISM 2013: Information Security Governance (Part 1)
  Course.................................................. sp_ciso_a01_it_enus
  CISM 2013: Information Security Governance (Part 2)
  Course.................................................. sp_ciso_a02_it_enus
  CISM 2013: Information Security Governance (Part 3)
  Course.................................................. sp_ciso_a03_it_enus
  CISM 2013: Information Risk Management and Compliance (Part 1)
  Course.................................................. sp_ciso_a04_it_enus
  CISM 2013: Information Security Incident Management (Part 1)
  Course.................................................. sp_ciso_a05_it_enus
  CISM 2013: Information Risk Management and Compliance (Part 2)
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  CISM 2013: Information Security Incident Management (Part 2)
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Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM
Course ........................................ cc_caps_a02_it_enus
Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Components
Course ........................................ cc_caps_a03_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Connection
Course ........................................ cc_caps_a04_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment
Course ........................................ cc_caps_a05_it_enus
Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendant
Course ........................................ cc_caps_a06_it_enus
Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express
Course ........................................ cc_caps_a07_it_enus
Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation
Course ........................................ cc_caps_a08_it_enus
Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation
Course ........................................ cc_caps_a09_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Components
Course ........................................ cc_caps_a10_it_enus

Cisco CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1
Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
Course ........................................ cc_cptz_a01_it_enus
Cisco CIPT1 8.0: Cisco Unified Communications Management Administration
Course ........................................ cc_cptz_a02_it_enus
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling
Course ........................................ cc_cptz_a03_it_enus
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
Course ........................................ cc_cptz_a04_it_enus
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
Course ........................................ cc_cptz_a05_it_enus
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Course ........................................ cc_cptz_a06_it_enus
Cisco CIPT1 8.0: Implementing Call Coverage
Course ........................................ cc_cptz_a07_it_enus
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
Course ........................................ cc_cptz_a08_it_enus
### IT SKILLS COURSEWARE

- **Cisco CIPT1 8.0: Feature and Application Implementation**
- **Cisco CIPT1 8.0: Cisco Unified Mobility**

#### CIPT 2.0: Implementing Cisco Unified Communications Manager Part 2
- **Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview**
- **Cisco CIPT2 8.0: Multisite Deployment Implementation**
- **Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation**
- **Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation**
- **Cisco CIPT2 8.0: Features and Applications for Multisite Deployments**
- **Cisco CIPT2 8.0: Call Control Discovery**

#### ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration
- **Cisco ICOMM 8.0: CUC Solutions**
- **Cisco ICOMM 8.0: Administrator and End-User Interfaces**
- **Cisco ICOMM 8.0: Call Flows in CUC Systems**
- **Cisco ICOMM 8.0: Endpoint and User Administration**
- **Cisco ICOMM 8.0: End User Telephony and Mobility Features**
- **Cisco ICOMM 8.0: Configuring Mobility Features**
- **Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options**
- **Cisco ICOMM 8.0: Cisco Unified Presence**
- **Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance**
- **Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System**

#### Implementing Cisco Voice Communications and QoS (CVOICE)
- **Cisco CVOICE 8.0: Introduction to Voice Gateways**
- **Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs**
- **Cisco CVOICE 8.0: Transporting Voice over IP networks**
- **Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols**
- **Cisco CVOICE 8.0: VoIP Call Legs**
- **Cisco CVOICE 8.0: Cisco Unified Communications Manager Express**

#### ROUTE 1.0: Implementing Cisco IP Routing
- **Cisco ROUTE 1.0: Routing Services for Converged Networks**
- **Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise**
- **Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation**
- **Cisco ROUTE 1.0: The OSPF Routing Protocol**
- **Cisco ROUTE 1.0: Implementing an OSPF-Based Solution**
- **Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution**

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IT SKILLS COURSEWARE

Cisco ROUTE 1.0: Connecting the Enterprise to ISPs
Course .......................................................... cc_cins_a01_it_enus
Cisco ROUTE 1.0: Configuring and Verifying BGP operations
Course .......................................................... cc_cins_a02_it_enus
Cisco ROUTE 1.0 eLT: Implementing Path Control
Course .......................................................... CSCO0064EN07
Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast
Course .......................................................... CSCO0064EN08
Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6
Course .......................................................... CSCO0064EN09
Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques
Course .......................................................... CSCO0064EN10
Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6
Course .......................................................... CSCO0064EN11
Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers
Course .......................................................... CSCO0064EN12

Cisco ROUTE 1.0: Troubleshooting and Maintaining Cisco IP Networks
Cisco TSHOOT 1.0 eLT: Troubleshooting Voice over IP Integration
Course .......................................................... CSCO0066EN09
Cisco TSHOOT 1.0 eLT: Troubleshooting Video Integration
Course .......................................................... CSCO0066EN10
Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT
Course .......................................................... CSCO0066EN11
Cisco TSHOOT 1.0 eLT: Troubleshooting DHCP
Course .......................................................... CSCO0066EN12
Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng
Course .......................................................... CSCO0066EN13
Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services
Course .......................................................... CSCO0066EN14
Cisco TSHOOT 1.0 eLT: Troubleshooting Branch Office and Remote Worker Problems
Course .......................................................... CSCO0066EN15

Cisco SWITCH 1.0: Connecting the Enterprise to ISPs
Cisco IINS 2.0: Security Policies and Strategies
Course .......................................................... cc_cins_a01_it_enus
Cisco IINS 2.0: Introducing Networking Security Fundamentals
Course .......................................................... cc_cins_a02_it_enus
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<td>Cisco IINS 2.0: Securing the Management Plane and AAA Configuration</td>
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<td>Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments</td>
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**DESGN 2.1: Designing for Cisco Internetwork Solutions**

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<td>Cisco DESGN 2.1: Security Solutions for the Network</td>
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<td>Cisco DESGN 2.1: Integrating Voice and Video Architectures</td>
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**ICND1 2.0: Interconnecting Cisco Networking Devices Part 1**

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<td>ICND1 2.0: Operating Cisco IOS Software</td>
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<td>ICND1 2.0: Switch Operations</td>
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<td>ICND1 2.0: Understanding IPv4 Addresses</td>
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<td>ICND1 2.0: Address Blocks and VLSMs</td>
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IT SKILLS COURSEWARE

ICND1 2.0: The Transport Layer and Router Configuration
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ICND1 2.0: Packet Delivery and Static Routing
Course.................................................. cc_icne_a08_it_enus
ICND1 2.0: Access Control Lists and Network Address Translation
Course.................................................. cc_icne_a09_it_enus
ICND1 2.0: Managing Network Device Security
Course.................................................. cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP
Course.................................................. cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols
Course.................................................. cc_icne_a12_it_enus
ICND1 2.0: IPv6
Course.................................................. cc_icne_a13_it_enus

ICND2 2.0: Interconnecting Cisco Networking Devices Part 2
ICND2 2.0: VLANs and Spanning-Tree
Course.................................................. cc_icnf_a01_it_enus
ICND2 2.0: EtherChannel and Layer 3 Redundancy
Course.................................................. cc_icnf_a02_it_enus
ICND2 2.0: Troubleshooting Basic Connectivity
Course.................................................. cc_icnf_a03_it_enus
ICND2 2.0: Implementing an EIGRP Based Solution
Course.................................................. cc_icnf_a04_it_enus
ICND2 2.0: An Overview of OSPF
Course.................................................. cc_icnf_a05_it_enus
ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution
Course.................................................. cc_icnf_a06_it_enus
ICND2 2.0: Wan Technology Overview and Serial Connections
Course.................................................. cc_icnf_a07_it_enus
ICND2 2.0: Establishing a WAN Connection Using Frame Relay
Course.................................................. cc_icnf_a08_it_enus
ICND2 2.0: VPN Solutions and GRE Tunnels
Course.................................................. cc_icnf_a09_it_enus
ICND2 2.0: Network Device Management
Course.................................................. cc_icnf_a10_it_enus

Cisco SENSS 1.0
SENSS 1.0: Secure Design Principles
Course.................................................. cc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls
Course.................................................. cc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods
Course.................................................. cc_sens_a03_it_enus
SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls
Course.................................................. cc_sens_a04_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA
Course.................................................. cc_sens_a05_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration
Course.................................................. cc_sens_a06_it_enus
SENSS 1.0: Deploying Advanced Cisco ASA Access Policies
Course.................................................. cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies
Course.................................................. cc_sens_a08_it_enus
SENSS 1.0: Threat Controls Deployment on Cisco IOS Software
Course.................................................. cc_sens_a09_it_enus

ROUTE 2.0: Implementing Cisco IP Routing
Cisco ROUTE 2.0: Basic Network and Routing Concepts
Course.................................................. cc_rout_a01_it_enus
Cisco ROUTE 2.0: Path Control Implementation
Course.................................................. cc_rout_a10_it_enus

SWITCH 2.0: Implementing Cisco IP Switched Networks
Cisco SWITCH 2.0: Basic Concepts and Network Design
Course.................................................. cc_swch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture I
Course.................................................. cc_swch_a02_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II
Course.................................................. cc_swch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation
Course.................................................. cc_swch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Tuning and MST Implementation
Course.................................................. cc_swch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing
Course.................................................. cc_swch_a06_it_enus
Cisco SWITCH 2.0: High-Availability Networks
Course.................................................. cc_swch_a07_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP
Course.................................................. cc_swch_a08_it_enus
Cisco SWITCH 2.0: Campus Network Security I
Course.................................................. cc_swch_a09_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation
Course.................................................. cc_swch_a11_it_enus
Cisco SWITCH 2.0: Campus Network Security III
Course.................................................. cc_swch_a13_it_enus
IT SKILLS COURSEWARE

INTERNET AND NETWORK TECHNOLOGIES

EMC

■ EMC Information Storage and Management (ISM) v2

EMC ISM v2: Data Center Environment
Course..........................................................dt_ismu_a01_it_enus
EMC ISM v2: RAID and Intelligent Storage Systems
Course..........................................................dt_ismu_a02_it_enus
EMC ISM v2: FC SAN, IP SAN, and FCoE
Course..........................................................dt_ismu_a03_it_enus
EMC ISM v2: NAS, Object-based Storage, and Unified Storage
Course..........................................................dt_ismu_a04_it_enus
EMC ISM v2: Business Continuity, Backup, Replication, and Archiving
Course..........................................................dt_ismu_a05_it_enus
EMC ISM v2: Remote Replication and Cloud Computing
Course..........................................................dt_ismu_a06_it_enus
EMC ISM v2: Securing the Storage Infrastructure
Course..........................................................dt_ismu_a07_it_enus
EMC ISM v2: Managing the Storage Infrastructure
Course..........................................................dt_ismu_a08_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

■ Cloud Computing for Business Professionals

Introducing Cloud Computing
Course..........................................................cl_clbp_a01_it_enus
Moving Business Services into the Cloud
Course..........................................................cl_clbp_a02_it_enus

■ Cloud Computing for IT Professionals

Cloud Computing Basics
Course..........................................................cl_clip_a01_it_enus
Cloud Technology Enablers
Course..........................................................cl_clip_a02_it_enus
Enterprise Data and Cloud Interaction
Course..........................................................cl_clip_a03_it_enus
Migrating Infrastructure to the Cloud
Course..........................................................cl_clip_a04_it_enus
Identity, Presence, and Privacy
Course..........................................................cl_clip_a05_it_enus
Providing Cloud Security
Course..........................................................cl_clip_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)
Mentoring Assets..............................................mnt642902
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Mentoring Assets..............................................mnt642832
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)
Mentoring Assets..............................................mnt642813
Mentoring Certified Information Systems Security Professional (CISSP)
Mentoring Assets..............................................mntcissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
Mentoring Assets..............................................mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)
Mentoring Assets..............................................mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)
Mentoring Assets..............................................mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
Mentoring Assets..............................................mntes642457
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)
Mentoring Assets..............................................mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
Mentoring Assets..............................................mntes642427
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)
Mentoring Assets..............................................mnt640864
Mentoring Certified Information Systems Auditor (CISA)
Mentoring Assets..............................................mntcisa
Mentoring Systems Security Certified Practitioner (SSCP)
Mentoring Assets..............................................mntsscp2ed
Mentoring Certified Information Security Manager (CISM)
Mentoring Assets..............................................mntcismu
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)
Mentoring Assets..............................................mnt640554
Mentoring E10-001 Information Storage and Management
Mentoring Assets..............................................mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
Mentoring Assets..............................................mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
Mentoring Assets..............................................mnt200101
Mentoring 200-120 Cisco Certified Network Associate (CCNA)
Mentoring Assets.................................mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH)
Mentoring Assets.................................mnt31250v8
Mentoring SY0-401 CompTIA Security+
Mentoring Assets.................................mntsys0401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)
Mentoring Assets.................................mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)
Mentoring Assets.................................mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Mentoring Assets.................................mnt300135
Mentoring 300-206 Implementing Cisco Edge Network Security Solutions (SENSS)
Mentoring Assets.................................mnt300206
Mentoring 70-246 Monitoring and Operating a Private Cloud, System Center 2012
Mentoring Assets.................................mnt70246
Mentoring 70-247 Configuring and Deploying a Private Cloud, System Center 2012
Mentoring Assets.................................mnt70247
Mentoring 300-207 Implementing Cisco Threat Control Solutions (SITCS)
Mentoring Assets.................................mnt300207
Mentoring N10-005 Network+
Mentoring Assets.................................mntn10005

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)
Testprep Exams.................................cc_iscis_a01_tp_enus
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)
Testprep Exams.................................cc_iscir_a01_tp_enus
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Testprep Exams.................................cc_iscit_a01_tp_enus
TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
Testprep Exams.................................cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)
Testprep Exams.................................sp_cissp_a01_tp_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)
Testprep Exams.................................cc_desgn_a01_tp_enus

TestPrep Certified Information Security Manager (CISM)
Testprep Exams.................................sp_cism_a01_tp_enus
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)
Testprep Exams.................................cc_isns_a01_tp_enus
TestPrep E10-001 Information Storage and Management
Testprep Exams.................................dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
Testprep Exams.................................cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
Testprep Exams.................................cc_icne_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)
Testprep Exams.................................cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)
Testprep Exams.................................sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+
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TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)
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TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)
Testprep Exams.................................cc_swch_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012
Testprep Exams.................................ws_mopc_a01_tp_enus
TestPrep Systems Security Certified Practitioner (SSCP)
Testprep Exams.................................sp_sscp_a01_tp_enus
TestPrep Certified Information Systems Auditor (CISA)
Testprep Exams.................................sp_cisa_a01_tp_enus
TestPrep N10-005 Network+
Testprep Exams.................................cs_ctmt_a01_tp_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 12C

Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
Course ..............................................od_nfad_a01_it_enus
Oracle Database 12c: Managing CDB and PBD, and Data Optimization
Course ..............................................od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
Course ..............................................od_nfad_a03_it_enus
Oracle Database 12c: Managing Security
Course ..............................................od_nfad_a04_it_enus
Oracle Database 12c: High Availability and Database Management Course.......................................... od_nfad_a05_it_enus
Oracle Database 12c: Tuning SQL and Using ADDM Course.................................................. od_nfad_a06_it_enus
Oracle Database 12c: Resource Manager, Online Operations, and ADR Course................................. od_nfad_a07_it_enus
Oracle Database 12c: Transporting Databases and Managing Data Course........................................ od_nfad_a08_it_enus

Oracle Database 12c: Install and Upgrade
Oracle Database 12c – Install and Upgrade: Database Architecture Course........................................ od_inup_a01_it_enus
Oracle Database 12c – Install and Upgrade: Installation Course......................................................... od_inup_a02_it_enus
Oracle Database 12c – Install and Upgrade: Upgrading Course......................................................... od_inup_a03_it_enus

Oracle Database 12c: Administration
Oracle Database 12c - Administration: Database Architecture and Management Tools Course.............................. od_oadm_a01_it_enus
Oracle Database 12c – Administration: Manage the Database Instance Course...................................... od_oadm_a02_it_enus
Oracle Database 12c – Administration: The Network Environment and User Security Course.................. od_oadm_a03_it_enus
Oracle Database 12c – Administration: Storage structures and Undo Data Course.................................. od_oadm_a04_it_enus
Oracle Database 12c – Administration: Data Concurrency and Auditing Course.................................. od_oadm_a05_it_enus
Oracle Database 12c – Administration: Backup, Recover, and Move Data Course.................................. od_oadm_a06_it_enus
Oracle Database 12c – Administration: Maintenance and Performance Tuning Course.......................... od_oadm_a07_it_enus
Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support Course..................... od_oadm_a08_it_enus

Oracle Database 12c: Administration Workshop I
Oracle Database 11g: Database Architecture and Installation Course........................................... 255701_ENG
Oracle Database 11g: Database Creation, Instance Management, and Connectivity Course.................. 255770_ENG
Oracle Database 11g: Storage Structures and User Security Course................................................. 255814_ENG
Oracle Database 11g: Managing the Schema, Data, and Concurrency Course...................................... 255825_ENG
Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance Course....................... 255834_ENG
Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup Course.......................... 255845_ENG

Oracle Database 11g: New Features For Administrators
Oracle Database 11g: Installation and Upgrade Enhancements Course........................................... 255352_ENG
Oracle Database 11g: Storage Enhancements Course................................................................. 255364_ENG
Oracle Database 11g: Change Management Overview and SQL Plan Management Course..................... 255373_ENG
Oracle Database 11g: Database Replay and Automatic SQL Tuning Course........................................ 255385_ENG
Oracle Database 11g: Intelligent Infrastructure Enhancements Course......................................... 255397_ENG
Oracle Database 11g: Performance Enhancements Course.......................................................... 255408_ENG
Oracle Database 11g: Partitioning and Storage-Related Enhancements Course.................................. 255415_ENG
Oracle Database 11g: Using RMAN Enhancements, Flashback and LogMiner Advisor Course.................. 255423_ENG
Oracle Database 11g: Diagnostic Enhancements and Using the Data Recovery Advisor Course............... 255433_ENG
Oracle Database 11g: New Security Features Course........................................................................ 255444_ENG
Oracle Database 11g: SecureFiles and Miscellaneous New Features Course...................................... 255451_ENG

Enterprise Database Systems
Oracle 11g
IT SKILLS COURSEWARE

Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database
Course .................................................. 255854_ENG

Oracle Database 11g: Administration Workshop II
Oracle Database 11g: Database Architecture and ASM
Course .................................................. 256682_ENG
Oracle Database 11g: Configuring for Recovery
Course .................................................. 256975_ENG
Oracle Database 11g: Configuring for Backups
Course .................................................. 257033_ENG
Oracle Database 11g: Using RMAN for Recovery
Course .................................................. 257046_ENG
Oracle Database 11g; Supporting RMAN and Using Flashback Technology
Course .................................................. 257060_ENG
Oracle Database 11g: Diagnosing the Database and Managing Memory
Course .................................................. 257071_ENG
Oracle Database 11g: Database Performance and Space Management
Course .................................................. 257081_ENG
Oracle Database 11g: Managing Resources and Task Automation
Course .................................................. 257108_ENG
Oracle Database 11g: Globalization
Course .................................................. 257117_ENG

Oracle Database 11g: SQL and PL/SQL New Features
Getting Started with SQL and PL/SQL New Features
Course .................................................. 257179_ENG
Using Dynamic SQL and Implementing Performance Improvements
Course .................................................. 257188_ENG
Using Trigger, Data Warehousing, and Pivoting Enhancements
Course .................................................. 257195_ENG
Using the PL/SQL Debugger, Collections and Data Warehousing
Course .................................................. 257202_ENG

Oracle Database 11g: SQL Fundamentals I
Oracle Database 11g: Using SQL to Query Your Database
Course .................................................. 257492_ENG
Oracle Database 11g: Conversion Functions, Group Functions, and Joins
Course .................................................. 257503_ENG
Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation
Course .................................................. 257513_ENG
Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms
Course .................................................. 257522_ENG

Oracle Database 11g: SQL Fundamentals II
Oracle Database 11g: Controlling User Access and Managing Schema Objects
Course .................................................. 257867_ENG
Oracle Database 11g: Data Dictionary Views and Large Data Sets
Course .................................................. 257876_ENG
Oracle Database 11g: Managing Data in Different Time Zones
Course .................................................. 257884_ENG
Oracle Database 11g: Using Subqueries and Regular Expressions
Course .................................................. 257896_ENG

Oracle Database 11g: PL/SQL Fundamentals
Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements
Course .................................................. 257801_ENG
Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops
Course .................................................. 257810_ENG
Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL
Course .................................................. 257817_ENG
Oracle Database 11g: Working with Exceptions, Subprograms, JDeveloper, and REF Cursors
Course .................................................. 257825_ENG

Oracle Database 11g: Develop PL/SQL Program Units
Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL
Course .................................................. 259958_ENG
Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL
Course .................................................. 259959_ENG
Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code
Course .................................................. 259960_ENG
Oracle Database 11g: Managing PL/SQL Code and Dependencies
Course .................................................. 259961_ENG

Oracle Database 11g: Introduction to SQL
Oracle Database 11g: Querying a Database with SQL
Course .................................................. 260277_ENG
Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins  
Course ........................................... 260278_ENG
Oracle Database 11g: Manipulating Queries and Data  
Course ........................................... 260279_ENG
Oracle Database 11g: Using DDL, Views, and Schema Objects  
Course ........................................... 260280_ENG
Oracle Database 11g: Controlling User Access and Managing Objects  
Course ........................................... 260281_ENG
Oracle Database 11g: Managing Data Dictionary Views and Large Data Sets  
Course ........................................... 260282_ENG
Oracle Database 11g: Managing Time Zones and Datetime Functions  
Course ........................................... 260283_ENG
Oracle Database 11g: Subqueries and Regular Expressions  
Course ........................................... 260284_ENG

Oracle Database 11g: Program with PL/SQL  
Oracle Database 11g: Getting Started With PL/SQL  
Course ........................................... 260269_ENG
Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures  
Course ........................................... 260270_ENG
Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors  
Course ........................................... 260271_ENG
Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors  
Course ........................................... 260272_ENG
Oracle Database 11g: Subprograms, Packages, and Exception Handling  
Course ........................................... 260273_ENG
Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations  
Course ........................................... 260274_ENG
Oracle Database 11g: Using Triggers and the PL/SQL Compiler  
Course ........................................... 260275_ENG
Oracle Database 11g: PL/SQL Code and Dependency Management  
Course ........................................... 260276_ENG

Oracle Database 11g: SQL Tuning  
Oracle Database 11g: Architecture, SQL Tuning, and Optimization  
Course ........................................... od_ortw_a01_dt_enus
Oracle Database 11g: Indexes, Access Paths, and Join Operations  
Course ........................................... od_ortw_a02_dt_enus
Oracle Database 11g: Execution Plans and Star Transformations  
Course ........................................... od_ortw_a03_dt_enus
Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing  
Course ........................................... od_ortw_a04_dt_enus
Oracle Database 11g: Application Tracing and Automatic SQL Tuning  
Course ........................................... od_ortw_a05_dt_enus

Oracle Database 11g: Secure Backup  
Oracle Database 11g: Configuring OSB and Security  
Course ........................................... od_odsb_a01_it_enus
Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup  
Course ........................................... od_odsb_a02_it_enus
Oracle Database 11g: RMAN and Oracle Secure Backup  
Course ........................................... od_odsb_a03_it_enus
Oracle Database 11g: Managing Backups and Infrastructure  
Course ........................................... od_odsb_a04_it_enus
Oracle Database 11g: Tape Vaulting, Duplication, and Tuning  
Course ........................................... od_odsb_a05_it_enus

Oracle Database 11g: RAC Administration  
Oracle Database 11g: Installation of Clusterware and RAC  
Course ........................................... od_orac_a01_it_enus
Oracle Database 11g: RAC Database and Oracle Clusterware Administration  
Course ........................................... od_orac_a02_it_enus
Oracle Database 11g: RAC Performance Tuning  
Course ........................................... od_orac_a03_it_enus
Oracle Database 11g: Configure, Manage, and Use Services in RAC  
Course ........................................... od_orac_a04_it_enus
Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management  
Course ........................................... od_orac_a05_it_enus
Oracle Database 11g: High Availability in RAC  
Course ........................................... od_orac_a06_it_enus

Oracle Database 11g: Security  
Oracle Database 11g: Introduction to Database Security and Solutions  
Course ........................................... od_odsc_a01_it_enus
Oracle Database 11g: Database Security  
Course ........................................... od_odsc_a02_it_enus
Oracle Database 11g: Database Auditing Course
Oracle Database 11g: Basic User and Strong Authentication Course
Oracle Database 11g: Enterprise User Security and Proxy Authentication Course
Oracle Database 11g: Privileges, Roles, and Application Contexts Course
Oracle Database 11g: Virtual Private Database Course
Oracle Database 11g: Oracle Label Security and the Data Masking Pack Course
Oracle Database 11g: Encryption Concepts Course
Oracle Database 11g: Transparent Data Encryption Course
Oracle Database 11g: Oracle Net Services and Listener Security Course
Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security Course
Oracle Database 11g: Database Creation and Installation Course
Oracle Database 11g: Database Architecture Course
Oracle Database 11g: The ASM Instance and Instance Management Course
Oracle Database 11g: The RMAN Catalog and Database and Recovery Operations Course
Oracle Database 11g: Using Change Management Solutions Course
Oracle Database 11g: Intelligent Infrastructure Enhancements Course
Oracle Database 11g: Diagnosability Enhancements Course
Oracle Database 11g: SQL Monitoring and Performance Enhancements Course
Oracle Database 11g: Application Performance Enhancements Course
Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data Course
Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup Course

Oracle Database 11g: Administration Workshop I
Release 2

Oracle Database 11g: Database Architecture and Installation Course
Oracle Database 11g Release 2: Database Creation and Management Course
Oracle Database 11g Release 2: The ASM Instance and Network Connectivity Course
Oracle Database 11g Release 2: Storage Structures and User Security Course
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing Course
Oracle Database 11g Release 2: Managing Database Maintenance and Performance Course
Oracle Database 11g Release 2: Backup and Recovery Course
Oracle Database 11g Release 2: Moving Data and Oracle Support Course

Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture and Recovery Operations Course
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups Course
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks Course
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN Course
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies Course
Oracle Database 11g Release 2: Managing Database Memory and Performance Course
IT SKILLS COURSEWARE

Oracle Database 11g Release 2: Managing Database Resources and the Scheduler
Course .................................................. od_odat_a07_it_enus
Oracle Database 11g Release 2: Managing Database Space and Duplication
Course .................................................. od_odat_a08_it_enus

Oracle SOA Suite 11g

Oracle SOA Suite 11g: Introduction to SOA
Course .................................................. od_soas_a01_it_enus
Oracle SOA Suite 11g: SOA Governance and Service Design
Course .................................................. od_soas_a02_it_enus
Oracle SOA Suite 11g: SOA Composite Applications
Course .................................................. od_soas_a03_it_enus
Oracle SOA Suite 11g: Mediator and BPEL Components
Course .................................................. od_soas_a04_it_enus
Oracle SOA Suite 11g: Human Task and Business Rules Components
Course .................................................. od_soas_a05_it_enus
Oracle SOA Suite 11g: SOA Security and Adoption Planning
Course .................................................. od_soas_a06_it_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 10G

Oracle Database 10g: PL/SQL Fundamentals

Introduction to PL/SQL
Course .................................................. 216518_ENG
Using PL/SQL with an Oracle Server
Course .................................................. 216530_ENG
Using Control Structures
Course .................................................. 217616_ENG
Using Composite Data Types
Course .................................................. 216540_ENG
Explicit Cursors and Exception Errors
Course .................................................. 216554_ENG
Creating Stored Procedures and Functions
Course .................................................. 216563_ENG

Oracle Database 10g: Developing PL/SQL Program Units

PL/SQL Packages
Course .................................................. 216687_ENG
Oracle-Supplied Packages and DBMS_SCHEDULER
Course .................................................. 216700_ENG
Managing Dependencies
Course .................................................. 216717_ENG
Manipulating Large Objects in PL/SQL
Course .................................................. 216725_ENG
PL/SQL Triggers
Course .................................................. 216739_ENG
Dynamic SQL and Metadata
Course .................................................. 218842_ENG

Oracle Database 10g: New Features I

Oracle Database 10g: New Installation and Configuration Features
Course .................................................. 210040_ENG
Oracle Database 10g: New Data Loading Features
Course .................................................. 210050_ENG
Oracle Database 10g: New Automatic Management and Management Infrastructure Features
Course .................................................. 210057_ENG
Oracle Database 10g: New Resource, Scheduling, and Task-Management Features
Course .................................................. 210074_ENG
Oracle Database 10g: New Space Management Features
Course .................................................. 210086_ENG
Oracle Database 10g: New Storage Features
Course .................................................. 210095_ENG

Oracle Database 10g: New Features II

Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features
Course .................................................. 220637_ENG
Oracle Database 10g: New Backup and Recovery Features
Course .................................................. 220638_ENG
Oracle Database 10g: Using Flashback
Course .................................................. 220639_ENG
Oracle Database 10g: New Features in Security and Software Maintenance
Course .................................................. 220640_ENG
Oracle Database 10g: New Features in VLDB Support
Course .................................................. 220641_ENG
Oracle Database 10g: Miscellaneous New Features
Course .................................................. 220642_ENG

Oracle Database 10g: Administration Workshop I Release 2

Oracle Database 10g: Installing Oracle Database 10g Release 2
Course .................................................. 249293_ENG
Oracle Database 10g: Creating Databases Release 2
Course .................................................. 249294_ENG
Oracle Database 10g: Database Interfaces Release 2
Course .................................................. 249295_ENG
Oracle Database 10g: Database Control and Storage Structures Release 2 Course ........................................249296_ENG
Oracle Database 10g: Users and Security Release 2 Course ........................................249297_ENG
Oracle Database 10g: Managing Schema Objects and Data Release 2 Course ........................................249298_ENG
Oracle Database 10g: The SQL*Loader and PL/SQL Release 2 Course ........................................249299_ENG
Oracle Database 10g: Oracle Net Services and Shared Servers Release 2 Course ........................................249300_ENG
Oracle Database 10g: Monitoring and Maintenance Release 2 Course ........................................249301_ENG
Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2 Course ........................................249302_ENG
Oracle Database 10g: Managing Backup and Recovery Release 2 Course ........................................249303_ENG

ENTERPRISE DATABASE SYSTEMS
MICROSOFT SQL SERVER 2014

Microsoft SQL Server 2014: Designing Database Solutions
Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure Course ........................................md_ddsa_a01_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds Course ........................................md_ddsa_a02_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course ........................................md_ddsa_a03_it_enus
Microsoft SQL Server 2014 - Designing Solutions: High Availability Course ........................................md_ddsa_a04_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn Course ........................................md_ddsa_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery Course ........................................md_ddsa_a06_it_enus

Database Fundamentals
Database Systems and Relational Databases Course ........................................df_dbfn_a01_it_enus
Management of Relational Database Data Course ........................................df_dbfn_a02_it_enus

Database Design Fundamentals
Introduction to Designing a Relational Database Course ........................................df_dbds_a01_it_enus
The Logical and Physical Database Design Methodologies Course ........................................df_dbds_a02_it_enus

Microsoft SQL Server 2012: Querying
Microsoft SQL Server 2012: Creating Database Objects Course ........................................md_mssql_a01_it_enus
Microsoft SQL Server 2012: Querying Basics and Modifying Data Course ........................................md_mssql_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions Course ........................................md_mssql_a03_it_enus
Microsoft SQL Server 2012: Creating Functions and Triggers Course ........................................md_mssql_a04_it_enus
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries Course ........................................md_mssql_a05_it_enus
Microsoft SQL Server 2012: Managing XML Data Course ........................................md_mssql_a06_it_enus

Microsoft SQL Server 2012: Database Administration
Microsoft SQL Server 2012: Installation and Upgrade Course ........................................md_mssql_a07_it_enus
Microsoft SQL Server 2012: Instance Configuration and Database Creation Course ........................................md_mssql_a08_it_enus
Microsoft SQL Server 2012: Managing Databases and Automating Tasks Course ........................................md_mssql_a09_it_enus
Microsoft SQL Server 2012: Security Management Course ........................................md_mssql_a10_it_enus
Microsoft SQL Server 2012: Managing Database Data Course ........................................md_mssql_a11_it_enus
Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions
Course........................................md_msdb_a06_it_enus
Microsoft SQL Server 2012: Backing Up and Restoring Databases
Course........................................md_msdb_a07_it_enus
Microsoft SQL Server 2012: Database Monitoring and Performance Tuning
Course........................................md_msdb_a08_it_enus
Microsoft SQL Server 2012: Configuring High Availability
Course........................................md_msdb_a09_it_enus

Microsoft SQL Server: Developing Databases
Microsoft SQL Server 2012 – Developing Databases: Implementing Tables and Views
Course........................................md_dsqd_a01_it_enus
Microsoft SQL Server 2012 – Developing Databases: Implementing Indexes
Course........................................md_dsqd_a02_it_enus
Microsoft SQL Server 2012 – Developing Databases: Storing Procedures
Course........................................md_dsqd_a03_it_enus
Microsoft SQL Server 2012 – Developing Databases: Developing Databases: CLR Integration
Course........................................md_dsqd_a04_it_enus
Microsoft SQL Server 2012 – Developing Databases: Working with Data
Course........................................md_dsqd_a05_it_enus
Microsoft SQL Server 2012 – Developing Databases: Working with XML Data
Course........................................md_dsqd_a06_it_enus
Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries
Course........................................md_dsqd_a07_it_enus
Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting
Course........................................md_dsqd_a08_it_enus

Microsoft SQL Server 2012: Implementing a Data Warehouse
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Design and Deployment
Course...........................................md_dwsq_a01_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages
Course...........................................md_dwsq_a02_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions
Course...........................................md_dwsq_a03_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages
Course...........................................md_dwsq_a04_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
Course...........................................md_dwsq_a05_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
Course...........................................md_dwsq_a06_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
Course...........................................md_dwsq_a07_it_enus
Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions
Course...........................................md_dwsq_a08_it_enus

ENTERPRISE DATABASE SYSTEMS
MICROSOFT SQL SERVER 2008

Microsoft SQL Server 2008: Business Intelligence Development and Maintenance
Implementing SQL Server 2008 Integration Services
Course...........................................md_mqbm_a01_it_enus
Configuring SQL Server 2008 Integration Services Packages
Course...........................................md_mqbm_a02_it_enus
Deploying SQL Server 2008 Integration Services Packages
Course...........................................md_mqbm_a03_it_enus
Managing SSIS Packages in SQL Server 2008
Course...........................................md_mqbm_a10_it_enus
Implementing SQL Server 2008 Reporting Services Solutions
Course...........................................md_mqbm_a04_it_enus
Deploying and Delivering SQL Server 2008 Reporting Services Reports
Course...........................................md_mqbm_a05_it_enus
Maintaining SQL Server 2008 Reporting Services
Course...........................................md_mqbm_a06_it_enus
Implementing SQL Server 2008 Analysis Services Solutions
Course...........................................md_mqbm_a07_it_enus
Querying Cubes and Working with Data Mining in SSAS
Course...........................................md_mqbm_a08_it_enus
Managing SQL Server 2008 Analysis Services Solutions
Course...........................................md_mqbm_a09_it_enus

Microsoft SQL Server 2008 R2: Implementation and Maintenance
SQL Server 2008 R2: Installation
Course...........................................md_mcir_a01_it_enus
SQL Server 2008 R2: Instance and Database Configuration
Course..........................................................md_msd_r_a01_it_en_us
SQL Server 2008 R2: Security Management
Course..........................................................md_msd_r_a03_it_en_us
SQL Server 2008 R2: Database Management
Course..........................................................md_msd_r_a04_it_en_us
SQL Server 2008 R2: Data Management
Course..........................................................md_msd_r_a05_it_en_us
SQL Server 2008 R2: Database Monitoring and Performance
Course..........................................................md_msd_r_a06_it_en_us
SQL Server 2008 R2: Backups, Restores, and Database Snapshots
Course..........................................................md_msd_r_a07_it_en_us
SQL Server 2008 R2: High Availability
Course..........................................................md_msd_r_a08_it_en_us

Microsoft SQL Server 2008 R2: Database Development
SQL Server 2008 R2: Creating and Implementing Database Objects
Course..........................................................md_msd_r_a01_it_en_us
SQL Server 2008 R2: Creating and Altering Partitions
Course..........................................................md_msd_r_a02_it_en_us
SQL Server 2008 R2: Running Queries and Manipulating Data
Course..........................................................md_msd_r_a03_it_en_us
SQL Server 2008 R2: Performing Advanced Query Techniques
Course..........................................................md_msd_r_a04_it_en_us
SQL Server 2008 R2: Implementing Programming Objects
Course..........................................................md_msd_r_a05_it_en_us
SQL Server 2008 R2: Querying and Managing XML Data
Course..........................................................md_msd_r_a06_it_en_us
SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes
Course..........................................................md_msd_r_a07_it_en_us
SQL Server 2008 R2: Gathering Performance Data
Course..........................................................md_msd_r_a08_it_en_us

MySQL: Using the Data Manipulation and Definition Statements
Course..........................................................df_mysq_a03_it_en_us

ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

Mentoring Assets

Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators
Mentoring Assets..........................mnt1z0040
Mentoring 1Z0-042 Oracle Database 10g: Administration I
Mentoring Assets..........................mnt1z0042
Mentoring 1Z0-047 Oracle Database SQL Expert
Mentoring Assets..........................mnt1z0047
Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators
Mentoring Assets..........................mnt1z0050
Mentoring 1Z0-052 Oracle Database 11g: Administration I
Mentoring Assets..........................mnt1z0052
Mentoring 1Z0-053 Oracle Database 11g: Administration II
Mentoring Assets..........................mnt1z0053
Mentoring 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance
Mentoring Assets..........................mnt70432
Mentoring 70-433 TS: Microsoft SQL Server 2008, Database Development
Mentoring Assets..........................mnt70433
Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
Mentoring Assets..........................mnt70462
Mentoring 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012
Mentoring Assets..........................mnt70463
Mentoring 70-464 Developing Microsoft SQL Server 2012 Databases
Mentoring Assets..........................mnt70464
Mentoring 70-413 Designing and Implementing a Server Infrastructure
Mentoring Assets..........................mnt70413
Mentoring 1Z0-060 Upgrade to Oracle Database 12c
Mentoring Assets..........................mnt1z0060
Mentoring 1Z0-062 Oracle Database 12c: Installation and Administration
Mentoring Assets..........................mnt1z0062
Mentoring 70-414 Implementing an Advanced Server Infrastructure
Mentoring Assets..........................mnt70414

TEST PREPS
IT SKILLS COURSEWARE

■ Test Preps

TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators
TestPrep Exams ............................................ TP1Z0050_ENG
TestPrep 1Z0-047 Oracle Database SQL Expert
Testprep Exams ............................................. TP1Z0047_ENG
TestPrep 1Z0-042 Oracle Database 10g: Administration I
Release 2
TestPrep Exams ............................................. TP1Z0042R2_ENG
TestPrep 1Z0-040 Oracle Database 10g: New Features for Administrators
TestPrep Exams ............................................. TP1Z0040_ENG
TestPrep 1Z0-052 Oracle Database 11g: Administration I
TestPrep Exams ............................................. od_oaws_a01_tp_enus
TestPrep 70-342 TS: Microsoft SQL Server 2008,
Implementation and Maintenance
TestPrep Exams ............................................. md_mcim_a01_tp_enus
TestPrep 70-343 TS: Microsoft SQL Server 2008,
Database Development
TestPrep Exams ............................................. md_msdd_a01_tp_enus
TestPrep 1Z0-053 Oracle Database 11g: Administration II
TestPrep Exams ............................................. od_oawt_a01_tp_enus
TestPrep 70-462 Administering Microsoft SQL Server
2012 Databases
TestPrep Exams ............................................. md_msdb_a01_tp_enus
TestPrep 70-461 Querying Microsoft SQL Server 2012
TestPrep Exams ............................................. md_mssql_a01_tp_enus
TestPrep 70-463 Implementing a Data Warehouse with
Microsoft SQL Server 2012
TestPrep Exams ............................................. md_dwsq_a01_tp_enus
TestPrep 70-464 Developing Microsoft SQL Server
Databases
TestPrep Exams ............................................. md_dsqd_a01_tp_enus
TestPrep 1Z0-060 Upgrade to Oracle Database 12c
TestPrep Exams ............................................. od_nfad_a01_tp_enus
TestPrep 70-413 Designing and Implementing a Server
Infrastructure
TestPrep Exams ............................................. ws_imin_a01_tp_enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and
Administration
TestPrep Exams ............................................. od_inup_a01_tp_enus

Enterprise Resource Planning Systems

Oracle 11i E-Business Suite: Essentials for Implementers

Oracle 11i E-Business Suite: Introduction
Course ...................................................... 232548_ENG
Oracle 11i E-Business Suite: Multi-Org
Course ...................................................... 232549_ENG
Oracle 11i E-Business Suite: Flexfields
Course ...................................................... 232550_ENG
Oracle 11i E-Business Suite: System Administration
Course ...................................................... 232551_ENG
Oracle 11i E-Business Suite: Workflow, Alerts, and Daily
Business Intelligence
Course ...................................................... 232552_ENG

Oracle 11i E-Business Suite: System Administrator Fundamentals

Oracle 11i: Function Security and Data Security
Course ...................................................... 234037_ENG
Oracle 11i: Roles, Delegated Administration, Registration,
and Auditing
Course ...................................................... 234038_ENG
Oracle 11i: Concurrent Elements
Course ...................................................... 234039_ENG
Oracle 11i: Profile Options, DBA Duties, and Printer
Management
Course ...................................................... 234040_ENG
Oracle 11i: Personalization of Forms and OA Framework
Pages
Course ...................................................... 234041_ENG
Oracle 11i: Oracle Workflow
Course ...................................................... 234043_ENG
Oracle 11i: System Monitoring and Troubleshooting in
OAM
Course ...................................................... 234044_ENG

Oracle 11i: Project Foundation Fundamentals

Oracle 11i: Project Management and Projects Integration
Course ...................................................... 238819_ENG
Oracle 11i: Organization, Period, and Calendar Definitions
in Oracle Projects
Course ...................................................... 238828_ENG
Oracle 11i: Resource and Role Management
Course ...................................................... 238838_ENG
Oracle 11i: Oracle Projects Security Model and Page
Layouts
Course ...................................................... 238847_ENG
Oracle 11i: Oracle Projects and Task Definition I
Course ...................................................... 238856_ENG
Oracle 11i: Oracle Projects and Task Definition II
Course ...................................................... 238857_ENG
Oracle 11i: User-Defined Attributes, Implementation
Options, and Utilization
Course ...................................................... 238858_ENG
Oracle 11i: Organization Forecasting and Integration
Course ...................................................... 238869_ENG
Oracle 11i: Navigate Oracle Applications
Oracle 11i: Using the Navigator, Forms, and Online Help
Course.................................................. 242461_ENG
Oracle 11i: Concurrent Processing, Requests, Profiles,
and Forms
Course.................................................. 242480_ENG

Enterprise Resource Planning Systems
SAP

Overview of SAP for Project Teams
Overview of SAP Solutions
Course...............................................sa_ospt_a01_it_enus
Financial Accounting with SAP
Course...............................................sa_ospt_a02_it_enus
SAP Logistics Modules
Course...............................................sa_ospt_a03_it_enus
SAP ERP Architecture
Course...............................................sa_ospt_a04_it_enus
SAP Administration
Course...............................................sa_ospt_a05_it_enus
SAP Project Planning and Implementation
Course...............................................sa_ospt_a06_it_enus
SAP NetWeaver Platform
Course...............................................sa_ospt_a07_it_enus

SAP Business Suite 7 for End Users
SAP Enterprise Resource Planning (ERP)
Course..................................................sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM)
Course..................................................sa_bseu_a02_dt_enus
SAP Product Lifecycle Management
Course..................................................sa_bseu_a03_dt_enus
SAP Supply Chain Management
Course..................................................sa_bseu_a04_dt_enus
SAP Supplier Relationship Management
Course..................................................sa_bseu_a05_dt_enus

SAP Business One for End Users
SAP Business One - Introduction for End Users
Course...............................................sa_boeau_a01_dt_enus

SAP Business Objects Business Intelligence
SAP BusinessObjects: Overview
Course..................................................sa_bobi_a01_dt_enus
SAP BusinessObjects: Crystal Reports
Course..................................................sa_bobi_a02_dt_enus
SAP BusinessObjects: Web Intelligence
Course..................................................sa_bobi_a03_dt_enus
SAP BusinessObjects: Dashboards and Analytics
Course..................................................sa_bobi_a04_dt_enus
SAP BusinessObjects: InfoView
Course..................................................sa_bobi_a05_dt_enus
SAP BusinessObjects: Business Intelligence
Course..................................................sa_bobi_a06_dt_enus

Moving to SAP R/3 Release 4.6
Navigating SAP R/3 Release 4.6
Course.................................................. 7198_ENG
Using SAP R/3 Release 4.6
Course.................................................. 7202_ENG

Overview of SAP R/3 Release 4.6
SAP R/3 Release 4.6 Fundamentals
Course.................................................. 15110_ENG

SAP ABAP Programming Fundamentals
ABAP Fundamentals
Course.................................................. 235539_ENG
ABAP Programming I
Course.................................................. 235540_ENG
ABAP Programming II
Course.................................................. 235541_ENG

Web Design
IT Professional

Working with HTML5 and CSS3
Introduction to HTML5 and CSS3
Course.................................................. wd_htmf_a01_it_enus
Working with Forms, the Canvas, and Media in HTML5
Course.................................................. wd_htmf_a02_it_enus
Advanced HTML5
Course.................................................. wd_htmf_a03_it_enus
IT SKILLS COURSEWARE

**HTML5**

- Introduction to HTML5
  Course: wd_htme_a01_it_enus
- HTML5 Layout
  Course: wd_htme_a02_it_enus
- HTML5 and CSS3
  Course: wd_htme_a05_it_enus
- HTML5 Layout with CSS3
  Course: wd_htme_a06_it_enus
- HTML5 Forms
  Course: wd_htme_a03_it_enus
- HTML5 APIs and Media
  Course: wd_htme_a04_it_enus
- HTML5 and Advanced CSS3
  Course: wd_htme_a07_it_enus
- HTML5 and JavaScript
  Course: wd_htme_a08_it_enus
- HTML5 Graphics and Canvas
  Course: wd_htme_a09_it_enus
- Advanced HTML5
  Course: wd_htme_a10_it_enus
- Advanced Features of JavaScript, CSS3 and HTML5
  Course: wd_htme_a11_it_enus

**XML Essentials**

- XML Language Basics
  Course: wd_xmle_a01_it_enus
- Manipulating XML with the XML DOM and Ajax
  Course: wd_xmle_a02_it_enus
- XML Transformation Using XSLT and XSL-FO
  Course: wd_xmle_a03_it_enus
- Querying XML Data with XPath and XQuery
  Course: wd_xmle_a04_it_enus
- Web Services and XML
  Course: wd_xmle_a05_it_enus

**WEB DESIGN**

**WEB SITE DESIGN - PRINCIPLES**

**Designing and Hosting a Web Site**

- Web Development Fundamentals
  Course: wd_dshw_a01_it_enus
- Internet Site Development
  Course: wd_dshw_a02_it_enus
- Web 2.0 Fundamentals
  Course: wd_dshw_a03_it_enus

**ADOBE**

**Adobe Flash CS5**

- Introduction to Adobe Flash Professional CS5
  Course: at_fcsf_a01_it_enus
- Drawing and Working with Images in Flash CS5
  Course: at_fcsf_a02_it_enus
- Using Flash CS5 Libraries, Text, and Components
  Course: at_fcsf_a03_it_enus
- Animation in Flash CS5
  Course: at_fcsf_a04_it_enus
- ActionScript and Multimedia in Flash CS5
  Course: at_fcsf_a05_it_enus
- Creating Navigation and Publishing Movies in Flash CS5
  Course: at_fcsf_a06_it_enus

**Adobe Photoshop CS5**

- Photoshop CS5: Getting Started
  Course: at_pcsp_a01_it_enus
- Photoshop CS5: Beyond the Basics
  Course: at_pcsp_a02_it_enus

**Adobe Dreamweaver CS5**

- Setting up a Site and Adding Content in Dreamweaver CS5
  Course: at_dcsf_a01_it_enus
- Adding Links and Images in Dreamweaver CS5
  Course: at_dcsf_a02_it_enus
- Tables, Accessibility, and Standards in Dreamweaver CS5
  Course: at_dcsf_a03_it_enus
- Reusing Content in Dreamweaver CS5
  Course: at_dcsf_a04_it_enus
- Creating Interactive Web Pages in Dreamweaver CS5
  Course: at_dcsf_a05_it_enus
- Cascading Style Sheets in Dreamweaver CS5
  Course: at_dcsf_a06_it_enus

**Adobe InDesign CS4**

- Adobe InDesign CS4: Fundamentals
  Course: at_idcs_a01_it_enus

**Adobe Dreamweaver CS4**

- Setting up a Site and Adding Content in Dreamweaver CS4
  Course: at_dcsf_a01_it_enus
- Adding Links and Images in Dreamweaver CS4
  Course: at_dcsf_a02_it_enus
- Tables, Accessibility, and Standards in Dreamweaver CS4
  Course: at_dcsf_a03_it_enus

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IT SKILLS COURSEWARE

Adobe Flash CS4
Introduction to Adobe Flash CS4 Professional Course........................................... at_fcsf_a01_it_enus
Drawing and Working with Images in Flash CS4 Course........................................... at_fcsf_a02_it_enus
Using Flash CS4 Libraries, Text, and Components Course........................................... at_fcsf_a03_it_enus
Animation in Flash CS4 Course................................................................. at_fcsf_a04_it_enus
ActionScript and Multimedia in Flash CS4 Course........................................... at_fcsf_a05_it_enus
Workflow and Adobe Integration in Flash CS4 Course........................................... at_fcsf_a06_it_enus
Creating Navigation and Publishing Movies in Flash CS4 Course...................................... at_fcsf_a07_it_enus

Adobe AIR for Flash Developers
Adobe Air for Flash CS4 Developers Course........................................... at_aafd_a01_it_enus

Adobe Reader X
Adobe Reader X Course................................................................. at_adre_a01_dt_enus

Adobe AIR 3
Adobe Air 3 for Flash CS5.5 Developers Course........................................... at_airr_a01_it_enus

Adobe InDesign CS5
Adobe InDesign CS5: Fundamentals Course........................................... at_idct_a01_it_enus

Adobe Acrobat Pro X1
Adobe Acrobat Pro XI Fundamentals Course........................................... at_adat_a01_dt_enus

Adobe Captivate 7
Adobe Captivate 7 Fundamentals Course ........................................... at_capt_a01_d cousins
Adobe Captivate 7 Editing Project Files Course ........................................... at_capt_a02_dt_enus

Adobe Dreamweaver CC
Adobe Dreamweaver CC - Essentials Course ........................................... at_dcsc_a01_dt_enus

Adobe Flash Professional CC
Adobe Flash Professional CC - Introduction and Basic Tools Course ........................................... at_fscc_a01_dt_enus
Adobe Flash Professional CC - Working with ActionScript Course ........................................... at_fscc_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and Features Course ...................................... at_fscc_a03_dt_enus

Adobe Illustrator CC
Adobe Illustrator CC Fundamentals Course ........................................... at_icsc_a01_dt_enus
Adobe Illustrator CC Tools and Techniques Course ........................................... at_icsc_a02_dt_enus
Adobe Illustrator CC Modifying with Effects Course ........................................... at_icsc_a03_dt_enus
Adobe Illustrator CC Advanced Tools and Effects Course ........................................... at_icsc_a04_dt_enus

Adobe InDesign CC
Adobe InDesign CC Essentials Course ........................................... at_idcc_a01_dt_enus
Adobe InDesign CC Essential Tools Course ........................................... at_idcc_a02_dt_enus
Adobe InDesign CC Advanced Features Course ........................................... at_idcc_a03_dt_enus

Adobe CC Overview New Features
Adobe CC Overview of New Features Course ........................................... at_nfcc_a01_dt_enus

Adobe Photoshop CC
Adobe Photoshop CC Fundamentals Course ........................................... at_pcsc_a01_dt_enus
Adobe Photoshop CC Essential Elements Course ........................................... at_pcsc_a02_dt_enus
IT SKILLS COURSEWARE

Adobe Photoshop CC Color and Transforming
Course........................................at_pscsc_a03_dt_enus
Adobe Photoshop CC Tools and Features
Course........................................at_pscsc_a04_dt_enus
Adobe Photoshop CC Advanced Tools and Features
Course........................................at_pscsc_a05_dt_enus

Adobe Premiere Elements 12
Adobe Premiere Elements 12 Essentials
Course........................................at_pret_a01_dt_enus

Adobe ColdFusion 10
Adobe ColdFusion 10 Fundamentals
Course........................................at_cfus_a01_it_enus

WEB DESIGN
SCRIPTING AND WEB LANGUAGES

JavaScript Fundamentals
JavaScript Language Basics
Course........................................sl_jasc_a01_it_enus
JavaScript: Objects and Object-oriented Programming
Course........................................sl_jasc_a02_it_enus
JavaScript: Functions and Regular Expressions
Course........................................sl_jasc_a03_it_enus
JavaScript: Browser Scripting Fundamentals
Course........................................sl_jasc_a04_it_enus
JavaScript: Advanced Browser Scripting and DHTML
Course........................................sl_jasc_a05_it_enus

DHTML Basics
DHTML and Cascading Style Sheets
Course........................................110402_ENG
Making Content Dynamic with DHTML
Course........................................109372_ENG

Advanced XML
Structuring XML with Schemas
Course........................................213606_ENG
Advanced Schemas
Course........................................215282_ENG
Transforming and Formatting XML
Course........................................213612_ENG
Querying, Navigating, and Linking XML Data
Course........................................213638_ENG
XML APIs
Course........................................213609_ENG
Extending XML
Course ........................................213614_ENG

JavaScript - JsRender
JsRender Fundamentals
Course ........................................sl_jsrd_a01_it_enus
Advanced JsRender Features
Course ........................................sl_jsrd_a02_it_enus

JavaScript Single Page Apps
JavaScript SPA: Getting Started with SPA in Visual Studio 2013
Course ........................................sl_jssp_a01_it_enus
JavaScript SPA: SPA Views and Routes
Course ........................................sl_jssp_a02_it_enus
JavaScript SPA: Durandal Modules and Lifecycle events.
Course ........................................sl_jssp_a03_it_enus
JavaScript SPA: Adding Views and Handling View Navigation in Durandal
Course ........................................sl_jssp_a04_it_enus

Building Apps with jQuery Mobile
jQuery Mobile – App Basics, UI Controls and Navigation
Course ........................................sl_jqry_a01_it_enus
jQuery Mobile – Forms, Lists, Sets and Tables
Course ........................................sl_jqry_a02_it_enus
Optimizing jQuery Mobile Apps
Course ........................................sl_jqry_a03_it_enus
Integrating jQuery Mobile with PhoneGap
Course ........................................sl_jqry_a04_it_enus

Developing with Kendo UI
Kendo UI: Installation and Overview
Course ........................................sl_kndo_a01_it_enus
Kendo UI: HTML Helpers for ASP.NET MVC
Course ........................................sl_kndo_a02_it_enus
Kendo UI: Mobile API
Course ........................................sl_kndo_a03_it_enus

JavaScript - Ember.js
JavaScript - Ember.js Fundamentals
Course ........................................sl_jsem_a01_it_enus

JavaScript - Knockout
Knockout Fundamentals
Course ........................................sl_jsko_a01_it_enus
Configuring Forms with Knockout
Course ........................................sl_jsko_a02_it_enus
IT SKILLS COURSEWARE

- **Angular JS**
  - Getting Started with Angular JS
  - Course: sl_anjs_a01_it_enus

- **JavaScript Sencha**
  - JavaScript Sencha: Ext JS
    - Course: sl_snch_a01_it_enus
  - JavaScript Sencha: Sencha Touch
    - Course: sl_snch_a02_it_enus

- **TypeScript Essentials**
  - TypeScript Essentials: Getting Started
    - Course: sl_tpsc_a01_it_enus
  - TypeScript Essentials: Advanced TypeScript
    - Course: sl_tpsc_a02_it_enus

- **Underscore.js**
  - Underscore.js: Collection Functions and Function Functions
    - Course: sl_unjs_a01_it_enus
  - Underscore.js: Array, Object, and Utility Functions
    - Course: sl_unjs_a02_it_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

- **Information Security for End Users**
  - Introduction to Information Security
    - Course: db_iseu_a01_dt_enus
  - Using your Desktop Computer and Mobile Devices Safely
    - Course: db_iseu_a02_dt_enus
  - Using E-mail, the Internet, and Social Media Safely in a Corporate Environment
    - Course: db_iseu_a03_dt_enus

- **IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus**
  - ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
    - Course: ib_itlv_a01_it_enus
    - Course: ib_itlv_a02_it_enus
  - ITIL® 2011 Edition Foundation: Service Operation
    - Course: ib_itlv_a03_it_enus
    - Course: ib_itlv_a04_it_enus
  - ITIL® 2011 Edition Foundation: Introduction to Service Operation
    - Course: ib_itlv_a05_it_enus
  - ITIL® 2011 Edition Foundation: Continual Service Improvement
    - Course: ib_itlv_a06_it_enus
  - ITIL® 2011 Edition Foundation: Operational Support & Analysis (OSA)
    - Course: ib_itlv_a07_it_enus
  - ITIL® 2011 Edition Foundation: Continual Service Improvement
    - Course: ib_itlv_a08_it_enus
  - ITIL® 2011 Edition Foundation: Continual Service Improvement
    - Course: ib_itlv_a09_it_enus

  - ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
    - Course: ib_iosb_a01_it_enus
    - Course: ib_iosb_a02_it_enus
  - ITIL® 2011 Edition OSA: Technology and Implementation Considerations
    - Course: ib_iosb_a03_it_enus
  - ITIL® 2011 Edition OSA: Incident Management Interactions
    - Course: ib_iosb_a04_it_enus
  - ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
    - Course: ib_iosb_a05_it_enus
  - ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
    - Course: ib_iosb_a06_it_enus
    - Course: ib_iosb_a07_it_enus
    - Course: ib_iosb_a08_it_enus
    - Course: ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course .............................................. ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course .............................................. ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course ......................................................... ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Course ................................................................. ib_iosb_a13_it_enus

ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course .................................................. ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course .................................. ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits Course ..................................................... ib_ovvx_a03_it_enus

Technical Management Essentials

Transitioning from Technical Professional to Management Strategies for Transitioning to Technical Management Managing Technical Professionals
Course ................................................................ mgmt_19_a01_bs_enus
Course ................................................................ mgmt_19_a02_bs_enus
Course ................................................................ mgmt_19_a03_bs_enus

Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Support Center Services and Work Environment Team and Customer Relationships
Course ................................................................ cust_06_a01_bs_enus
Course ................................................................ cust_06_a02_bs_enus
Course ................................................................ cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions Communication Skills Conflict, Stress, and Time Management
Course ................................................................ cust_07_a01_bs_enus
Course ................................................................ cust_07_a02_bs_enus
Course ................................................................ cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures Quality in a Support Center
Course ................................................................ cust_08_a01_bs_enus
Course ................................................................ cust_08_a02_bs_enus

Support Center Tools, Technologies and Metrics
Dealing with Irrational Customers and Escalating Complaints
Course ................................................................ cust_08_a03_bs_enus
Course ................................................................ cust_08_a04_bs_enus

Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning Writing for Technical Professionals: Effective Writing Techniques
Course ................................................................ ib_wstp_a01_it_enus
Course ................................................................ ib_wstp_a02_it_enus

IT Strategy Essentials

Course ................................................................ stgy_06_a01_bs_enus
Course ................................................................ stgy_06_a02_bs_enus
Course ................................................................ stgy_06_a03_bs_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL TEST PREPS

Test Preps

TestPrep ITIL Foundation Testprep Exams ........................................................................ ib_itlv_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL MENTORING

Mentoring

Mentoring ITIL Foundation Mentoring Assets ........................................................................ mntitv3f

PROJECT EFFECTIVENESS PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals Transitioning into a Project Management Role
Course ................................................................ proj_01_a01_bs_enus
Course ................................................................ proj_01_a02_bs_enus
IT SKILLS COURSEWARE

Initiating and Planning a Project
Course .......................................................... proj_01_a03_bs_enus
Managing a Project
Course .......................................................... proj_01_a04_bs_enus
Troubleshooting and Closing the Project
Course .......................................................... proj_01_a05_bs_enus
Project Management for Non-Project Managers
Simulation ......................................................... PROJ001A
Managing Projects with No Direct Authority
Business Impact Series ..................................... pc_bi_pmbi001
Supporting Project Managers
Challenge Series ............................................... pc_ch_lach042
Ensuring Management Buy-in on a Project
Business Impact Series ..................................... pc_bi_pmbi002
Managing Conflict in Project Teams
Business Impact Series ..................................... pc_bi_pmbi003
Managing Scope on a Project
Business Impact Series ..................................... pc_bi_pmbi004
Weighing the Costs of Project Change
Business Impact Series ..................................... pc_bi_pmbi005
Managing Vendor Relationships
Business Impact Series ..................................... pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion
Business Impact Series ..................................... pc_bi_pmbi007
Addressing Stakeholder Conflicts
Business Impact Series ..................................... pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference?
Business Impact Series ..................................... pc_bi_pmbi009
Controlling Project Cost
Business Impact Series ..................................... pc_bi_pmbi010
Project Management Essentials
Challenge Series ............................................... pc_ch_lach041

■ Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_19_a02_bs_enus
Course .......................................................... proj_19_a03_bs_enus

■ Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)

Course .......................................................... proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_20_a03_bs_enus

■ Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_21_a01_bs_enus
Course .......................................................... proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_21_a03_bs_enus

■ Project Time Management (PMBOK® Guide - Fifth Edition-aligned)

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_22_a01_bs_enus
Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_22_a02_bs_enus
Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_22_a03_bs_enus

■ Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Costs (PMBOK® Guide Fifth Edition)
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Controlling Project Costs (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_23_a02_bs_enus

■ Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)

Plan Quality Management (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
Course .......................................................... proj_24_a02_bs_enus
IT SKILLS COURSEWARE

  Planning Project Human Resources (PMBOK® Guide Fifth Edition) Course: proj_25_a01_bs_enus
  Managing Project Human Resources (PMBOK® Guide Fifth Edition) Course: proj_25_a02_bs_enus

- **Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)**
  Plan and Manage Project Communications (PMBOK® Guide Fifth Edition) Course: proj_26_a01_bs_enus
  Control Project Communications (PMBOK® Guide Fifth Edition) Course: proj_26_a02_bs_enus

- **Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)**
  Identifying Project Risks (PMBOK® Guide Fifth Edition) Course: proj_27_a02_bs_enus
  Performing Risk Analysis (PMBOK® Guide Fifth Edition) Course: proj_27_a03_bs_enus

- **Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)**
  Planning Project Procurement Management (PMBOK® Guide Fifth Edition) Course: proj_28_a01_bs_enus
  Managing Procurements (PMBOK® Guide Fifth Edition) Course: proj_28_a02_bs_enus

- **Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)**
  Project Stakeholder Management (PMBOK® Guide Fifth Edition) Course: proj_29_a01_bs_enus
  Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition) Course: proj_29_a02_bs_enus

- **Program Management (PMI® Second Edition-aligned)**
  Introduction to Program Management Course: proj_16_a01_bs_enus
  Program Life Cycle and Benefits Management Course: proj_16_a02_bs_enus

- **Code of Ethics and Professional Conduct (PMI® Standard-aligned)**
  The Role of Ethics in Project Management Course: proj_15_a01_bs_enus
  Core PMI® Values and Ethical Standards Course: proj_15_a02_bs_enus

- **IT Project Management Essentials**
  IT Project Management Essentials: Introduction to IT Project Management Course: proj_17_a01_bs_enus
  IT Project Management Essentials: Initiating and Planning IT Projects Course: proj_17_a02_bs_enus
  IT Project Management Essentials: Executing IT Projects Course: proj_17_a03_bs_enus
  IT Project Management Essentials: Monitoring and Controlling IT Projects Course: proj_17_a04_bs_enus
  IT Project Management Essentials: Managing Risks in an IT Project Course: proj_17_a05_bs_enus
  IT Project Management Essentials: Testing Deliverables and Closing IT Projects Course: proj_17_a06_bs_enus

- **Managing Software Project Outsourcing**
  Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project Course: proj_18_a01_bs_enus
  Managing Software Project Outsourcing: Developing a Vendor Contract Course: proj_18_a02_bs_enus
  Managing Software Project Outsourcing: Working with the Outsourced Team Course: proj_18_a03_bs_enus
  Managing Software Project Outsourcing: Dealing with Risks Course: proj_18_a04_bs_enus
IT SKILLS COURSEWARE

- **Agile Practitioner - (PMI-ACP & ScrumMaster aligned)**
  
  Agile Project Management Essentials
  Course...........................................ib_pmag_a01_it_enus
  Adopting an Agile Approach to Project Management
  Course...........................................ib_pmag_a02_it_enus
  An Overview of Agile Methodologies
  Course...........................................ib_pmag_a03_it_enus
  Overview of the Scrum Development Process
  Course...........................................ib_pmag_a04_it_enus
  Agile Planning: Project Initiating and Requirements Gathering
  Course...........................................ib_pmag_a05_it_enus
  Agile Planning: Doing Estimates and Completing the Release Plan
  Course...........................................ib_pmag_a06_it_enus
  Planning and Monitoring Iterations on an Agile Project
  Course...........................................ib_pmag_a07_it_enus
  Leading an Agile Team
  Course...........................................ib_pmag_a08_it_enus
  Managing Stakeholder Engagement on an Agile Project
  Course...........................................ib_pmag_a09_it_enus
  Ensuring Delivery of Value and Quality in Agile Projects
  Course...........................................ib_pmag_a10_it_enus
  Core PMI® Values and Ethical Standards
  Course...........................................proj_15_a02_bs_enus

- **PRINCE2®: 2009 Foundation**
  
  Overview of Project Management (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a01_it_enus
  Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a02_it_enus
  Project Quality, Change and Progress (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a03_it_enus
  Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a04_it_enus
  Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a05_it_enus
  Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)
  Course...........................................ib_prin_a06_it_enus

- **Mentoring Assets**
  
  Mentoring PRINCE2: Foundation Mentoring Assets..........................mntprince2f

  Mentoring Project Management Professional (PMP)
  PMBOK Guide 5th Edition Aligned
  Mentoring Assets................................mntpmp5ed
  Mentoring Certified Associate in Project Management (CAPM)
  PMBOK Guide 5th Ed.
  Mentoring Assets................................mntcapm5ed

- **Test Preps**
  
  TestPrep PRINCE2: Foundation
  Testprep Exams................................ib_prin_a01_tp_enus
  TestPrep Project Management Professional (PMP)
  PMBOK Guide 5th Edition Aligned
  Testprep Exams................................pm_proj_a04_tp_enus
  TestPrep Certified Associate in Project Management (CAPM)
  PMBOK Guide 5th Ed.
  Testprep Exams................................pm_capm_a02_tp_enus

- **PRINCE2®: Practitioner**
  
  PRINCE2 Practitioner Exam Information
  Course ...........................................prin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

- **Optimizing Your Performance On a Team**
  
  Being an Effective Team Member
  Course ...........................................team_02_a01_bs_enus
  Establishing Team Goals and Responsibilities
  Course ...........................................team_02_a02_bs_enus
  Elements of a Cohesive Team
  Course ...........................................team_02_a03_bs_enus
  Effective Team Communication
  Course ...........................................team_02_a04_bs_enus
  Using Feedback to Improve Team Performance
  Course ...........................................team_02_a05_bs_enus
  Power and Politics in Matrixed Teams
  Challenge Series..............................pc_ch_mgch002

- **Leading Teams**
  
  Leading Teams: Launching a Successful Team
  Course ...........................................team_03_a01_bs_enus
  Leading Teams: Establishing Goals, Roles, and Guidelines
  Course ...........................................team_03_a02_bs_enus
  Leading Teams: Developing the Team and its Culture
  Course ...........................................team_03_a03_bs_enus
  Leading Teams: Building Trust and Commitment
  Course ...........................................team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration Course.................................... team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance Course............................................. team_03_a06_bs_enus
Leading Teams: Dealing with Conflict Course............................................................... team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams Course.......................................................... team_03_a08_bs_enus
Building Trust Incrementally Business Impact Series................................. pc_bi_lsbio04
Inspiring Your Team Business Impact Series................................. pc_bi_lsbio10
Support Your Leader Business Impact Series................................. pc_bi_pbibio10
Choosing the Right Team Culture Challenge Series................................. pc_ch_pfch006
Managing Communications in a Virtual Team Business Impact Series................................. pc_bi_mgbio01
Building and Leading Teams Challenge Series................................. pc_ch_lach023
Meeting Team Performance Challenges Challenge Series................................. pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies Course................................. ib_buap_a01_it_enus
Introduction to Business Analysis Planning Course................................. ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring Course................................. ib_buap_a03_it_enus
Business Analysis Requirements Elicitation Course................................. ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication Course................................. ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis Course................................. ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis Course................................. ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements Course................................. ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation Course................................. ib_buap_a09_it_enus

Final Exams: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
Final Exams.................................................. ib_buap_a01_fe_enus
### DESKTOP COMPUTER SKILLS

#### ADOBE

- **Adobe Flash CS5**
  - Introduction to Adobe Flash Professional CS5
  - Drawing and Working with Images in Flash CS5
  - Using Flash CS5 Libraries, Text, and Components
  - Animation in Flash CS5
  - ActionScript and Multimedia in Flash CS5
  - Creating Navigation and Publishing Movies in Flash CS5

- **Adobe Photoshop CS5**
  - Photoshop CS5: Getting Started
  - Photoshop CS5: Beyond the Basics

- **Adobe Dreamweaver CS5**
  - Setting up a Site and Adding Content in Dreamweaver CS5
  - Adding Links and Images in Dreamweaver CS5
  - Tables, Accessibility, and Standards in Dreamweaver CS5
  - Reusing Content in Dreamweaver CS5
  - Creating Interactive Web Pages in Dreamweaver CS5
  - Cascading Style Sheets in Dreamweaver CS5

- **Adobe InDesign CS4**
  - Adobe InDesign CS4: Fundamentals

- **Adobe Dreamweaver CS4**
  - Setting up a Site and Adding Content in Dreamweaver CS4

- **Adobe AIR for Flash Developers**
  - Adobe Air for Flash CS4 Developers

- **Adobe Reader X**
  - Adobe Reader X

- **Adobe AIR 3**
  - Adobe Air 3 for Flash CS5.5 Developers

- **Adobe InDesign CS5**
  - Adobe InDesign CS5: Fundamentals
Adobe Acrobat Pro X1
Adobe Acrobat Pro XI Fundamentals
Course........................................ at_adat_a01_dt_enus
Adobe Acrobat Pro XI Editing Project Files
Course........................................ at_adat_a02_dt_enus

Adobe Captivate 7
Adobe Captivate 7 Fundamentals
Course........................................ at_capt_a01_dt_enus
Adobe Captivate 7 Editing Project Files
Course........................................ at_capt_a02_dt_enus

Adobe Dreamweaver CC
Adobe Dreamweaver CC - Essentials
Course........................................ at_dcsc_a01_dt_enus

Adobe Flash Professional CC
Adobe Flash Professional CC - Introduction and Basic Tools
Course........................................ at_fscc_a01_dt_enus
Adobe Flash Professional CC - Working with ActionScript
Course........................................ at_fscc_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and Features
Course........................................ at_fscc_a03_dt_enus

Adobe Illustrator CC
Adobe Illustrator CC Fundamentals
Course........................................ at_icsc_a01_dt_enus
Adobe Illustrator CC Tools and Techniques
Course........................................ at_icsc_a02_dt_enus
Adobe Illustrator CC Modifying with Effects
Course........................................ at_icsc_a03_dt_enus
Adobe Illustrator CC Advanced Tools and Effects
Course........................................ at_icsc_a04_dt_enus

Adobe InDesign CC
Adobe InDesign CC Essentials
Course........................................ at_idcc_a01_dt_enus
Adobe InDesign CC Essential Tools
Course........................................ at_idcc_a02_dt_enus
Adobe InDesign CC Advanced Features
Course........................................ at_idcc_a03_dt_enus

Adobe Photoshop CC
Adobe Photoshop CC Fundamentals
Course ........................................ at_pcsc_a01_dt_enus
Adobe Photoshop CC Essential Elements
Course ........................................ at_pcsc_a02_dt_enus
Adobe Photoshop CC Color and Transforming
Course ........................................ at_pcsc_a03_dt_enus
Adobe Photoshop CC Tools and Features
Course ........................................ at_pcsc_a04_dt_enus
Adobe Photoshop CC Advanced Tools and Features
Course ........................................ at_pcsc_a05_dt_enus

Adobe Premiere Elements 12
Adobe Premiere Elements 12 Essentials
Course ........................................ at_pret_a01_dt_enus

Adobe ColdFusion 10
Adobe ColdFusion 10 Fundamentals
Course ........................................ at_cfus_a01_it_enus

Information Security for End Users
Introduction to Information Security
Course ........................................ db_iseu_a01_dt_enus
Using your Desktop Computer and Mobile Devices Safely
Course ........................................ db_iseu_a02_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment
Course ........................................ db_iseu_a03_dt_enus

Microsoft Office 2013: Beginning Word
Performing Basic Tasks in Word 2013
Course ........................................ mo_bgwo_a01_dt_enus
Editing and Formatting in Word 2013
Course ........................................ mo_bgwo_a02_dt_enus
Using Tables in Word 2013
Course ........................................ mo_bgwo_a05_dt_enus
Structuring a Document in Word 2013
Course ........................................ mo_bgwo_a05_dt_enus
Adding Lists and Objects in Word 2013
Course ........................................ mo_bgwo_a04_dt_enus
**DESKTOP SKILLS COURSEWARE**

- **Microsoft Office 2013: Beginning Access**
  - Creating and Modifying Forms in Access 2013
    Course: mo_bgas_a01_dt_enus
  - Creating and Modifying Reports in Access 2013
    Course: mo_bgas_a02_dt_enus
  - Creating and Populating a Database in Access 2013
    Course: mo_bgas_a03_dt_enus
  - Modifying Tables in Access 2013
    Course: mo_bgas_a04_dt_enus
  - Creating and Modifying Queries in Access 2013
    Course: mo_bgas_a05_dt_enus

- **Microsoft Project 2013**
  - Tools for Tracking Project Performance in Project 2013
    Course: mo_bgpj_a01_dt_enus
  - Resource Management in Project 2013
    Course: mo_bgpj_a02_dt_enus
  - Communicate and Finalize Project Information Using Project 2013
    Course: mo_bgpj_a03_dt_enus
  - Task-based Scheduling in Project 2013
    Course: mo_bgpj_a04_dt_enus
  - Setting up a Project in Project 2013
    Course: mo_bgpj_a05_dt_enus

- **Microsoft Office 2013: Advanced Outlook**
  - Formatting E-mail and Configuring Message Options in Outlook 2013
    Course: mo_adou_a01_dt_enus
  - Management and Customization in Outlook 2013
    Course: mo_adou_a02_dt_enus
  - Mail Automation, Cleanup, and Storage in Outlook 2013
    Course: mo_adou_a03_dt_enus
  - Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013
    Course: mo_adou_a04_dt_enus

- **Microsoft Office 2013: Power User Excel**
  - Sharing and Linking Data, and Adding Office Apps to Excel 2013
    Course: mo_puel_a01_dt_enus
  - Reviewing and Protecting Content in Excel 2013
    Course: mo_puel_a02_dt_enus
  - Advanced Formats and Layouts in Excel 2013
    Course: mo_puel_a03_dt_enus
  - Advanced Formulas and Functions in Excel 2013
    Course: mo_puel_a04_dt_enus

- **Microsoft Office 2013: Advanced Excel**
  - Using Financial Functions and What-If Analysis in Excel 2013
    Course: mo_puel_a05_dt_enus
  - Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013
    Course: mo_puel_a06_dt_enus

- **Microsoft Office 2013: SharePoint for Power Users**
  - Configuring Pages, Sites, and Content in SharePoint 2013
    Course: mo_sppu_a01_dt_enus
  - Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013
    Course: mo_sppu_a02_dt_enus
  - Managing Templates, Views, and Versioning in SharePoint 2013
    Course: mo_sppu_a03_dt_enus
  - Managing Web Parts, Users, and Groups in SharePoint 2013
    Course: mo_sppu_a04_dt_enus
  - Workflows, Collaboration, and Analysis in SharePoint 2013
    Course: mo_sppu_a05_dt_enus

- **Microsoft Office 2013: Advanced PowerPoint**
  - Advanced Slide Shows Tools in PowerPoint 2013
    Course: mo_adpw_a01_dt_enus
  - Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013
    Course: mo_adpw_a02_dt_enus

- **Microsoft Office 2013: Advanced Word**
  - Advanced Formatting in Word 2013
    Course: mo_adwo_a01_dt_enus
  - Customizing Document Layout in Word 2013
    Course: mo_adwo_a02_dt_enus
  - Advanced Table Customization in Word 2013
    Course: mo_adwo_a03_dt_enus
DESKTOP SKILLS COURSEWARE

Inserting and Formatting Graphics in Word 2013
Course.......................... mo_adwo_a04_dt_enus
Navigating and Reviewing Documents in Word 2013
Course.......................... mo_adwo_a05_dt_enus
Reference Tools and Mail Merge in Word 2013
Course.......................... mo_adwo_a06_dt_enus
Adjusting Document Views and Customizing the Appearance of Word 2013
Course.......................... mo_adwo_a07_dt_enus
Sharing and Collaboration in Word 2013
Course.......................... mo_adwo_a08_dt_enus

■ Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013
Course.......................... mo_bgel_a01_dt_enus
Saving and Printing Data in Excel 2013
Course.......................... mo_bgel_a02_dt_enus
Formatting Cells and Worksheets in Excel 2013
Course.......................... mo_bgel_a03_dt_enus
Formatting Data in Excel 2013
Course.......................... mo_bgel_a04_dt_enus
Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course.......................... mo_bgel_a05_dt_enus
Performing Calculations Using Functions in Excel 2013
Course.......................... mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013
Course.......................... mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course.......................... mo_bgou_a01_dt_enus
Managing E-mail in Outlook 2013
Course.......................... mo_bgou_a02_dt_enus
Working with Contacts in Outlook 2013
Course.......................... mo_bgou_a03_dt_enus
Scheduling with Appointments, Events, and Tasks in Outlook 2013
Course.......................... mo_bgou_a04_dt_enus
Working with Meetings in Outlook 2013
Course.......................... mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course.......................... mo_bgpw_a01_dt_enus
Enhancing PowerPoint 2013 Presentations
Course.......................... mo_bgpw_a02_dt_enus
Animations and Media in PowerPoint 2013
Course.......................... mo_bgpw_a03_dt_enus
Finalizing a PowerPoint 2013 Presentation
Course.......................... mo_bgpw_a04_dt_enus

■ Microsoft Office 2013: SharePoint for End Users

Course.......................... mo_speu_a01_dt_enus
My Site and Social Features in SharePoint 2013
Course.......................... mo_speu_a02_dt_enus
Community Sites, Search, and Office Integration in SharePoint 2013
Course.......................... mo_speu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

Office 2010 New Core Features
Course.......................... mo_ontf_a01_dt_enus
New Messaging and Collaboration Features in Office 2010
Course.......................... mo_ontf_a02_dt_enus
Office 2010 Web Apps and New Features in Publisher and Mobile
Course.......................... mo_ontf_a03_dt_enus

■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

Course.......................... mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010
Course.......................... mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010
Course.......................... mo_nfum_a03_dt_enus

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010
Course.......................... mo_bwrd_a01_dt_enus
Formatting and Working with Text in Word 2010
Course.......................... mo_bwrd_a02_dt_enus
Organizing and Arranging Text in Word 2010
Course.......................... mo_bwrd_a03_dt_enus
Moving Around in Word 2010
Course.......................... mo_bwrd_a04_dt_enus
Structuring Word 2010 Documents
Course.......................... mo_bwrd_a05_dt_enus
Reviewing Documents in Word 2010
Course.......................... mo_bwrd_a06_dt_enus
Saving, Sharing, and Printing in Word 2010
Course.......................... mo_bwrd_a07_dt_enus
DESKTOP SKILLS COURSEWARE

Customizing the Behavior and Appearance of Word 2010 Course........................................ mo_bwrd_a08_dt_enus
Drawing and Inserting Graphics in Word 2010 Course.................................................. mo_bwrd_a09_dt_enus

- Microsoft SharePoint 2010: New Features for End Users
  SharePoint 2010 New Features for End Users Course............................................... mo_nspe_a01_dt_enus

- Microsoft SharePoint 2010 for End Users
  Getting Started with SharePoint 2010 Course.................................................. mo_ospe_a01_dt_enus
  Using SharePoint 2010 with Office 2010 Course................................................ mo_ospe_a02_dt_enus

- Microsoft SharePoint 2010: New Features for Power Users
  Microsoft SharePoint 2010: New Features for Power Users Course........................ mo_nspp_a01_dt_enus

- Microsoft SharePoint 2010 for Power Users
  Managing SharePoint 2010 Sites, Lists, and Libraries Course................................ mo_ospp_a01_dt_enus
  Managing SharePoint 2010 Pages and Components Course.................................. mo_ospp_a02_dt_enus
  SharePoint 2010 Security and Business Intelligence Course................................ mo_ospp_a03_dt_enus

- Microsoft Office 2010: Beginning Excel
  Getting Started with Excel 2010 Course.................................................. mo_bexl_a01_dt_enus
  Applying Basic Data Formatting in Excel 2010 Course........................................ mo_bexl_a02_dt_enus
  Moving and Getting Around in Excel 2010 Course............................................... mo_bexl_a03_dt_enus
  Moving Data and Modifying Worksheets in Excel 2010 Course................................ mo_bexl_a04_dt_enus
  Saving, Sending, and Printing Excel 2010 Workbooks Course.................................. mo_bexl_a05_dt_enus
  Using Conditional Formatting, Tables, and Sparklines in Excel 2010 Course................ mo_bexl_a06_dt_enus
  Reviewing and Protecting Content in Excel 2010 Course........................................ mo_bexl_a07_dt_enus
  Using Basic Formulas in Excel 2010 Course.................................................. mo_bexl_a08_dt_enus
  Using Basic Functions with Excel 2010 Course............................................... mo_bexl_a09_dt_enus
  Inserting Basic Charts in Excel 2010 Course.................................................. mo_bexl_a10_dt_enus
  Adding Visuals, Themes, and Styles to Excel 2010 Workbooks Course........................ mo_bexl_a11_dt_enus

- Microsoft Office 2010: Beginning Outlook
  Getting Started with Outlook 2010 Course.................................................. mo_bout_a01_dt_enus
  Managing Conversations and Organizing E-mail in Outlook 2010 Course................ mo_bout_a02_dt_enus
  Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010 Course mo_bout_a03_dt_enus
  Using the Calendar for Appointments, Events, and Meetings in Outlook 2010 Course mo_bout_a04_dt_enus
  Managing Meetings and Customizing the Calendar in Outlook 2010 Course................ mo_bout_a05_dt_enus
  Outlook 2010 Social Connector and Messaging Course........................................ mo_bout_a06_dt_enus
  Working with Contacts in Outlook 2010 Course................................................ mo_bout_a07_dt_enus
  Using the Tasks, Notes, and Journal Features in Outlook 2010 Course...................... mo_bout_a08_dt_enus

- Microsoft Office 2010: Advanced Word
  Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010 Course........ mo_awrd_a01_dt_enus
  Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010 Course mo_awrd_a02_dt_enus
  Forms, Fields, and Mail Merge in Word 2010 Course........................................ mo_awrd_a03_dt_enus
  Managing, Inspecting, and Recovering Word 2010 Documents Course...................... mo_awrd_a04_dt_enus
  Creating and Formatting Tables in Word 2010 Course........................................ mo_awrd_a05_dt_enus
  Manipulating Tables in Word 2010 Course.................................................. mo_awrd_a06_dt_enus
  Embedding Charts and Tables into Word 2010 Course........................................ mo_awrd_a07_dt_enus

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Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010
Course..................................mo_aexl_a01_dt_enus
Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010
Course..................................mo_aexl_a02_dt_enus
Organizing Data and Objects in Excel 2010
Course..................................mo_aexl_a03_dt_enus
Verifying Excel 2010 Data and Formulas
Course..................................mo_aexl_a04_dt_enus
Automating Excel 2010 Tasks Using Macros
Course..................................mo_aexl_a05_dt_enus
Analyzing Data with What-if Analysis in Excel 2010
Course..................................mo_aexl_a06_dt_enus
PivotTables and PivotCharts in Excel 2010
Course..................................mo_aexl_a07_dt_enus
PivotTable Filters, Calculations, and PowerPivot
Course..................................mo_aexl_a08_dt_enus

Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010
Course..................................mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts
Course..................................mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010
Course..................................mo_aout_a03_dt_enus
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010
Course..................................mo_aout_a04_dt_enus
Data Files, Archiving, and Send/Receive Groups in Outlook 2010
Course..................................mo_aout_a05_dt_enus
Implementing Security with Outlook 2010
Course..................................mo_aout_a06Dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010
Course..................................mo_aout_a07_dt_enus

Microsoft Office 2010: Beginning PowerPoint

Getting Started with PowerPoint 2010
Course..................................mo_bppt_a01_dt_enus
Visually Enhancing PowerPoint 2010 Presentations
Course..................................mo_bppt_a02_dt_enus
Adding Images to Presentations in PowerPoint 2010
Course..................................mo_bppt_a03_dt_enus
Using Multimedia and Animations in PowerPoint 2010
Course..................................mo_bppt_a04_dt_enus

Microsoft Office 2010: Advanced PowerPoint

Using Advanced Slide Show Tools in PowerPoint 2010
Course..................................mo_appt_a01_dt_enus
Collaborating and Sharing Presentations in PowerPoint 2010
Course..................................mo_appt_a02_dt_enus

Microsoft Office 2010: Beginning Access

Getting Started with Access 2010
Course..................................mo_bacc_a01_dt_enus
Creating Basic Tables in Access 2010
Course..................................mo_bacc_a02_dt_enus
Data Manipulation and Simple Relationships in Access 2010
Course..................................mo_bacc_a03_dt_enus
Introduction to Forms in Access 2010
Course..................................mo_bacc_a04_dt_enus
Modifying Basic Forms in Access 2010
Course..................................mo_bacc_a05_dt_enus
Introduction to Queries in Access 2010
Course..................................mo_bacc_a06_dt_enus
Introduction to Reports in Access 2010
Course..................................mo_bacc_a07_dt_enus

Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010
Course..................................mo_bprj_a01_dt_enus
Introduction to Project 2010
Course..................................mo_bprj_a02_dt_enus
Initializing a Project with Project 2010
Course..................................mo_bprj_a03_dt_enus
Defining Project Properties in Project 2010
Course..................................mo_bprj_a04_dt_enus
Building a Schedule with Project 2010
Course..................................mo_bprj_a05_dt_enus
Creating Resources in Project 2010
Course..................................mo_bprj_a06_dt_enus
Managing Resource Assignments with Project 2010
Course..................................mo_bprj_a07_dt_enus
Monitoring Schedule Performance with Project 2010
Course..................................mo_bprj_a08_dt_enus
Communicating Project Information with Project 2010
Course..................................mo_bprj_a09_dt_enus

Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010
Course..................................mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010
Course..................................mo_aacc_a02_dt_enus
DESKTOP SKILLS COURSEWARE

Retrieving, Validating, and Attaching Data in Access 2010 Course.................................mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010 Course.................................mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010 Course.................................mo_aacc_a05_dt_enus
Using Access 2010 with SharePoint and Access Services Course.................................mo_aacc_a06_dt_enus
Access 2010 Macros and VBA Course.................................mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases Course.................................mo_aacc_a08_dt_enus

Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network Course.................................mo_pexl_a01_dt_enus
Using Excel 2010 to Collaborate Online and with Other Office Applications Course.................................mo_pexl_a02_dt_enus
Using Lookup, Reference, Math, and Text Functions in Excel 2010 Course.................................mo_pexl_a03_dt_enus
Manipulating Formulas and Using Forms in Excel 2010 Course.................................mo_pexl_a04_dt_enus
Using Excel 2010 Data Connections: Web Queries, XML, and Databases Course.................................mo_pexl_a05_dt_enus

Microsoft Office 2010: Advanced Project

Advanced Customizing with Project 2010 Course.................................mo_aprj_a01_dt_enus
Advanced Tools for Managing Multiple Projects with Project 2010 Course.................................mo_aprj_a02_dt_enus
Advanced Resource Management with Project 2010 Course.................................mo_aprj_a03_dt_enus
Advanced Scheduling Management with Project 2010 Course.................................mo_aprj_a04_dt_enus
Advanced Reporting and Management Tools in Project 2010 Course.................................mo_aprj_a05_dt_enus

Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010 Course.................................mo_bvis_a01_dt_enus
Working with Diagrams in Visio 2010 Course.................................mo_bvis_a02_dt_enus
Collaboration, Evaluation and Printing in Visio 2010 Course.................................mo_bvis_a03_dt_enus

Microsoft OneNote 2010 for End Users

Microsoft Office 2010: Managing Information with OneNote Course.................................mo_onel_a01_dt_enus
Microsoft Office 2010: Sharing Information with OneNote Course.................................mo_onel_a02_dt_enus

Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync Course.................................mo_lync_a01_dt_enus
Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration Course.................................mo_lync_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE FOR MAC 2011

Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started Course.................................om_bwmc_a01_dt_enus
Microsoft Word for Mac 2011: Formatting and Working with Text Course.................................om_bwmc_a02_dt_enus
Microsoft Word for Mac 2011: Structuring and Organizing Documents Course.................................om_bwmc_a03_dt_enus
Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking Course.................................om_bwmc_a04_dt_enus
Microsoft Word for Mac 2011: Adding and Formatting Images Course.................................om_bwmc_a05_dt_enus
Microsoft Word for Mac 2011: Creating and Formatting Tables Course.................................om_bwmc_a06_dt_enus

Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started Course.................................om_bemc_a01_dt_enus
Microsoft Excel for Mac 2011: Applying Basic Data Formatting Course.................................om_bemc_a02_dt_enus
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks Course.................................om_bemc_a03_dt_enus
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets Course.................................om_bemc_a04_dt_enus
Microsoft Excel for Mac 2011: Using Basic Formulas
Course........................................... om_bemc_a05_dt_enus
Microsoft Excel for Mac 2011: Using Basic Functions
Course........................................... om_bemc_a06_dt_enus
Microsoft Excel for Mac 2011: Inserting Basic Charts
Course........................................... om_bemc_a07_dt_enus
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Course........................................... om_bemc_a08_dt_enus

Microsoft Office: Beginning Outlook for Mac 2011
Microsoft Outlook for Mac 2011: Getting Started
Course........................................... om_bomc_a01_dt_enus
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail
Course........................................... om_bomc_a02_dt_enus
Microsoft Outlook for Mac 2011: Mastering E-mail
Course........................................... om_bomc_a03_dt_enus
Microsoft Outlook for Mac 2011: Scheduling with the Calendar
Course........................................... om_bomc_a04_dt_enus
Microsoft Outlook for Mac 2011: Managing Contacts
Course........................................... om_bomc_a05_dt_enus
Moving Beyond E-mail to Maximize Microsoft Outlook's Potential
Course........................................... om_bomc_a06_dt_enus

Microsoft Office: Beginning PowerPoint for Mac 2011
Microsoft PowerPoint for Mac 2011: Getting Started
Course........................................... om_bpmc_a01_dt_enus
Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements
Course........................................... om_bpmc_a02_dt_enus
Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation
Course........................................... om_bpmc_a03_dt_enus
Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools
Course........................................... om_bpmc_a04_dt_enus

Microsoft Office 2007: New Features
New Features for End Users in Microsoft Office 2007
Course........................................... 239866_ENG
Microsoft Office Excel, PowerPoint, and Outlook 2007
Course........................................... 239874_ENG

Microsoft Access 2007 and Microsoft Publisher 2007
Course........................................... 239976_ENG
Sharing and Collaboration in Microsoft Office Enterprise 2007
Course........................................... 240019_ENG

Microsoft Office 2007: Beginning Word
Getting Started with Word 2007
Course........................................... mo_bgwd_a01_dt_enus
Working with Text and Paragraphs in Word 2007
Course........................................... mo_bgwd_a02_dt_enus
Structuring, Editing, Saving, and Opening Documents in Word 2007
Course........................................... mo_bgwd_a03_dt_enus
Printing, Help, and Automated Formatting in Word 2007
Course........................................... mo_bgwd_a04_dt_enus
Working with Documents in Word 2007
Course........................................... mo_bgwd_a05_dt_enus

Microsoft Office 2007: Advanced Word
Advanced Formatting in Word 2007
Course........................................... mo_adwd_a01_dt_enus
Course........................................... mo_adwd_a02_dt_enus
Using Tables, Charts, and Graphics in Word 2007
Course........................................... mo_adwd_a03_dt_enus

Microsoft Office 2007: Word for the Power User
Advanced Data Manipulation Features in Word 2007
Course........................................... mo_wdpu_a01_dt_enus
Advanced Document Features in Word 2007
Course........................................... mo_wdpu_a02_dt_enus
Collaborative Features in Word 2007
Course........................................... mo_wdpu_a03_dt_enus

Microsoft Office 2007: Beginning Excel
Getting Started with Excel 2007
Course........................................... mo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in Excel 2007
Course........................................... mo_bgex_a02_dt_enus
Reviewing and Printing in Excel 2007
Course........................................... mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions
Course........................................... mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles
Course........................................... mo_bgex_a06_dt_enus
Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007
Course........................................ mo_adex_a01_dt_enus
Advanced Data Management in Excel 2007
Course........................................ mo_adex_a02_dt_enus
Advanced Customization in Excel 2007
Course........................................ mo_adex_a03_dt_enus

Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
Course........................................ mo_expu_a01_dt_enus
Protecting and Sharing Excel 2007 Workbooks
Course........................................ mo_expu_a02_dt_enus
Exchanging Data with Excel 2007
Course........................................ mo_expu_a03_dt_enus

Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
Course........................................ mo_adpp_a01_dt_enus
Distributing Presentations in PowerPoint 2007
Course........................................ mo_adpp_a02_dt_enus

Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007
Course........................................ mo_adax_a01_dt_enus
Advanced Data Management in Access 2007
Course........................................ mo_adax_a02_dt_enus

Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
Course........................................ mo_acpu_a01_dt_enus
Database Administration in Access 2007
Course........................................ mo_acpu_a02_dt_enus

Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
Course........................................ mo_bgvs_a01_dt_enus
Enhancing and Customizing Diagrams in Visio 2007
Course........................................ mo_bgvs_a02_dt_enus
Collaborating and Using Visio 2007 With Other Programs
Course........................................ mo_bgvs_a03_dt_enus

Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
Course........................................ mo_bgpp_a01_dt_enus
Adding Graphics to Presentations in PowerPoint 2007
Course........................................ mo_bgpp_a02_dt_enus
Adding Multimedia and Animations to Presentations in PowerPoint 2007
Course........................................ mo_bgpp_a03_dt_enus

Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007
Course........................................ mo_olpu_a01_dt_enus
Instant, Text, and Unified Messaging in Outlook 2007
Course........................................ mo_olpu_a02_dt_enus
Business Contact Manager with Outlook 2007
Course........................................ mo_olpu_a03_dt_enus

Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
Course........................................ mo_bgol_a01_dt_enus
Formatting and Managing E-mail in Outlook 2007
Course........................................ mo_bgol_a02_dt_enus
Using the Calendar in Outlook 2007
Course........................................ mo_bgol_a03_dt_enus
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
Course........................................ mo_bgol_a04_dt_enus
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
Course........................................ mo_bgol_a05_dt_enus

Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
Course........................................ mo_adol_a01_dt_enus
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
Course........................................ mo_adol_a02_dt_enus
Working with SharePoint, Calendars, and Forms in Outlook 2007
Course........................................ mo_adol_a03_dt_enus

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DESKTOP SKILLS COURSEWARE

- **Microsoft Office 2007: Beginning Project**
  
  Creating and Designing a Project with Project 2007
  Course ................................ mo_bgpr_a01_dt_enus
  Specifying and Assigning Resources in Project 2007
  Course ................................ mo_bgpr_a02_dt_enus
  Tracking and Reporting Progress with Project 2007
  Course ................................ mo_bgpr_a03_dt_enus

- **Microsoft Office 2007: Advanced Project**
  
  Advanced Customization with MS Project 2007
  Course ................................ mo_adpr_a01_dt_enus
  Project Data Management and Performance with MS Project 2007
  Course ................................ mo_adpr_a02_dt_enus

- **Microsoft Office 2007: Publisher**
  
  Creating Customized Publications with Publisher 2007
  Course ................................ mo_pblr_a01_dt_enus
  Extending Publisher 2007 Beyond Publications
  Course ................................ mo_pblr_a02_dt_enus

- **Microsoft Office SharePoint Server 2007 End User**
  
  SharePoint 2007 Essentials
  Course .................................................. 250450_ENG
  Creating and Managing Personal Sites and Searches in SharePoint 2007
  Course .................................................. 250463_ENG

- **Microsoft Office 2007: Collaborating, Communicating, and Sharing Information**
  
  Microsoft Office 2007: Collaborating with Groove and Communicator
  Course ................................................. mo_ncmg_a01_dt_enus
  Microsoft Office 2007: Sharing Information with OneNote 2007
  Course ................................................. mo_ncmg_a02_dt_enus

- **Microsoft Office 2007: Outlook Web Access**
  
  Using Outlook Web Access 2007
  Course .................................................. mo_otwa_a01_dt_enus
  Outlook Web Access 2007 Advanced Features
  Course .................................................. mo_otwa_a02_dt_enus

- **Microsoft Office Live Meeting 2007 for End Users**
  
  Attending a Microsoft Office 2007 Live Meeting
  Course .................................................. mo_lmeu_a01_dt_enus

  Hosting a Microsoft Office 2007 Live Meeting
  Course .................................................. mo_lmeu_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 8

- **Microsoft Windows 8: End User**
  
  Windows 8: New Features and Common Tasks
  Course ................................................. mw_etev_a01_dt_enus
  Files and Connectivity in Windows 8
  Course ................................................. mw_etev_a02_dt_enus
  Personalizing Windows 8
  Course ................................................. mw_etev_a03_dt_enus
  Working with Apps in Windows 8
  Course ................................................. mw_etev_a04_dt_enus
  Internet Explorer 10, File Sharing, and Recovery in Windows 8
  Course ................................................. mw_etev_a05_dt_enus
  Managing Hardware and Advanced Options in Windows 8
  Course ................................................. mw_etev_a06_dt_enus

MICROSOFT WINDOWS 7

- **Microsoft Windows 7: First Look for End Users**
  
  Microsoft Windows 7: First Look for End Users
  Course ................................................. mw_mwfe_a01_dt_enus

- **Microsoft Windows 7: End User**
  
  Getting Started with Windows 7
  Course ................................................. mw_mweu_a01_dt_enus
DESKTOP SKILLS COURSEWARE

Setting up and Securing Windows 7
Course........................................mw_mweu_a02_dt_enus
Customizing Windows 7
Course........................................mw_mweu_a03_dt_enus

DESKTOP COMPUTER SKILLS

LOTUS NOTES 8

- Lotus Notes 8: New Features for End Users
  Lotus Notes 8: New Features for End Users
  Course........................................ia_lnnf_a01_dt_enus

- Lotus Notes 8: End User
  Getting Started with Lotus Notes 8 and Using Mail
  Course........................................ia_lteu_a01_dt_enus
  Scheduling Events and Managing Applications
  Course........................................ia_lteu_a02_dt_enus
  Working with Instant Messaging, Contacts, and Blogs
  Course........................................ia_lteu_a03_dt_enus
  Using Productivity Tools and Accessing Lotus Notes 8 Remotely
  Course........................................ia_lteu_a04_dt_enus

LOTUS NOTES 7

- Lotus Notes 7: End User
  Getting Started with Lotus Notes 7 and Mail
  Course........................................233489_ENG
  Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7
  Course........................................233490_ENG
  Working with Databases, the Calendar, and the To Do List in Lotus Notes 7
  Course........................................233491_ENG
  Using Lotus Notes 7 Remotely
  Course........................................233492_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 9

- Microsoft Internet Explorer 9: End User
  Microsoft Internet Explorer 9: Browsing and Managing Web Pages
  Course........................................id_mcin_a01_dt_enus
  Microsoft Internet Explorer 9: Searching and Subscribing to Web Content
  Course........................................id_mcin_a02_dt_enus
  Microsoft Internet Explorer 9: Customization and Security
  Course........................................id_mcin_a03_dt_enus

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

- Fundamentals of Crystal Reports 2011
  Getting Started with Crystal Reports 2011
  Course........................................cr_crre_a01_dt_enus

- Crystal Reports XI: Report Writing Basics
  Reporting Basics with Crystal Reports XI
  Course........................................234748_ENG
  Managing Data and Distributing Reports with Crystal Reports XI
  Course........................................234758_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS VISTA

- Microsoft Windows Vista for the End User
  Getting Started with Windows Vista
  Course........................................mv_wveu_a01_it_enus
  Work with Files, Programs, and Printing in Windows Vista
  Course........................................mv_wveu_a02_it_enus
  Navigating the Web and System Maintenance with Windows Vista
  Course........................................mv_wveu_a03_it_enus

SAP
DESKTOP SKILLS COURSEWARE

- Overview of SAP for Project Teams
  Overview of SAP Solutions
  Course: sa_ospt_a01_it_enus
  Financial Accounting with SAP
  Course: sa_ospt_a02_it_enus
  SAP Logistics Modules
  Course: sa_ospt_a03_it_enus
  SAP ERP Architecture
  Course: sa_ospt_a04_it_enus
  SAP Administration
  Course: sa_ospt_a05_it_enus
  SAP Project Planning and Implementation
  Course: sa_ospt_a06_it_enus
  SAP NetWeaver Platform
  Course: sa_ospt_a07_it_enus

- SAP Business Suite 7 for End Users
  SAP Enterprise Resource Planning (ERP)
  Course: sa_bseu_a01_dt_enus
  SAP Customer Relationship Management (CRM)
  Course: sa_bseu_a02_dt_enus
  SAP Product Lifecycle Management
  Course: sa_bseu_a03_dt_enus
  SAP Supply Chain Management
  Course: sa_bseu_a04_dt_enus
  SAP Supplier Relationship Management
  Course: sa_bseu_a05_dt_enus

- SAP Business One for End Users
  SAP Business One - Introduction for End Users
  Course: sa_boeu_a01_dt_enus

- SAP Business Objects Business Intelligence
  SAP BusinessObjects: Overview
  Course: sa_bobi_a01_dt_enus
  SAP BusinessObjects: Crystal Reports
  Course: sa_bobi_a02_dt_enus
  SAP BusinessObjects: Web Intelligence
  Course: sa_bobi_a03_dt_enus
  SAP BusinessObjects: Dashboards and Analytics
  Course: sa_bobi_a04_dt_enus
  SAP BusinessObjects: InfoView
  Course: sa_bobi_a05_dt_enus
  SAP BusinessObjects: Business Intelligence
  Course: sa_bobi_a06_dt_enus

DESKTOP COMPUTER SKILLS

- Apple Safari for End Users
  Getting Started with Safari
  Course: id_apsa_a01_dt_enus
  Up and Running with Safari 5.1
  Course: id_apsa_a02_dt_enus
  Sharing Content and Browsing the Web Privately and Securely using Safari
  Course: id_apsa_a03_dt_enus

- Mac OS X Lion for End Users
  Getting Started with Mac OS X Lion for End Users
  Course: ao_ameu_a01_it_enus
  Getting Organized with Mac OS X Lion
  Course: ao_ameu_a02_it_enus
  Using Mac OSX Lion to Interact with the World
  Course: ao_ameu_a03_it_enus
  Under the Hood with Mac OS X Lion
  Course: ao_ameu_a04_it_enus

DESKTOP COMPUTER SKILLS

- Social Networking for Users
  Social Networking for Users
  Course: sn_snts_a01_dt_enus

MENTORING ASSETS

- Mentoring Assets
  Mentoring 77-881 Word 2010
  Mentoring Assets: mnt77881
  Mentoring 77-882 Excel 2010
  Mentoring Assets: mnt77882
  Mentoring Using Word 2007
  Mentoring Assets: mntwd2007
  Mentoring Using Excel 2007
  Mentoring Assets: mntex2007
  Mentoring Using PowerPoint 2007
  Mentoring Assets: mntpp2007
  Mentoring Using Access 2007
  Mentoring Assets: mntac2007
DESKTOP SKILLS COURSEWARE

Mentoring Using Outlook 2007
Mentoring Assets........................................ mntol2007
Mentoring 77-883 PowerPoint 2010
Mentoring Assets........................................ mnt77883
Mentoring 77-884 Outlook 2010
Mentoring Assets........................................ mnt77884
Mentoring 77-885 Access 2010
Mentoring Assets........................................ mnt77885
Mentoring 77-888 Excel 2010 Expert
Mentoring Assets........................................ mnt77888
Mentoring 70-178 Microsoft Project 2010, Managing Projects
Mentoring Assets........................................ mnt70178
Mentoring 77-418 Word 2013
Mentoring Assets........................................ mnt77418
Mentoring 77-420 Excel 2013
Mentoring Assets........................................ mnt77420
Mentoring 77-422 PowerPoint 2013
Mentoring Assets........................................ mnt77422
Mentoring 77-423 Outlook 2013
Mentoring Assets........................................ mnt77423
Mentoring 77-427 Excel 2013 Expert Part One
Mentoring Assets........................................ mnt77427
Mentoring 77-428 Excel 2013 Expert Part Two
Mentoring Assets........................................ mnt77428
Mentoring 77-419 SharePoint 2013
Mentoring Assets........................................ mnt77419

DESKTOP COMPUTER SKILLS

TEST PREPS

Test Preps

TestPrep Using Word 2007
Testprep Exams.................................TPWD2007_ENG
TestPrep Using Excel 2007
Testprep Exams.................................TPEX2007_ENG
TestPrep Using PowerPoint 2007
Testprep Exams.................................TPPP2007_ENG
TestPrep Using Outlook 2007
Testprep Exams.................................TPOL2007_ENG
TestPrep Using Access 2007
Testprep Exams.................................TPAC2007_ENG
TestPrep 77-881 Word 2010
Testprep Exams.............................mo_bwrd_a01_tp_enus
TestPrep 77-882 Excel 2010
Testprep Exams.............................mo_bexl_a01_tp_enus
TestPrep 77-883 PowerPoint 2010
Testprep Exams.............................mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010
Testprep Exams.............................mo_bacc_a01_tp_enus
TestPrep 77-884 Outlook 2010
Testprep Exams..............................mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert
Testprep Exams..............................mo_aexl_a01_tp_enus
TestPrep 70-178 Microsoft Project 2010, Managing Projects
Testprep Exams..............................mo_bpri_a01_tp_enus

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Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment

Lean and Six Sigma
Course

Six Sigma Projects and the Black Belt Role
Course

Six Sigma Leadership and Change Management
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
Final Exams


Critical Requirements and Benchmarking for Six Sigma
Course

Business Performance and Financial Measures in Six Sigma
Course

Final Exams

Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma
Course

Motivation and Communication in Six Sigma Teams
Course

Managing Six Sigma Team Performance
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Team Management
Final Exams

Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma
Course

Developing Project Charters and Tracking Six Sigma Projects
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Define
Final Exams

Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma
Course

Data Collection and Measurement in Six Sigma
Course

Six Sigma Measurement Systems
Course

Basic Statistics and Graphical Methods for Six Sigma
Course

Probability for Six Sigma
Course

Process Capability for Six Sigma
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Measure
Final Exams

Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma
Course

Multivariate Analysis and Attribute Data Analysis in Six Sigma
Course

Hypothesis Testing Concepts and Tests for Means in Six Sigma
Course

Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
Course

Nonparametric Tests in Six Sigma Analysis
Course

Nonstatistical Analysis Methods in Six Sigma
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
Final Exams

Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma
Course

Conducting Experiments and Analyzing Results in Six Sigma
Course

Improvement Methods and Implementation Issues in Six Sigma
Course

Final Exam: Six Sigma Black Belt (2007 BOK): Improve
Final Exams

Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma
Course
BUSINESS SKILLS COURSEWARE

Nonstatistical Control Tools and Maintaining Controls in Six Sigma
Course........................................ oper_18_a02_bs_enus
Sustaining Improvements and Gains from Six Sigma Projects
Course........................................ oper_18_a03_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Control
Final Exam .....................................oper_18_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
Common Design for Six Sigma Methodologies, Design for X, and Robust Design
Course........................................ oper_19_a01_bs_enus
Special Design Tools in Design for Six Sigma
Course........................................ oper_19_a02_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
Final Exams .....................................oper_19_a01_fe_enus

Fundamentals of Lean for Business Organizations
Introduction to Lean for Service and Manufacturing Organizations
Course........................................ oper_20_a01_bs_enus
Using Lean for Perfection and Quality
Course........................................ oper_20_a02_bs_enus
Lean Tools and Techniques for Flow and Pull
Course........................................ oper_20_a03_bs_enus
Reducing Waste and Streamlining Value Flow Using Lean
Course........................................ oper_20_a04_bs_enus
Value Stream Mapping in Lean Business
Course........................................ oper_20_a05_bs_enus
Applying Lean in Service and Manufacturing Organizations
Course........................................ oper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean Business Impact Series.............. pc_bi_ssbio09
Value Stream Maps for Non-manufacturing Processes
Business Impact Series..............._pc_bi_ssbio10

Operations Management
Operations Management and the Organization
Course........................................ oper_21_a01_bs_enus
Operations Management: Product and Service Management
Course........................................ oper_21_a02_bs_enus
Operations and Supply Chain Management
Course........................................ oper_21_a03_bs_enus

Operations Management: Inventory Management
Course........................................ oper_21_a04_bs_enus
Operations Management: Forecasting and Capacity Planning
Course........................................ oper_21_a05_bs_enus
Operations Management: Operations Scheduling
Course........................................ oper_21_a06_bs_enus
Operations Management: Management of Quality
Course........................................ oper_21_a07_bs_enus
Operations Management: Facilities Planning and Management
Course........................................ oper_21_a08_bs_enus

Managing Customer-Driven Process Improvement
Customer-driven Process Improvement: Basic Framework
Course........................................ oper_22_a01_bs_enus
Customer-driven Process Improvement: Identifying Customer Needs
Course........................................ oper_22_a02_bs_enus
Customer-driven Process Improvement: From Customer Needs to Process Requirements
Course........................................ oper_22_a03_bs_enus
Customer-Driven Process Improvement: Mapping and Measuring Processes
Course........................................ oper_22_a04_bs_enus
Customer-driven Process Improvement: Analyzing Process Problems
Course........................................ oper_22_a05_bs_enus
Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions
Course........................................ oper_22_a06_bs_enus
Customer-driven Process Improvement: Implementing and Maintaining Improvements
Course........................................ oper_22_a07_bs_enus

Purchasing and Vendor Management Essentials
Fundamentals of Purchasing and Vendor Management
Course........................................ oper_23_a01_bs_enus
Purchasing: Finding Sources of Supply
Course........................................ oper_23_a02_bs_enus
Selecting Suppliers and Administering Contracts
Course........................................ oper_23_a03_bs_enus
Evaluating Supplier Performance and Managing Supplier Relationships
Course........................................ oper_23_a04_bs_enus

Six Sigma: Champion Training
Introduction to Six Sigma for Champions
Course........................................ oper_03_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Six Sigma Process Improvement  
Course ........................................ oper_03_a02_bs_enus
Six Sigma Projects and Project Teams  
Course ........................................ oper_03_a03_bs_enus
Managing and Deploying Six Sigma  
Course ........................................ oper_03_a04_bs_enus

Certified Manager of Quality/Organizational Excellence

Leadership  
Course ........................................ oper_04_a01_bs_enus
Team Dynamics  
Course ........................................ oper_04_a02_bs_enus
Developing and Deploying Strategic Plans  
Course ........................................ oper_04_a03_bs_enus
Managerial Skills and Abilities  
Course ........................................ oper_04_a04_bs_enus
Communication Skills and Project Management  
Course ........................................ oper_04_a05_bs_enus
Quality Systems, Models, and Theories  
Course ........................................ oper_04_a06_bs_enus
Problem-Solving and Process Management Tools  
Course ........................................ oper_04_a07_bs_enus
Measurement: Assessment and Metrics  
Course ........................................ oper_04_a08_bs_enus
Customer-Focused Management  
Course ........................................ oper_04_a09_bs_enus
Supply Chain Management  
Course ........................................ oper_04_a10_bs_enus
Training and Development  
Course ........................................ oper_04_a11_bs_enus

The Foundations of Six Sigma

Lean and Six Sigma  
Course ........................................ oper_11_a01_bs_enus
Are You Listening to Your Customers?  
Business Impact Series .............................. pc_bi_ssbio001
Quick Wins in Six Sigma Implementation  
Business Impact Series .............................. pc_bi_ssbio002
Six Sigma Versus TQM  
Business Impact Series .............................. pc_bi_ssbio003
Lean Inbound Transportation  
Business Impact Series .............................. pc_bi_ssbio004
A Critical-to-quality Tree - What’s That?  
Business Impact Series .............................. pc_bi_ssbio006
Basic Measurement Concepts in Six Sigma  
Business Impact Series .............................. pc_bi_ssbio007
Does Your Business Really Need Six Sigma?  
Challenge Series .............................. pc_ch_ssch001
Identifying Candidates for Key Six Sigma Roles  
Challenge Series .............................. pc_ch_ssch002

Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Organizational Goals  
Course ........................................ oper_24_a01_bs_enus
Lean Principles and Six Sigma Projects  
Course ........................................ oper_24_a02_bs_enus
Design for Six Sigma and FMEA  
Course ........................................ oper_24_a03_bs_enus

Six Sigma Green Belt: Define

Six Sigma Project Identification  
Course ........................................ oper_25_a01_bs_enus
Voice of the Customer in Six Sigma  
Course ........................................ oper_25_a02_bs_enus
Basics of Six Sigma Project Management  
Course ........................................ oper_25_a03_bs_enus
Six Sigma Management and Planning Tools  
Course ........................................ oper_25_a04_bs_enus
Performance Metrics for Six Sigma  
Course ........................................ oper_25_a05_bs_enus
Six Sigma Project Team Dynamics and Performance  
Course ........................................ oper_25_a06_bs_enus

Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma  
Course ........................................ oper_28_a01_bs_enus
Root Cause Analysis and Waste Elimination in Six Sigma  
Course ........................................ oper_28_a02_bs_enus
Cycle Time Reduction and Kaizen in Six Sigma  
Course ........................................ oper_28_a03_bs_enus

Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma  
Course ........................................ oper_29_a01_bs_enus
Creating and Using Control Charts in Six Sigma  
Course ........................................ oper_29_a02_bs_enus
Lean Tools for Process Control in Six Sigma  
Course ........................................ oper_29_a03_bs_enus

Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma  
Course ........................................ oper_26_a01_bs_enus
Basic Probability and Statistical Distributions in Six Sigma  
Course ........................................ oper_26_a02_bs_enus
Data Classification, Sampling, and Collection in Six Sigma  
Course ........................................ oper_26_a03_bs_enus
Statistics and Graphical Presentation in Six Sigma  
Course ........................................ oper_26_a04_bs_enus
BUSINESS SKILLS COURSEWARE

Measurement System Analysis in Six Sigma
Course........................................ oper_26_a05_bs_enus

Process and Performance Capability Measurement in Six Sigma
Course........................................ oper_26_a06_bs_enus

Six Sigma Green Belt: Analyze
Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
Course........................................ oper_27_a01_bs_enus

Introduction to Hypothesis Testing and Tests for Means in Six Sigma
Course........................................ oper_27_a02_bs_enus

Hypothesis Tests for Variances and Proportions in Six Sigma
Course........................................ oper_27_a03_bs_enus

Mentoring Asset
Mentoring Six Sigma Green Belt (SSGB)
Mentoring Assets................................mntcssgb

Test Preps
TestPrep Six Sigma Green Belt (SSGB)
Testprep Exams.............................. oper_ssgb_a02_tp_enus

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

Leading and Implementing Sustainable Green Business Strategies
Introduction to Green Business and Sustainability
Course........................................ stgy_04_a01_bs_enus

Green Business: Planning Sustainability Strategies
Course........................................ stgy_04_a02_bs_enus

Green Business: Implementing Sustainability Strategies
Course........................................ stgy_04_a03_bs_enus

The Fundamentals of Globalization
Course........................................ stgy_05_a01_bs_enus

Fundamentals of Globalization: Analyzing the Global Environment
Course........................................ stgy_05_a02_bs_enus

The Fundamentals of Globalization: Strategies for Globalization
Course........................................ stgy_05_a03_bs_enus

Fundamentals of Globalization: Managing in a Global Environment
Course........................................ stgy_05_a04_bs_enus

Managing Expatriates’ Career Development
Business Impact Series ....................... pc_bi_mgbi011

The Etiquette of Cross-cultural Gift Giving
Business Impact Series ....................... pc_bi_spbi015

Evaluating Globalization Opportunities
Challenge Series............................ pc_ch_lach019

IT Strategy Essentials
IT Strategy Essentials: Business and IT Strategy Alignment
Course ........................................ stgy_06_a01_bs_enus

IT Strategy Essentials: Creating an IT Strategy Plan
Course ........................................ stgy_06_a02_bs_enus

IT Strategy Essentials: Implementing an IT Strategy
Course ........................................ stgy_06_a03_bs_enus

Business Law Essentials
Business Law Basic Concepts
Course ........................................ stgy_07_a01_bs_enus

Business Law and Ethics
Course ........................................ stgy_07_a02_bs_enus

Business Law and the Manager’s Responsibilities
Course ........................................ stgy_07_a03_bs_enus

Developing Strategic Thinking Acumen
Developing the Capacity to Think Strategically
Course ........................................ stgy_08_a01_bs_enus

Developing the Strategic Thinking Skill of Seeing the Big Picture
Course ........................................ stgy_08_a02_bs_enus

Using Strategic Thinking Skills
Course ........................................ stgy_08_a03_bs_enus

Effective Critical Analysis of Business Reports
Business Impact Series ....................... pc_bi_plbi004

Returning to Core Competencies
Business Impact Series ....................... pc_bi_lsci014

Competitive Awareness and Strategy
Challenge Series............................ pc_ch_lach022

Risk Management
Risk Management: Identifying Risk
Course ........................................ stgy_09_a01_bs_enus

Risk Management: Assessing Risk
Course ........................................ stgy_09_a02_bs_enus

Risk Management: Dealing with Risk
Course ........................................ stgy_09_a03_bs_enus
**BUSINESS SKILLS COURSEWARE**

- **Business Planning Essentials**
  - Business Planning Essentials: Preparing a Business Plan Course ..................................mkt_03_a01_bs_enus
  - Business Planning Essentials: Performing Key Analyses Course ..................................mkt_03_a02_bs_enus
  - Business Planning Essentials: Preparing for Implementation Course ..................................mkt_03_a03_bs_enus

- **Marketing Essentials**
  - Marketing Essentials: Introduction to Marketing Course ..............................................mkt_01_a01_bs_enus
  - Marketing Essentials: Planning and People Course .......................................................mkt_01_a02_bs_enus
  - Marketing Essentials: Product and Price Course ..........................................................mkt_01_a03_bs_enus
  - Marketing Essentials: Place Course ..............................................................................mkt_01_a04_bs_enus
  - Marketing Essentials: Promotion Course ........................................................................mkt_01_a05_bs_enus
  - Marketing Essentials: Marketing and Ethics Course .......................................................mkt_01_a06_bs_enus
  - Designing Products to Fit the Channel Business Impact Series .................................pc_bi_spbi005
  - Using Web Analytics to Increase Sales Business Impact Series .................................pc_bi_spbi006
  - Trade Show Marketing - Planning Ahead Business Impact Series .................................pc_bi_spbi007

- **Competitive Marketing Strategies**
  - Competitive Marketing Strategies: Conducting an Internal Analysis Course .................mkt_02_a01_bs_enus
  - Competitive Marketing Strategies: Analyzing Competitors Course ..............................mkt_02_a02_bs_enus
  - Competitive Marketing Strategies: Selecting and Implementing Strategies Course ........mkt_02_a03_bs_enus
  - Increasing Competitiveness through Collaboration Challenge Series .......................pc_ch_lach006

- **Strategic Brand Management**
  - Building Lasting Customer-brand Relationships Course ..............................................mkt_03_a01_bs_enus
  - Developing a Brand Internally Course ...........................................................................mkt_03_a02_bs_enus

- **Global Brand Management**
  - Course ..................................................................................................................mkt_03_a03_bs_enus

- **Finance and Accounting Essentials for Non-financial Professionals**
  - Principles of Accounting and Finance for Non-financial Professionals Course ..........fin_02_a01_bs_enus
  - Cash Flow Management Essentials for Non-financial Professionals Course ..........fin_02_a02_bs_enus
  - The Time Value of Money and Investment Decisions for Non-financial Professionals Course ..........fin_02_a03_bs_enus
  - The Essentials of Budgeting for Non-financial Professionals Course .......................fin_02_a04_bs_enus
  - Financial Statements for Non-financial Professionals Course .....................................fin_02_a05_bs_enus
  - Analyzing Financial Statements for Non-financial Professionals Course .....................fin_02_a06_bs_enus
  - Increasing Cash Flow in Times of Need Business Impact Series ..............................pc_bi_fabi003
  - Attracting New Investors - Keeping Presentations Focused Business Impact Series ....pc_bi_fabi004
  - What's Your Gross Profit Margin Really Saying? Business Impact Series ..................pc_bi_fabi005
  - Recognizing The Value of Intangible Assets Business Impact Series .........................pc_bi_fabi006
  - Recession: How it Affects Business Business Impact Series .....................................pc_bi_fabi007
  - Assessing Nonrecurring Items in Income Statements Business Impact Series ........pc_bi_fabi008
  - The Time Value of Money: Possible Pitfalls Business Impact Series ........................pc_bi_fabi009
  - Using Financial Analysis for Credit Decisions Challenge Series ............................pc_ch_lach012

- **Accounting Fundamentals**
  - Basic Accounting Principles and Framework Course .....................................................fin_03_a01_bs_enus
BUSINESS SKILLS COURSEWARE

The Accounting Equation and Financial Statements
Course............................................fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting
Course............................................fin_03_a03_bs_enus
Accounting Transactions and Books of Account
Course............................................fin_03_a04_bs_enus
Trial Balance & Adjusting Entries
Course............................................fin_03_a05_bs_enus
The Income Statement
Course............................................fin_03_a06_bs_enus
The Balance Sheet
Course............................................fin_03_a07_bs_enus
The Cash Flow Statement
Course............................................fin_03_a08_bs_enus
Accounting for Companies’ Stock Transactions and Dividends
Course............................................fin_03_a09_bs_enus
Outsourcing Financial Activities
Business Impact Series................................pc_bi_fabi001
Deconstructing the Balance Sheet
Business Impact Series................................pc_bi_fabi010
Final Exam: Accounting Fundamentals
Final Exams........................................fin_03_a01_fe_enus

Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process
Course ............................................fin_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return
Course ............................................fin_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index
Course ............................................fin_07_a03_bs_enus
Capital Budgeting: Capital Allocation
Course ............................................fin_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials
Final Exams ........................................fin_07_a01_fe_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks
Course ............................................ad_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss
Course ............................................ad_01_a03_bs_enus
Administrative Professionals: Interacting with Others
Course ............................................ad_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward
Course ............................................ad_01_a05_bs_enus
Essential Skills for Administrative Support Professionals Simulation
Simulation ...........................................AD001A

HUMAN RESOURCES CURRICULUM

Recruiting and Retention Strategies

Recruiting Talent
Course ............................................hr_05_a01_bs_enus
Retaining Your Talent Pool
Course ............................................hr_05_a02_bs_enus
Creating a High-Retention Organizational Culture
Simulation
Simulation ...........................................HR005A

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BUSINESS SKILLS COURSEWARE

Fringe Benefits: Maintaining a Competitive Hiring Advantage
Business Impact Series.................................. pc_bi_hri004
Aligning Recruitment to Job Requirements
Business Impact Series.................................. pc_bi_hri001
Preventing High Turnover Rates: How to Keep The Best
Business Impact Series.................................. pc_bi_mgbi008
Disciplines of Organizational Learning: Personal Mastery
Business Impact Series.................................. pc_bi_putb011
Surviving the Talent Crunch
Challenge Series............................................. pc_ch_lsb007

Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
Course................................................. hr_06_a01_bs_enus
Essentials of Interviewing and Hiring: Preparing to Interview
Course................................................. hr_06_a02_bs_enus
Essentials of Interviewing and Hiring: Conducting an Effective Interview
Course................................................. hr_06_a03_bs_enus
Essentials of Interviewing and Hiring: Behavioral Interview Techniques
Course................................................. hr_06_a04_bs_enus
Essentials of Interviewing and Hiring: Selecting the Right Candidate
Course................................................. hr_06_a05_bs_enus
Guarding Against Interviewing Biases
Business Impact Series................................. pc_bi_hri003
Conducting Interviews: Asking the Right Questions
Business Impact Series................................. pc_bi_hri014
Creating a Compelling Job Description
Business Impact Series................................. pc_bi_hri015
Hiring Strategic Thinkers
Challenge Series............................................. pc_ch_lsb011
Hiring a New Employee
Challenge Series............................................. pc_ch_lsb028

The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner
Course................................................. hr_07_a01_bs_enus
HR as Business Partner: Linking HR Functions with Organizational Goals
Course................................................. hr_07_a02_bs_enus
HR as Business Partner: Managing Talent for Organizational Success
Course................................................. hr_07_a03_bs_enus
HR as Business Partner: Using Metrics and Designing Strategic Initiatives
Course................................................. hr_07_a04_bs_enus

Organizational Behavior

Fundamentals of Organizational Behavior for the Individual
Course.................................................. hr_08_a01_bs_enus
Fundamentals of Organizations – Groups
Course.................................................. hr_08_a02_bs_enus
Understanding Organizational Power and Politics
Course.................................................. hr_08_a03_bs_enus
Organizational Structure and Employee Behavior
Course.................................................. hr_08_a04_bs_enus
Organizational Behavior: Dynamics of a Positive Organizational Culture
Course.................................................. hr_08_a05_bs_enus

Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Human Resources Core Knowledge: Skills, Concepts, and Tools
Course.................................................. hr_09_a01_bs_enus
Human Resources Core Knowledge: Functions and Activities
Course.................................................. hr_09_a02_bs_enus
Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Final Exams................................................ hr_09_a01_fe_enus

Business Management and Strategy (HRCI: PHR/SPHR-aligned)

Business Management and Strategy: The HR Function and Business Environment
Course.................................................. hr_10_a01_bs_enus
Business Management and Strategy: HR and the Strategic Planning Process
Course.................................................. hr_10_a02_bs_enus
Business Management and Strategy: HR Functions and Roles
Course.................................................. hr_10_a03_bs_enus
Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Final Exams................................................ hr_10_a01_fe_enus

Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Workforce Planning and Employment: Employment Legislation
Course.................................................. hr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment Strategies
Course.................................................. hr_11_a02_bs_enus
BUSINESS SKILLS COURSEWARE

Workforce Planning and Employment: Sourcing and Selecting Candidates
Course......................................................... hr_11_a03_bs_enus
Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
Course......................................................... hr_11_a04_bs_enus
Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
Final Exams .................................................. hr_11_a01_fe_enus

**Human Resource Development (HRCI: PHR/SPHR-aligned)**

Human Resource Development: Regulations and Organizational Development
Course......................................................... hr_12_a01_bs_enus
Human Resource Development: Employee Training
Course......................................................... hr_12_a02_bs_enus
Human Resource Development: Performance Appraisal and Talent Management
Course......................................................... hr_12_a03_bs_enus
Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
Final Exams .................................................. hr_12_a01_fe_enus

**Compensation and Benefits (HRCI: PHR/SPHR-aligned)**

Compensation and Benefits: Regulations, Strategies, and Needs Assessment
Course......................................................... hr_13_a01_bs_enus
Compensation and Benefits: Managing Policies, Programs, and Activities
Course......................................................... hr_13_a02_bs_enus
Compensation and Benefits: Organizational Responsibilities
Course......................................................... hr_13_a03 Bs_enus
Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
Final Exams .................................................. hr_13_a01_fe_enus

**Employee and Labor Relations (HRCI: PHR/SPHR-aligned)**

Employee and Labor Relations: Employment Regulations and Organizational Programs
Course......................................................... hr_14_a01_bs_enus
Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
Course......................................................... hr_14_a02_bs_enus
Employee and Labor Relations: Unions and Collective Bargaining
Course......................................................... hr_14_a03_bs_enus
Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exams .................................................. hr_14_a01_fe_enus

**Risk Management (HRCI: PHR/SPHR-aligned)**

Risk Management: Organizational Risk and Safety and Health Legislation
Course......................................................... hr_15_a01_bs_enus
Risk Management: Workplace Safety, Security, and Privacy
Course......................................................... hr_15_a02_bs_enus
Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exams .................................................. hr_15_a01_fe_enus

**Strategic Human Resource Management (HRCI: SPHR-aligned)**

Strategic HR for SPHR Exam Candidates Part I
Course .......................................................... hr_16_a01_bs_enus
Strategic HR for SPHR Exam Candidates Part II
Course .......................................................... hr_16_a02_bs_enus
Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
Final Exams .................................................. hr_16_a01_fe_enus

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

**The Fundamentals of Business Crises Management**

Demonstrating Accountability in a Crisis Situation
Challenge Series.......................... pc_ch_lach007
Perseverance and Flexibility in Times of Crisis
Challenge Series.......................... pc_ch_lach026

**Managing Organizational Change**

Managing Change: Understanding Change
Course .................................................. mgmt_13_a01_bs_enus
Managing Change: Building Positive Support for Change
Course .................................................. mgmt_13_a02_bs_enus
Managing Change: Dealing with Resistance to Change
Course .................................................. mgmt_13_a03 bs_enus
Managing Change: Sustaining Organizational Change
Course .................................................. mgmt_13_a04_bs_enus
Communicating Properly during Layoffs
Business Impact Series .................. pc_bi_hrbi005
Involving Employees in Corporate Change
Business Impact Series .................. pc_bi_lsbio11
BUSINESS SKILLS COURSEWARE

Communicating Organizational Change
Business Impact Series.......................... pc_bi_mgb015
Developing People
Challenge Series.................................. pc_ch_lach013
Beyond Change: Working with Agility
Business Impact Series......................... pc_bi_pabi009

Business Coaching Essentials

Business Coaching: Getting Ready to Coach
Course........................................... mgmt_14_a01_bs_enus
Business Coaching: Conducting Coaching Sessions
Course........................................... mgmt_14_a02_bs_enus
Business Coaching: Building the Coaching Relationship
Course........................................... mgmt_14_a03_bs_enus
Business Coaching: Using Different Coaching Styles
Course........................................... mgmt_14_a04_bs_enus
The Art of Effective Coaching
Business Impact Series.......................... pc_bi_lsbi018
Coaching
Challenge Series................................. pc_ch_lach024

Management Essentials

Management Essentials: Directing Others
Course........................................... mgmt_15_a01_bs_enus
Management Essentials: Delegating
Course........................................... mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports
Course........................................... mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior
Course........................................... mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team
Course........................................... mgmt_15_a05_bs_enus
Management Essentials: Treating Your Direct Reports Fairly
Course........................................... mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports
Course........................................... mgmt_15_a07_bs_enus
Acting Decisively
Challenge Series................................. pc_ch_lach034
Employee Dismissal
Challenge Series................................. pc_ch_lach038
Managing Fairly
Business Impact Series......................... pc_bi_mgb016

First Time Manager Essentials

First Time Manager: Understanding a Manager’s Role
Course........................................... mgmt_16_a01_bs_enus
First Time Manager: Challenges
Course........................................... mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations
Course........................................... mgmt_16_a03_bs_enus
Making the Move Into Management
Challenge Series................................. pc_ch_lach029

Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals
Course........................................... mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals
Course........................................... mgmt_17_a02_bs_enus
Performance Appraisal Essentials: 360-degree Appraisals
Course........................................... mgmt_17_a03_bs_enus
Preparing for Your Performance Appraisal
Business Impact Series.......................... pc_bi_pabi017

Talent Management Essentials

Talent Management: Basics
Course........................................... mgmt_18_a01_bs_enus
Talent Management: Planning
Course........................................... mgmt_18_a02_bs_enus
Talent Management: Acquiring Talent
Course........................................... mgmt_18_a03_bs_enus
Talent Management: Developing and Engaging Talent
Course........................................... mgmt_18_a04_bs_enus
Talent Management: Retaining Talent
Course........................................... mgmt_18_a05_bs_enus
Attracting and Retaining Talent
Challenge Series................................. pc_ch_lach021

Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management
Course........................................... mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management
Course........................................... mgmt_19_a02_bs_enus
Managing Technical Professionals
Course........................................... mgmt_19_a03_bs_enus

Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees
Course........................................... mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team
Course........................................... mgmt_20_a02_bs_enus
Managing Wilkforce Generations: Working with the 21st-century Generation Mix
Course........................................... mgmt_20_a03_bs_enus
Managing an Aging Workforce
Business Impact Series.......................... pc_bi_mgb005

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BUSINESS SKILLS COURSEWARE

Managing Experts
Meeting the Needs of Your Experts
Course............................................ mgmt_21_a01_bs_enus
Overcoming Challenges When Managing Experts
Course............................................ mgmt_21_a02_bs_enus
Managing Top Performers Is Always Easy...Right?
Business Impact Series......................... _pc_bi_hrb013
Recognizing Natural Leaders
Challenge Series.............................. _pc_ch_lsch001

Advanced Management Skills
Developing a High-performance Organization
Course............................................ mgmt_23_a01_bs_enus
Cross-functional Strategic Management
Course............................................ mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty
Course............................................ mgmt_23_a03_bs_enus
Managing High Performers
Course............................................ mgmt_23_a04_bs_enus
Managing New Managers
Course............................................ mgmt_23_a05_bs_enus
Managing Experienced Managers
Course............................................ mgmt_23_a06_bs_enus
Developing Adaptable Managers
Business Impact Series....................... _pc_bi_mgb013
Employee Engagement
Challenge Series.............................. _pc_ch_mgc006
Delivering Bad News Effectively
Challenge Series.............................. _pc_ch_lch033
Building Upward Relationships
Challenge Series.............................. _pc_ch_lch039

Strategies for Successful Employee On-boarding
Strategies for Successful Employee Onboarding: An Introduction
Course............................................ mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting Started
Course............................................ mgmt_24_a02_bs_enus
Strategies for Successful Employee Onboarding: Assessing Program Success
Course............................................ mgmt_24_a03_bs_enus

Managing during Difficult Times
Communicating during Difficult Times
Course ............................................ mgmt_25_a01_bs_enus
Managing Resources during Difficult Times
Course ............................................ mgmt_25_a02_bs_enus
Managing Attitudes during Difficult Times
Course ............................................ mgmt_25_a03_bs_enus

Dismissing an Employee
Preparing to Dismiss an Employee
Course ............................................ mgmt_26_a01_bs_enus
Managing the Dismissal of an Employee
Course ............................................ mgmt_26_a02_bs_enus

Delegation Essentials
Delegation Essentials: An Introduction to Delegating
Course ............................................ mgmt_27_a01_bs_enus
Delegation Essentials: The Delegation Process
Course ............................................ mgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation Problems
Course ............................................ mgmt_27_a03_bs_enus
Delegating Appropriate Tasks
Business Impact Series....................... _pc_bi_mgb007
Developing Employees through Delegation
Challenge Series.............................. _pc_ch_lch017

Business Execution
Business Execution: Understanding the Fundamentals
Course ............................................ mgmt_28_a01_bs_enus
Business Execution: Crafting a Business Strategy that Executes
Course ............................................ mgmt_28_a02_bs_enus
Business Execution: Linking Strategy to People and Operations
Course ............................................ mgmt_28_a03_bs_enus
Business Execution: Monitoring and Evaluating Initiatives
Course ............................................ mgmt_28_a04_bs_enus
Fostering a Business Execution Culture
Business Impact Series....................... _pc_bi_lsb008
Performance Dashboard or Scorecard?
Business Impact Series....................... _pc_bi_mgb012

Essential Mentoring Techniques
Essential Mentoring Techniques: Mentoring Fundamentals
Course ............................................ mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Course ............................................ mgmt_29_a02_bs_enus
BUSINESS SKILLS COURSEWARE

- Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships Course………………………………gmt_29_a03_bs_enus
- Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program Course………………………………gmt_29_a04_bs_enus

- Thinking Like a CFO
  - Thinking Like a CFO: Mind-set and Financial Priorities Course………………………………gmt_30_a01_bs_enus
  - Thinking Like a CFO: Making Financial Decisions Course………………………………gmt_30_a02_bs_enus
  - Thinking Like a CFO: Preparing and Presenting a Business Case Course………………………………gmt_30_a03_bs_enus
  - Thinking Like a CFO: Managing Risk Course………………………………gmt_30_a04_bs_enus

- Essentials of Facilitating
  - Using Facilitation Skills as a Manager Course………………………………gmt_31_a01_bs_enus
  - Facilitating Collaborative Processes Course………………………………gmt_31_a02_bs_enus
  - Challenges of Facilitating Course………………………………gmt_31_a03_bs_enus

- Effectively Managing Top Performers
  - Engaging Top Performers Course………………………………gmt_33_a01_bs_enus
  - Retaining Top Performers Course………………………………gmt_33_a02_bs_enus
  - Overcoming Challenges of Managing Top Performers Course………………………………gmt_33_a03_bs_enus

- Managing Problem Performance
  - Recognizing and Diagnosing Problem Performance Course………………………………gmt_34_a01_bs_enus
  - First Steps for Turning Around a Performance Problem Course………………………………gmt_34_a02_bs_enus
  - Using Progressive Discipline to Correct Problem Performance Course………………………………gmt_34_a03_bs_enus
  - Preventing Problem Performance Course………………………………gmt_34_a04_bs_enus
  - Underperforming Employee – Now What? Business Impact Series………………………………pc_bi_hrbi010
  - Managing Performance Challenge Series………………………………pc_ch_lach002

- Difficult Conversations
  - Preparing for a Difficult Conversation Course………………………………gmt_36_a01_bs_enus
  - Having a Difficult Conversation Course………………………………gmt_36_a02_bs_enus
  - Handling Difficult Conversations Effectively Course………………………………gmt_36_a03_bs_enus

- Performance Management
  - Planning for Performance Course………………………………gmt_37_a01_bs_enus
  - Monitoring and Improving Performance Course………………………………gmt_37_a02_bs_enus
  - Reviewing and Rewarding Performance Course………………………………gmt_37_a03_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

- Leadership Essentials
  - Leadership Essentials: Motivating Employees Course………………………………lead_05_a01_bs_enus
  - Leadership Essentials: Communicating Vision Course………………………………lead_05_a02_bs_enus
  - Leadership Essentials: Building Your Influence as a Leader Course………………………………lead_05_a03_bs_enus
  - Leadership Essentials: Leading with Emotional Intelligence Course………………………………lead_05_a04_bs_enus
  - Leadership Essentials: Leading Business Execution Course………………………………lead_05_a05_bs_enus
  - Leadership Essentials: Leading Innovation Course………………………………lead_05_a06_bs_enus
  - Leadership Essentials: Leading Change Course………………………………lead_05_a07_bs_enus
  - Leadership Essentials: Creating Your Own Leadership Development Plan Course………………………………lead_05_a08_bs_enus
  - Motivating Employees and Leading Change Simulation Simulation………………………………LEAD005A
  - Leading Teams through Change Business Impact Series………………………………pc_bi_lsbi003
  - Leading Outside the Organization Business Impact Series………………………………pc_bi_lsbi005
  - Knowing When to Take Leadership Risks Business Impact Series………………………………pc_bi_lsbi006
  - Wanted - Innovation Leaders Business Impact Series………………………………pc_bi_lsbi013
BUSINESS SKILLS COURSEWARE

Developing a Business Execution Culture
Challenge Series .................................. pc_ch_lach001
Leading Change
Challenge Series .................................. pc_ch_lach004
Leader as Motivator
Challenge Series .................................. pc_ch_lach008
Leading Innovation
Challenge Series .................................. pc_ch_lach010
Crafting an Organizational Vision
Challenge Series .................................. pc_ch_lach040
Motivating Human Behavior
Challenge Series .................................. pc_ch_lsch002
Communicating a Shared Vision
Business Impact Series .......................... pc_bi_lsbio001
The Emotionally Intelligent Leader
Challenge Series .................................. pc_ch_lach014

■ Employee Engagement

The Benefits and Challenges of Engaging Employees
Course ............................................. lead_06_a01_bs_enus
Maintaining an Engaging Organization
Course ............................................. lead_06_a02_bs_enus

■ Creating a Positive Work Environment

Creating and Maintaining a Positive Work Environment
Course ............................................. lead_07_a01_bs_enus

■ Developing a Culture of Learning

Fundamentals of Organizational Learning
Course ............................................. lead_08_a01_bs_enus
Establishing the Conditions for a Learning Culture
Course ............................................. lead_08_a02_bs_enus
Developing Learning Practices
Course ............................................. lead_08_a03_bs_enus
Evaluating and Sustaining Organizational Learning
Course ............................................. lead_08_a04_bs_enus

■ Effective Succession Planning

Initiating Succession Planning
Course ............................................. lead_09_a01_bs_enus
Effective Succession Planning: Determining a Talent Pool for Key Positions
Course ............................................. lead_09_a02_bs_enus
Implementing and Assessing a Succession Planning Program
Course ............................................. lead_09_a03_bs_enus
Succession Planning
Business Impact Series .......................... pc_bi_lsbio002
Succession Planning and Management Programs
Challenge Series .................................. pc_ch_lsch004

■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals
Course ............................................. lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams
Course ............................................. lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team
Course ............................................. lead_10_a03_bs_enus
Using Conflict to an Organization’s Advantage
Business Impact Series .......................... pc_bi_mgbio002
Mediating Project Team Conflict
Business Impact Series .......................... pc_bi_pftbi006
Facilitating Work-related Conflict Discussions
Business Impact Series .......................... pc_bi_pftbi015

■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization: Mission and Goals
Course ............................................. lead_11_a01_bs_enus
Setting and Managing Priorities within the Organization: Deciphering Priorities
Course ............................................. lead_11_a02_bs_enus
Setting and Managing Priorities within the Organization: Motivation
Course ............................................. lead_11_a03_bs_enus
Setting and Managing Priorities within the Organization: Communication
Course ............................................. lead_11_a04_bs_enus
Do You Share Your Organization’s Values?
Business Impact Series .......................... pc_bi_pabio006

■ The Voice of Leadership

The Voice of Leadership: Inspirational Leadership
Course ............................................. lead_13_a01_bs_enus
The Voice of Leadership: Self-assessment and Motivation
Course ............................................. lead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership Communication Strategies
Course ............................................. lead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership Messaging
Course ............................................. lead_13_a04_bs_enus

PROFESSIONAL EFFECTIVENESS
COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Preparing a Business Case
Course ............................................. comm_01_a01_bs_enus
BUSINESS SKILLS COURSEWARE

Writing a Business Case
Course..............................comm_01_a02_bs_enus
Presenting Your Case
Course..............................comm_01_a03_bs_enus

■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively
Course..............................comm_17_a01_bs_enus
Addressing and Redistributing E-mail
Course..............................comm_17_a02_bs_enus
Managing Your E-mail
Course..............................comm_17_a03_bs_enus
Final Exam: E-mail Essentials for Business
Final Exams..........................comm_17_a01_fe_enus

■ Telephone Essentials for Business

Essential Skills for Professional Telephone Calls
Course..............................comm_18_a01_bs_enus

■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose
Course..............................comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely
Course..............................comm_19_a02_bs_enus
Business Writing: Editing and Proofreading
Course..............................comm_19_a03_bs_enus
Writing for Business
Business Impact Series..................pc_bi_pabi012
Written Communication
Challenge Series........................pc_ch_pach015
Final Exam: Business Writing Basics
Final Exams..........................comm_19_a01_fe_enus

■ Business Grammar Basics

Business Grammar: Parts of Speech
Course..............................comm_20_a01_bs_enus
Business Grammar: Working with Words
Course..............................comm_20_a02_bs_enus
Business Grammar: The Mechanics of Writing
Course..............................comm_20_a03_bs_enus
Business Grammar: Punctuation
Course..............................comm_20_a04_bs_enus
Business Grammar: Sentence Construction
Course..............................comm_20_a05_bs_enus
Business Grammar: Common Usage Errors
Course..............................comm_20_a06_bs_enus
Final Exam: Business Grammar Basics
Final Exams..........................comm_20_a01_fe_enus

■ Interpersonal Communication

Interpersonal Communication: Communicating with Confidence
Course..............................comm_21_a01_bs_enus
Interpersonal Communication: Targeting Your Message
Course..............................comm_21_a02_bs_enus
Interpersonal Communication: Listening Essentials
Course..............................comm_21_a03_bs_enus
Interpersonal Communication: Communicating Assertively
Course..............................comm_21_a04_bs_enus
Interpersonal Communication: Being Approachable
Course..............................comm_21_a05_bs_enus
Effective Interpersonal Communications Simulation
Simulation.............................COMM021A
Making Yourself Approachable
Business Impact Series..................pc_bi_pabi011
Asserting Yourself in the Workplace
Challenge Series.......................pc_ch_pach016
Final Exam: Interpersonal Communication
Final Exams..........................comm_21_a01_fe_enus

■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict
Course..............................comm_22_a01_bs_enus
Workplace Conflict: Strategies for Resolving Conflicts
Course..............................comm_22_a02_bs_enus
Confrontation: What’s the Best Approach
Business Impact Series..................pc_bi_mgbi009
Personal Conflict Styles
Business Impact Series..................pc_bi_pabi002
Coping with Accusations in the Workplace
Challenge Series.......................pc_ch_lsch003
Managing Conflict
Challenge Series.......................pc_ch_lach009
Conflict: Avoid, Confront, or Delay?
Challenge Series.......................pc_ch_pach004

■ Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People
Course..............................comm_23_a01_bs_enus
Working with Difficult People: How to Work with Aggressive People
Course..............................comm_23_a02_bs_enus
Working with Difficult People: How to Work with Negative People
Course..............................comm_23_a03_bs_enus
Working with Difficult People: How to Work with Procrastinators
Course..............................comm_23_a04_bs_enus
BUSINESS SKILLS COURSEWARE

- **Negotiation Essentials**
  - Negotiation Essentials: What Is Negotiation?
    Course comm_24_a01_bs_enus
  - Negotiation Essentials: Planning for Negotiation
    Course comm_24_a02_bs_enus
  - Negotiation Essentials: Communicating
    Course comm_24_a03_bs_enus
  - Negotiation Essentials: Persuading
    Course comm_24_a04_bs_enus
  - Negotiation Essentials: Avoiding Pitfalls in Negotiations
    Course comm_24_a05_bs_enus
  - Negotiation Essentials Simulation
    COMM024A
  - Effective Body Language in Negotiations
    Business Impact Series pc_bi_pfbi013
  - Vendor Negotiations: Choosing the Best Approach
    Challenge Series pc_ch_pfch003

- **Emotional Intelligence Essentials**
  - What is Emotional Intelligence?
    Course comm_25_a01_bs_enus
  - Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
    Course comm_25_a02_bs_enus
  - Using Emotional Intelligence on the Job
    Course comm_25_a03_bs_enus
  - Emotional Intelligence at Work Simulation
    COMM025A
  - How High Is Your EQ?
    Business Impact Series pc_bi_pfbi009
  - Emotional Intelligence at Work Challenge Series pc_ch_pach014

- **Fundamentals of Cross Cultural Communication**
  - Culture and Its Effect on Communication
    Course comm_26_a01_bs_enus
  - Communicating Across Cultures
    Course comm_26_a02 Bs_enus
  - Improving Communication in Cross-cultural Relationships
    Course comm_26_a03 Bs_enus
  - Communicating with a Cross-cultural Audience
    Business Impact Series pc_bi_pfbi020
  - Dispute Resolution in International Contracts
    Challenge Series pc_ch_lsch005

- **Getting Results without Direct Authority**
  - Getting Results without Direct Authority: Building Relationships and Credibility
    Course comm_27_a01 Bs_enus
  - Getting Results without Direct Authority: Persuasive Communication
    Course comm_27_a02 Bs_enus
  - Getting Results without Direct Authority: Reciprocity
    Course comm_27_a03 Bs_enus
  - Getting Results without Direct Authority: Influencing Your Boss
    Course comm_27_a04 Bs_enus
  - Influencing Key Decision Makers
    Business Impact Series pc_bi_lsb015
  - Influence and Persuasion Challenge Series pc_ch_lach016

- **Listening Essentials**
  - Listening Essentials: The Basics of Listening
    Course comm_28_a01 Bs_enus
  - Listening Essentials: Improving Your Listening Skills
    Course comm_28_a02 Bs_enus
  - Effective Listening Challenge Series pc_ch_lach030
  - Listening with Skill Challenge Series pc_ch_pach002
  - Final Exam: Listening Essentials
    Final Exams comm_28_a01_fe_enus

- **Constructive Feedback and Criticism**
  - Giving Feedback
    Course comm_29_a01 Bs_enus
  - Giving Constructive Criticism
    Course comm_29_a02 Bs_enus
  - Receiving Feedback and Criticism
    Course comm_29_a03 Bs_enus

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BUSINESS SKILLS COURSEWARE

Criticism in Context
Business Impact Series..............................pc_bi_pfbi016
Giving Appropriate Feedback
Challenge Series........................................pc_ch_lach006
Giving Feedback to Coworkers
Challenge Series........................................pc_ch_lach031

Anger Management Essentials
Anger Management Essentials: Understanding Anger
Course......................................................comm_30_a01_bs_enus
Anger Management Essentials: Managing and Controlling Anger
Course......................................................comm_30_a02_bs_enus

Communicating Effectively with the 'C' Level
Preparing to Communicate Effectively at the 'C' Level
Course......................................................comm_31_a01_bs_enus
Techniques for Communicating Effectively with Senior Executives
Course......................................................comm_31_a02_bs_enus

Running Effective Business Meetings
Preparing for Effective Business Meetings
Course......................................................comm_32_a01_bs_enus
Managing Effective Business Meetings
Course......................................................comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course......................................................comm_32_a03_bs_enus
When Too Many Meetings Are Just Too Much
Business Impact Series..............................pc_bi_pfbi008
Making Meetings Work
Business Impact Series..............................pc_bi_pfbi018
Managing Meetings for Productivity and Effectiveness
Challenge Series........................................pc_ch_lach031

Basic Presentation Skills
Basic Presentation Skills: Planning a Presentation
Course......................................................comm_33_a01_bs_enus
Basic Presentation Skills: Creating a Presentation
Course......................................................comm_33_a02_bs_enus
Basic Presentation Skills: Delivering a Presentation
Course......................................................comm_33_a03_bs_enus
Handling Difficult Questions as a Presenter
Business Impact Series..............................pc_bi_pabi007

Communicate with Diplomacy and Tact
The Impact of Situation and Style When Communicating with Diplomacy and Tact
Course......................................................comm_34_a01_bs_enus
Strategies for Communicating with Tact and Diplomacy
Course......................................................comm_34_a02_bs_enus
Delivering a Difficult Message with Diplomacy and Tact
Course......................................................comm_34_a03_bs_enus

Professional Networking Essentials
Professional Networking Essentials: Finding Opportunities To Make Connections
Course......................................................comm_38_a001_bs_enus
Professional Networking Essentials: Developing Confidence
Course......................................................comm_38_a03_bs_enus

Writing Skills for Technical Professionals
Writing for Technical Professionals: Preparation and Planning
Course......................................................ib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques
Course......................................................ib_wstp_a02_it_enus

PROFESSIONAL EFFECTIVENESS
FOUNDATION SKILLS CURRICULUM

Basic Business Math
Basic Business Math: Using Whole Numbers and Decimals
Course......................................................fnd_01_a01_bs_enus
Basic Business Math: Percentages and Ratios
Course......................................................fnd_01_a02_bs_enus
Basic Business Math: Averages and Equations
Course......................................................fnd_01_a03_bs_enus
Basic Business Math: Charts and Graphs
Course......................................................fnd_01_a04_bs_enus

PROFESSIONAL EFFECTIVENESS
PERSONAL DEVELOPMENT CURRICULUM

Doing Business Professionally
Working for Your Inner Boss: Personal Accountability
Course......................................................pd_05_a01_bs_enus
Managing from Within: Self-empowerment
Course......................................................pd_05_a02_bs_enus
Goals and Setting Goals
Course......................................................pd_05_a03_bs_enus
Creating a Positive Attitude
Course......................................................pd_05_a04_bs_enus
BUSINESS SKILLS COURSEWARE

Pursuing Successful Lifelong Learning
Course ........................................ pd_05_a05_bs_enus
Doing Business Professionally Simulation
Simulation .............................................. PD005A

Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life Balance
Course ........................................ pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance
Course ........................................ pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress
Course ........................................ pd_06_a03_bs_enus
Balancing Your Responsibilities Simulation
Simulation .............................................. PD006A
Employee Exhaustion: Managing a Well-balanced Workload
Business Impact Series ......................... pc_bi_mgb010
Managing Workplace Stress
Business Impact Series ......................... pc_bi_hrbi006
Creating Work/Life Balance
Challenge Series .................................. pc_ch_lach036

Diversity on the Job

Diversity on the Job: The Importance of Diversity and the Changing Workplace
Course ........................................ pd_07_a01_bs_enus
Diversity on the Job: Diversity and You
Course ........................................ pd_07_a02_bs_enus
Developing Workplace Diversity Awareness Simulation
Simulation .............................................. PD007A
Understanding Workplace Diversity
Business Impact Series ......................... pc_bi_hrbi002
Managing Diversity
Challenge Series .................................. pc_ch_lach015

Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee
Course ........................................ pd_08_a01_bs_enus
Telecommuting Basics: Communication Strategies for the Remote Employee
Course ........................................ pd_08_a02_bs_enus

Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing Your Creativity
Course ........................................ pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity
Course ........................................ pd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and Building on Ideas
Course ........................................ pd_09_a03_bs_enus
Executing Innovation
Business Impact Series ......................... pc_bi_lsb016
Getting Ready to Present
Challenge Series ......................... pc_ch_pach018
Creativity: Developing and Communicating Ideas
Challenge Series ......................... pc_ch_pach025
Promoting Creative Thinking
Challenge Series ......................... pc_ch_lach035

Managing Your Career

Managing Your Career: Creating a Plan
Course ........................................ pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track
Course ........................................ pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials
Course ........................................ pd_10_a03_bs_enus
Managing Your Career: You and Your Boss
Course ........................................ pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal
Course ........................................ pd_10_a05_bs_enus
Conquering Career Stagnation
Business Impact Series ......................... pc_bi_pfbi019
Developing Your Career
Challenge Series ................................ pc_ch_lach037
Building and Managing Upward Relationships
Challenge Series ................................ pc_ch_pach008
Planning Your Career
Challenge Series ................................ pc_ch_pach013
Exploring Self-development
Challenge Series ................................ pc_ch_pach023
Managing Your Relationship with Your Boss Simulation
Simulation .............................................. PD010A

Effective Time Management

Time Management: Analyzing Your Use of Time
Course ........................................ pd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time
Course ........................................ pd_11_a02_bs_enus
Time Management: Avoiding Time Stealers
Course ........................................ pd_11_a03_bs_enus
Coping with Information Overload
Business Impact Series ......................... pc_bi_pfbi002
Prioritizing Personal and Professional Responsibilities
Business Impact Series ......................... pc_bi_mgb003
BUSINESS SKILLS COURSEWARE

Planning for Interruptions Helps with Procrastination
Business Impact Series ........................................ pd_14_a02_bs_enus
Setting and Managing Priorities
Challenge Series .................................................. pc_ch_lach018
Coping with Conflicting Priorities
Challenge Series .................................................. pc_ch_pach005
Setting Goals
Challenge Series .................................................. pc_ch_pach007
Getting Time under Control
Challenge Series .................................................. pc_ch_pach021

Problem Solving and Decision-Making Strategies
Problem Solving: The Fundamentals
Course .............................................................. pd_12_a01_bs_enus
Problem Solving: Determining and Building Your Strengths
Course .............................................................. pd_12_a02_bs_enus
Problem Solving: Digging Deeper
Course .............................................................. pd_12_a03_bs_enus
Decision Making: The Fundamentals
Course .............................................................. pd_12_a04_bs_enus
Decision Making: Tools and Techniques
Course .............................................................. pd_12_a05_bs_enus
Decision Making: Making Tough Decisions
Course .............................................................. pd_12_a06_bs_enus
Uncovering the Root Problem
Challenge Series .................................................. pc_ch_lach003
Playing the Devil’s Advocate in Decision Making
Business Impact Series .......................................... pc_bi_pabi005
Turning Problems Around with Reverse Brainstorming
Business Impact Series .......................................... pc_bi_isbi017
Problem Solving: Process, Tools, and Techniques
Challenge Series .................................................. pc_ch_pach003

Dealing with Organizational Change
Understanding Organizational Change
Course .............................................................. pd_13_a01_bs_enus
Preparing for Organizational Change
Course .............................................................. pd_13_a02_bs_enus
Embracing Organizational Change
Course .............................................................. pd_13_a03_bs_enus
Managing the Stress of Organizational Change
Business Impact Series .......................................... pc_bi_mgbi004
The Importance of Flexibility in the Workplace
Business Impact Series .......................................... pc_bi_ftpbi007
Developing Organizational Agility
Challenge Series .................................................. pc_ch_pach024

Critical Thinking Essentials
Critical Thinking Essentials: What Is Critical Thinking?
Course .............................................................. pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills
Course .............................................................. pd_14_a02_bs_enus
Critical Thinking
Challenge Series .................................................. pc_ch_lach025

Building and Maintaining Trust
Building Trust
Course .............................................................. pd_15_a01_bs_enus
Rebuilding Trust
Course .............................................................. pd_15_a02_bs_enus
Rebuilding Trust
Business Impact Series .......................................... pc_bi_pabi005
The Fruits of Integrity: Building Trust at Work
Challenge Series .................................................. pc_ch_pach012

Personal Productivity Improvement
Personal Productivity Improvement: Managing Your Workspace
Course .............................................................. pd_16_a01_bs_enus
Personal Productivity: Self-organization and Overcoming Procrastination
Course .............................................................. pd_16_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Course .............................................................. pd_16_a03_bs_enus

Peer Relationships
The Value of Peer Relationships
Course .............................................................. pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization
Course .............................................................. pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work
Course .............................................................. pd_17_a03_bs_enus
Peer Political Styles
Business Impact Series .......................................... pc_bi_pabi010
Building Better Relationships through Understanding Challenge Series ................................ pc_ch_pach017
Building Peer Relationships
Challenge Series .................................................. pc_ch_pach019

Business Ethics
Introduction to Workplace Ethics
Course .............................................................. pd_18_a01_bs_enus
Developing a Code of Ethical Conduct
Course .............................................................. pd_18_a02_bs_enus
Ethical Decision-making in the Workplace
Course .............................................................. pd_18_a03_bs_enus
BUSINESS SKILLS COURSEWARE

Do You Share Your Organization’s Values?
Business Impact Series................................. pc_bi_pabi006
Office Politics – What Will You Do?
Challenge Series................................. pc_ch_pfch004
Ethics, Integrity, and Trust
Challenge Series................................. pc_ch_lach005
The Ethics Enigma
Challenge Series................................. pc_ch_pach020

Living and Working Abroad in the United States
American Work Culture and Values
Course.............................................. pd_19_a01_bs_enus
Key Aspects of the American Work Environment
Course.............................................. pd_19_a02 bs enus
Communicating Successfully in the American Workplace
Course.............................................. pd_19_a03 bs enus
Succeeding in the American Workplace
Course.............................................. pd_19_a04 bs enus

Interviewing Strategies for the Interviewee
Preparing for an Internal Interview
Course.............................................. pd_21_a01 bs enus
Making a Positive Impression in an Internal Interview
Course.............................................. pd_21_a02 bs enus

Campus to Corporate
Campus to Corporate: Meeting New Expectations
Course.............................................. pd_22_a01 bs enus
Campus to Corporate: Developing a Professional Image
Course.............................................. pd_22_a02 bs enus

Public Speaking Strategies
Public Speaking Strategies: Preparing Effective Speeches
Course.............................................. pd_23_a01 bs enus
Public Speaking Strategies: Confident Public Speaking
Course.............................................. pd_23_a02 bs enus

Performance under Pressure
Developing the Right Attitude for Performing under Pressure
Course.............................................. pd_24_a01 bs enus
Taking Action for Performing under Pressure
Course.............................................. pd_24_a02 bs enus
Performing with Others under Pressure
Course.............................................. pd_24_a03 bs enus

Business Etiquette and Professionalism
Developing Your Reputation of Professionalism with Business Etiquette
Course .............................................. pd_25_a01 bs enus
Professionalism, Business Etiquette, and Personal Accountability
Course .............................................. pd_25_a02 bs enus
Communicating with Professionalism and Etiquette
Course .............................................. pd_25_a03 bs enus
Using Business Etiquette to Build Professional Relationships
Course .............................................. pd_25_a04 bs enus
Disciplines of Organizational Learning: Personal Mastery
Business Impact Series ................................. pc_bi_pfbi011
Safe Small Talk
Business Impact Series ................................. pc_bi_pfbi012
Reframing Negative Situations
Business Impact Series ................................. pc_bi_hrbi008
Managing Goals
Challenge Series ......................................... pc_ch_lach027
Broadening Your Learning Horizons
Business Impact Series................................. pc_bi_pabi013
Targeting Personal Learning
Challenge Series ......................................... pc_ch_pach022

Perseverance and Resilience
Developing Character for Perseverance and Resilience
Course .............................................. pd_26_a01 bs enus
Achieving Goals through Perseverance and Resilience
Course .............................................. pd_26_a02 bs enus
Bouncing Back with Perseverance and Resilience
Course .............................................. pd_26_a03 bs enus
Perseverance: Flexibility in Action
Business Impact Series ................................. pc_bi_pabi004
Persevering through Setbacks
Challenge Series ......................................... pc_ch_pach011

Decisiveness
Developing Character for Decisiveness
Course .............................................. pd_27_a01 bs enus
Overcoming the Barriers to Decisiveness
Course .............................................. pd_27_a02 bs enus

Writing Under Pressure
Writing under Pressure: Preparing for Success
Course .............................................. pd_28_a01 bs enus
Writing under Pressure: The Writing Process
Course .............................................. pd_28_a02 bs enus

PROJECT EFFECTIVENESS
BUSINESS SKILLS COURSEWARE

PROJECT MANAGEMENT CURRICULUM

- Project Management for Non-Project Managers
  - Project Management Fundamentals
    Course: proj_01_a01_bs_enus
  - Transitioning into a Project Management Role
    Course: proj_01_a02_bs_enus
  - Initiating and Planning a Project
    Course: proj_01_a03_bs_enus
  - Managing a Project
    Course: proj_01_a04_bs_enus
  - Troubleshooting and Closing the Project
    Course: proj_01_a05_bs_enus
  - Project Management for Non-Project Managers
    Simulation: PROJ001A
  - Managing Projects with No Direct Authority
    Business Impact Series: pc_bi_pmbi001
  - Supporting Project Managers
    Challenge Series: pc_ch_lach042
  - Ensuring Management Buy-in on a Project
    Business Impact Series: pc_bi_pmbi002
  - Managing Conflict in Project Teams
    Business Impact Series: pc_bi_pmbi003
  - Managing Scope on a Project
    Business Impact Series: pc_bi_pmbi004
  - Weighing the Costs of Project Change
    Business Impact Series: pc_bi_pmbi005
  - Managing Vendor Relationships
    Business Impact Series: pc_bi_pmbi006
  - Anticipating and Solving Problems as a Project Champion
    Business Impact Series: pc_bi_pmbi007
  - Addressing Stakeholder Conflicts
    Business Impact Series: pc_bi_pmbi008
  - Portfolios, Programs, and Projects: What’s the Difference?
    Business Impact Series: pc_bi_pmbi009
  - Controlling Project Cost
    Business Impact Series: pc_bi_pmbi010
  - Project Management Essentials
    Challenge Series: pc_ch_lach041

- Project Management Essentials (PMBOK® Guide - Fifth Edition-aligned)
  - Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
    Course: proj_19_a01_bs_enus
  - Project Management Overview (PMBOK® Guide Fifth Edition)
    Course: proj_19_a02_bs_enus
    Course: proj_19_a03_bs_enus

- Project Integration Management (PMBOK® Guide - Fifth Edition-aligned)
    Course: proj_20_a01_bs_enus
  - Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
    Course: proj_20_a02_bs_enus
  - Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
    Course: proj_20_a03_bs_enus

- Project Scope Management (PMBOK® Guide - Fifth Edition-aligned)
  - Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
    Course: proj_21_a01_bs_enus
    Course: proj_21_a02_bs_enus
  - Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
    Course: proj_21_a03_bs_enus

- Project Time Management (PMBOK® Guide - Fifth Edition-aligned)
  - Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
    Course: proj_22_a01_bs_enus
  - Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
    Course: proj_22_a02_bs_enus
  - Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
    Course: proj_22_a03_bs_enus

- Project Cost Management (PMBOK® Guide - Fifth Edition-aligned)
  - Planning Project Costs (PMBOK® Guide Fifth Edition)
    Course: proj_23_a01_bs_enus
  - Controlling Project Costs (PMBOK® Guide Fifth Edition)
    Course: proj_23_a02_bs_enus

- Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)
  - Plan Quality Management (PMBOK® Guide Fifth Edition)
    Course: proj_24_a01_bs_enus
  - Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
    Course: proj_24_a02_bs_enus

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**BUSINESS SKILLS COURSEWARE**

- Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)
  
  Planning Project Human Resources (PMBOK® Guide Fifth Edition)
  Course.......................... proj_25_a01_bs_enus
  Managing Project Human Resources (PMBOK® Guide Fifth Edition)
  Course.......................... proj_25_a02_bs_enus

- Project Communications Management (PMBOK® Guide - Fifth Edition-aligned)
  
  Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
  Course.......................... proj_26_a01_bs_enus
  Control Project Communications (PMBOK® Guide Fifth Edition)
  Course.......................... proj_26_a02_bs_enus

- Project Risk Management (PMBOK® Guide - Fifth Edition-aligned)
  
  Course.......................... proj_27_a01_bs_enus
  Identifying Project Risks (PMBOK® Guide Fifth Edition)
  Course.......................... proj_27_a02_bs_enus
  Performing Risk Analysis (PMBOK® Guide Fifth Edition)
  Course.......................... proj_27_a03_bs_enus
  Risk Response and Control (PMBOK® Guide Fifth Edition)
  Course.......................... proj_27_a04_bs_enus

- Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)
  
  Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
  Course.......................... proj_28_a01_bs_enus
  Managing Procurements (PMBOK® Guide Fifth Edition)
  Course.......................... proj_28_a02_bs_enus

- Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)
  
  Project Stakeholder Management (PMBOK® Guide Fifth Edition)
  Course.......................... proj_29_a01_bs_enus
  Course.......................... proj_29_a02_bs_enus

- Program Management (PMI® Second Edition-aligned)
  
  Introduction to Program Management
  Course.......................... proj_16_a01_bs_enus
  Program Life Cycle and Benefits Management
  Course.......................... proj_16_a02_bs_enus

- Code of Ethics and Professional Conduct (PMI® Standard-aligned)
  
  The Role of Ethics in Project Management
  Course.......................... proj_15_a01_bs_enus
  Core PMI® Values and Ethical Standards
  Course.......................... proj_15_a02_bs_enus

- IT Project Management Essentials
  
  IT Project Management Essentials: Introduction to IT Project Management
  Course.......................... proj_17_a01_bs_enus
  IT Project Management Essentials: Initiating and Planning IT Projects
  Course.......................... proj_17_a02_bs_enus
  IT Project Management Essentials: Executing IT Projects
  Course.......................... proj_17_a03_bs_enus
  IT Project Management Essentials: Monitoring and Controlling IT Projects
  Course.......................... proj_17_a04_bs_enus
  IT Project Management Essentials: Managing Risks in an IT Project
  Course.......................... proj_17_a05_bs_enus
  IT Project Management Essentials: Testing Deliverables and Closing IT Projects
  Course.......................... proj_17_a06_bs_enus

- Managing Software Project Outsourcing
  
  Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
  Course.......................... proj_18_a01_bs_enus
  Managing Software Project Outsourcing: Developing a Vendor Contract
  Course.......................... proj_18_a02_bs_enus
  Managing Software Project Outsourcing: Working with the Outsourced Team
  Course.......................... proj_18_a03_bs_enus
  Managing Software Project Outsourcing: Dealing with Risks
  Course.......................... proj_18_a04_bs_enus

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BUSINESS SKILLS COURSEWARE

- **Agile Practitioner - (PMI-ACP & ScrumMaster aligned)**
  
  Agile Project Management Essentials
  Course.................................ib_pmag_a01_it_enus
  Adopting an Agile Approach to Project Management
  Course.................................ib_pmag_a02_it_enus
  An Overview of Agile Methodologies
  Course.................................ib_pmag_a03_it_enus
  Overview of the Scrum Development Process
  Course.................................ib_pmag_a04_it_enus
  Agile Planning: Project Initiating and Requirements Gathering
  Course.................................ib_pmag_a05_it_enus
  Agile Planning: Doing Estimates and Completing the Release Plan
  Course.................................ib_pmag_a06_it_enus
  Planning and Monitoring Iterations on an Agile Project
  Course.................................ib_pmag_a07_it_enus
  Leading an Agile Team
  Course.................................ib_pmag_a08_it_enus
  Managing Stakeholder Engagement on an Agile Project
  Course.................................ib_pmag_a09_it_enus
  Ensuring Delivery of Value and Quality in Agile Projects
  Course.................................ib_pmag_a10_it_enus
  Core PMI® Values and Ethical Standards
  Course.................................proj_15_a02_bs_enus

- **PRINCE2®: 2009 Foundation**
  
  Overview of Project Management (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a01_it_enus
  Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a02_it_enus
  Project Quality, Change and Progress (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a03_it_enus
  Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a04_it_enus
  Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a05_it_enus
  Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)
  Course.................................ib_prin_a06_it_enus

- **Mentoring Assets**
  
  Mentoring PRINCE2: Foundation
  Mentoring Assets........................mntprince2f

Mentoring Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Mentoring Assets........................mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Mentoring Assets........................mntcapm5ed

- **Test Preps**
  
  TestPrep PRINCE2: Foundation
  Testprep Exams..........................ib_prin_a01_tp_enus
  TestPrep Project Management Professional (PMP)
  PMBOK Guide 5th Edition Aligned
  Testprep Exams..........................pm_proj_a04_tp_enus
  TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
  Testprep Exams..........................pm_capm_a02_tp_enus

- **PRINCE2®: Practitioner**
  
  PRINCE2 Practitioner Exam Information
  Course.................................prin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

- **Optimizing Your Performance On a Team**
  
  Being an Effective Team Member
  Course.................................team_02_a01_bs_enus
  Establishing Team Goals and Responsibilities
  Course.................................team_02_a02_bs_enus
  Elements of a Cohesive Team
  Course.................................team_02_a03_bs_enus
  Effective Team Communication
  Course.................................team_02_a04_bs_enus
  Using Feedback to Improve Team Performance
  Course.................................team_02_a05_bs_enus
  Power and Politics in Matrixed Teams
  Challenge Series........................pc_ch_mgch002

- **Leading Teams**
  
  Leading Teams: Launching a Successful Team
  Course.................................team_03_a01_bs_enus
  Leading Teams: Establishing Goals, Roles, and Guidelines
  Course.................................team_03_a02_bs_enus
  Leading Teams: Developing the Team and its Culture
  Course.................................team_03_a03_bs_enus
  Leading Teams: Building Trust and Commitment
  Course.................................team_03_a04_bs_enus
BUSINESS SKILLS COURSEWARE

Leading Teams: Fostering Effective Communication and Collaboration
Course......................................................team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course......................................................team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course......................................................team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course......................................................team_03_a08_bs_enus

Building Trust Incrementally
Business Impact Series................................__pc_bi_lsbio04

Inspiring Your Team
Business Impact Series................................__pc_bi_lsbio10

Support Your Leader
Business Impact Series................................__pc_bi_pbfio10

Choosing the Right Team Culture
Challenge Series........................................pc_ch_pfhch006

Managing Communications in a Virtual Team
Business Impact Series................................__pcBien001

Building and Leading Teams
Challenge Series........................................pc_ch_lach023

Meeting Team Performance Challenges
Challenge Series........................................pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies
Course......................................................ib_buap_a01_it_enus

Introduction to Business Analysis Planning
Course......................................................ib_buap_a02_it_enus

Planning Business Analysis Communication and Monitoring
Course......................................................ib_buap_a03_it_enus

Business Analysis Requirements Elicitation
Course......................................................ib_buap_a04_it_enus

Business Analysis Requirements Management and Communication
Course......................................................ib_buap_a05_it_enus

Business Analysis: Enterprise Analysis
Course......................................................ib_buap_a06_it_enus

Business Analysis: Introduction to Requirements Analysis
Course......................................................ib_buap_a07_it_enus

Business Analysis: Verify and Validate Requirements
Course......................................................ib_buap_a08_it_enus

Business Analysis: Solution Assessment and Validation
Course......................................................ib_buap_a09_it_enus

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
Final Exams..............................................ib_buap_a01_fe_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

Sales Foundations

Introduction to Sales
Course......................................................sale_01_a01_bs_enus

Strategic Sales Planning
Course......................................................sale_01_a02_bs_enus

Preparing for Successful Sales
Course......................................................sale_01_a03_bs_enus

Developing Strong Customer Relationships
Course......................................................sale_01_a04_bs_enus

Working within the Sales Culture of Your Organization
Course......................................................sale_01_a05_bs_enus

Developing a Customer-focused Sales Approach
Course......................................................sale_01_a06_bs_enus

Don't Only Go for the Big Fish
Business Impact Series................................__pc_bi_spbi009

The Ethics of Gift Giving
Business Impact Series................................__pc_bi_spbi014

Using Persuasion Techniques to Boost Sales
Business Impact Series................................__pc_bi_spbi018

Get it Together: Organizing Your Sales Approach
Business Impact Series................................__pc_bi_sabi002

Presentations That Get People Talking
Business Impact Series................................__pc_bi_sabi003

Initiating Discovery Meetings
Challenge Series........................................pc_ch_sach001

The Proposal Is in the Proposal
Challenge Series........................................pc_ch_sach003

Building Momentum in Discovery Meetings
Business Impact Series................................__pc_bi_sabi011

Using Customer Knowledge to Advance Sales
Challenge Series........................................pc_ch_sach006

Appealing to Prospects
Business Impact Series................................__pc_bi_sabi012

Getting Your Head around Pipeline Management
Business Impact Series................................__pc_bi_sabi013

Prospecting Strategically
Challenge Series........................................pc_ch_sach011

Responding to News of a Lost Sale
Challenge Series........................................pc_ch_sach017

**BUSINESS SKILLS COURSEWARE**

- **Sales Negotiations**
  - Negotiation Skills for Sales Professionals: Preparing to Negotiate
  - Negotiation Skills for Sales Professionals: Value Exchange
  - Negotiation Skills for Sales Professionals: Reaching Agreement
  - Talking Value with Your Customers
  - Dealing with Questions, Objections, and Resistance
  - Dealing with Negotiation Challenges
  - Negotiating Contract Terms
  - Communicating Your Company’s Value
  - Turning Obstacles into Opportunities
  - Negotiating with Your Customer

- **Solution Selling**
  - Solution Selling: Mastering the Essentials
  - Solution Selling: Meeting an Active Need
  - Solution Selling: Creating New Opportunities
  - Turning Potential Customers into Allies
  - Preparing to Implement Solutions
  - Managing Implementation Problems
  - Connecting Customers and Solutions

- **Strategic Account Sales Skills**
  - Selling to Key Players
  - Planning for Effective Selling
  - Building Profitable Customer Relationships
  - Crafting Sales Strategies

- **Sales Management**
  - Storming: Developing and Leading Your Sales Team
  - Responding to Bad News
  - Connecting the Dots: Insightful Account Management
  - Succeeding in Account Management
  - Gaining Access through Cold Calls

- **Essential Selling Skills**
  - Essential Selling Skills: Mastering Cold Calling
  - Essential Selling Skills: Qualifying Sales Prospects
  - Essential Selling Skills: Closing the Sale
  - Effective Cold Calling
  - Prompting Action through Focused Communication
  - Regaining Your Customer’s Trust
  - Getting Organized to Meet Your Sales Goals
  - Making Contact: Access Strategies
  - Managing a Sales Pipeline
  - Demonstrating Business Acumen
  - Talking about the Competition

Performance Payout Plans
Sales and Marketing: Two Sides of the Same Coin?
Connecting the Dots: Insightful Account Management
Succeeding in Account Management
Gaining Access through Cold Calls

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BUSINESS SKILLS COURSEWARE

Making the Cold Call
Business Impact Series.................................. pc_bi_sabi020
Aligning Your Business Case to Customer Priorities
Challenge Series........................................... pc_ch_sach018
Effective Sales Coaching
Challenge Series........................................... pc_ch_sach020

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

- Frontline Call Center Skills
  The Importance of Call Tracking and Ticketing
  Business Impact Series.................................. pc_bi_ctbi003
  Creating an Effective On-hold Message
  Business Impact Series.................................. pc_bi_ctbi008
  Aligning Agent Behaviors with Caller Types
  Business Impact Series.................................. pc_bi_ctbi010

- Inbound Call Center Management
  Converting a Call Center to a Profit Center
  Business Impact Series.................................. pc_bi_ctbi001
  Managing Your Call Center More Efficiently
  Business Impact Series.................................. pc_bi_ctbi002
  Customer Service Training - The Interview and Beyond
  Business Impact Series.................................. pc_bi_ctbi004
  Disaster Recovery - Keeping the Lines Open
  Business Impact Series.................................. pc_bi_ctbi005
  Preventing Agent Absenteeism through Better Working Conditions
  Business Impact Series.................................. pc_bi_ctbi006
  Prioritizing Rewards and Recognition in Call Centers
  Business Impact Series.................................. pc_bi_ctbi011

- ITIL® 2011 Edition Foundation Syllabus
  ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
  Course.................................................. ib_itlv_a01_it_enus
  Course.................................................. ib_itlv_a02_it_enus
  Course.................................................. ib_itlv_a03_it_enus
  Course.................................................. ib_itlv_a04_it_enus
  Course.................................................. ib_itlv_a05_it_enus
  Course.................................................. ib_itlv_a06_it_enus
  ITIL® 2011 Edition Foundation: Introduction to Service Operation
  Course.................................................. ib_itlv_a07_it_enus
  ITIL® 2011 Edition Foundation: Service Operation Processes
  Course.................................................. ib_itlv_a08_it_enus
  ITIL® 2011 Edition Foundation: Continual Service Improvement
  Course.................................................. ib_itlv_a09_it_enus

- ITIL® 2011 Edition Overview
  ITIL® 2011 Edition Overview: Creating a Service Culture
  Course.................................................. ib_ovvx_a01_it_enus
  ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
  Course.................................................. ib_ovvx_a02_it_enus
  ITIL® 2011 Edition Overview: Certification and Benefits
  Course.................................................. ib_ovvx_a03_it_enus

  ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
  Course.................................................. ib_iosb_a01_it_enus
  Course.................................................. ib_iosb_a02_it_enus
  ITIL® 2011 Edition OSA: Introduction to Incident Management
  Course.................................................. ib_iosb_a03_it_enus
  ITIL® 2011 Edition OSA: Incident Management Interactions
  Course.................................................. ib_iosb_a04_it_enus
  ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
  Course.................................................. ib_iosb_a05_it_enus
  ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
  Course.................................................. ib_iosb_a06_it_enus
  ITIL® 2011 Edition OSA: Introduction to Problem Management
  Course.................................................. ib_iosb_a07_it_enus
  Course.................................................. ib_iosb_a08_it_enus
  Course.................................................. ib_iosb_a09_it_enus
  ITIL® 2011 Edition OSA: Introduction to the Service Desk
  Course.................................................. ib_iosb_a10_it_enus
BUSINESS SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
Course..................................................ib_iosb_a11_it_enus

ITIL® 2011 Edition OSA: Introduction to Functions
Course..................................................ib_iosb_a12_it_enus

ITIL® 2011 Edition OSA: Function Activities
Course..................................................ib_iosb_a13_it_enus

ITIL® 2011 Edition OSA: Technology and Implementation
Considerations
Course..................................................ib_iosb_a14_it_enus

Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Course..............................................cust_06_a01_bs_enus
Support Center Services and Work Environment
Course..............................................cust_06_a02_bs_enus
Team and Customer Relationships
Course..............................................cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions
Course..............................................cust_07_a01_bs_enus
Communication Skills
Course..............................................cust_07_a02_bs_enus
Conflict, Stress, and Time Management
Course..............................................cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures
Course..............................................cust_08_a01_bs_enus
Quality in a Support Center
Course..............................................cust_08_a02_bs_enus
Support Center Tools, Technologies and Metrics
Course..............................................cust_08_a03_bs_enus
Dealing with Irrational Customers and Escalating Complaints
Course..............................................cust_08_a04_bs_enus

Customer Service Fundamentals

Course..............................................cust_09_a01_bs_enus
Customer Service in the Field
Course..............................................cust_09_a02_bs_enus
Customer Service over the Phone
Course..............................................cust_09_a03_bs_enus
Internal Customer Service
Course..............................................cust_09_a04_bs_enus
Customer Service Confrontation and Conflict
Course..............................................cust_09_a05_bs_enus
Shaping the Direction of Customer Service in Your Organization
Course..............................................cust_09_a06_bs_enus
Aligning Performance to Key Indicators
Business Impact Series.................................pc_bi_ctbi007
The Angry Caller: What's Your Plan?
Business Impact Series.........................pc_bi_spbi016

Customer Focus

Identifying and Managing Customer Expectations
Course..............................................cust_10_a01_bs_enus
Creating and Sustaining a Customer-focused Organization
Course..............................................cust_10_a02_bs_enus
Customer-focused Interaction
Course..............................................cust_10_a03_bs_enus
Listening to Your Customers
Business Impact Series.................................pc_bi_spbi002
Creating a Customer-focused Organization
Challenge Series.................................pc_ch_lach020
Developing Your Customer Focus
Challenge Series.................................pc_ch_pach009

Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships
Course..............................................cust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience
Course..............................................cust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy
Course..............................................cust_11_a03_bs_enus

SALES AND CUSTOMER FACING SKILLS
INDUSTRY FOUNDATIONS

Industry Overviews

The Telecommunications Industry Overview: Version 3
Course........................................indo_01_a11_bs_enus
The Health Care Industry Overview: Version 3
Course........................................indo_01_a12_bs_enus
The Insurance Industry Overview: Version 3
Course........................................indo_01_a13_bs_enus
The Banking Industry Overview: Version 3
Course........................................indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 3
Course........................................indo_01_a15_bs_enus
The Retail Industry Overview: Version 3
Course........................................indo_01_a16_bs_enus

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The Manufacturing Industry Overview: Version 3 Course ................................indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 4 Course ................................indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3 Course ................................indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 3 Course ................................indo_01_a20_bs_enus
The Education Industry Overview: Version 1 Course ................................indo_01_a21_bs_enus
The Utilities Industry Overview: Version 1 Course ................................indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 1 Course ................................indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 1 Course ................................indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 1 Course ................................indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 1 Course ................................indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 1 Course ................................indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 1 Course ................................indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3 Course ................................indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 3 Course ................................indo_01_a30_bs_enus
The Agriculture Industry Overview Course ................................indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

Test Preps
TestPrep ITIL Foundation
Testprep Exams .......................................................... ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

Mentoring Assets
Mentoring ITIL Foundation
Mentoring Assets .......................................................... mntitv3f
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Environmental

Environmental Management Systems (EMS)
Course............................................esh_env_a01_sh_enus
Environmental Regulations Overview
Course.............................................esh_sah_a99_sh_enus
Hazardous Waste Generator (RCRA)
Course...........................................esh_sah_a34_sh_enus
Spill Prevention and Control
Course............................................esh_sah_b01_sh_enus
Spill Prevention, Control, and Countermeasure Plan
Course...........................................esh_sah_b02_sh_enus
Storm Water Pollution Prevention
Course.............................................esh_sah_b03_sh_enus
Universal Waste Rule Training
Course............................................esh_sah_b04_sh_enus
Used Oil Management
Course.............................................esh_sah_b05_sh_enus

■ Safety and Health

Access to Employee Medical and Exposure Records
Course.............................................esh_sah_a35_sh_enus
Accident Investigation and Reporting
Course.............................................esh_sah_a62_sh_enus
Aerial Work Platforms
Course.............................................esh_sah_b66_sh_enus
Ammonia Safety
Course.............................................esh_sah_b48_sh_enus
Asbestos
Course.............................................esh_sah_a37_sh_enus
Back Safety and Injury Prevention
Course.............................................esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors
Course.............................................esh_sah_a71_sh_enus
Benzene Awareness
Course.............................................esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness
Course.............................................esh_sah_b19_sh_enus
Carcinogen Safety
Course.............................................esh_sah_a81_sh_enus
Chemical Process Safety
Course.............................................esh_sah_a82_sh_enus
Chemical Process Safety Management
Course.............................................esh_sah_b51_sh_enus
Chlorine Safety
Course.............................................esh_sah_a03_sh_enus
Cold Stress
Course.............................................esh_sah_a50_sh_enus
Combustible Dust
Course.............................................esh_sah_b46_sh_enus
Compressed Gas Safety
Course.............................................esh_sah_a55_sh_enus
Computer Ergonomics
Course.............................................esh_sah_a63_sh_enus
Confined Spaces
Course.............................................esh_sah_a28_sh_enus
Construction Safety Orientation
Course.............................................esh_sah_a84_sh_enus
Crane Signaling and Communications
Course.............................................esh_sah_b67_sh_enus
Cryogenic Safety
Course.............................................esh_sah_a04_sh_enus
Decontamination (HAZWOPER)
Course.............................................esh_sah_b06_sh_enus
Electrical Safety
Course.............................................esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training
Course.............................................esh_sah_a07_sh_enus
Emergency and Disaster Preparedness
Course.............................................esh_sah_b18_sh_enus
Emergency Response and Spill Control (HAZWOPER)
Course.............................................esh_sah_b07_sh_enus
Emergency Response in the Workplace
Course.............................................esh_sah_b27_sh_enus
Ergonomics in the Workplace
Course.............................................esh_sah_b25_sh_enus
Fall Protection
Course.............................................esh_sah_b22_sh_enus
Fire and Explosion Hazards (HAZWOPER)
Course.............................................esh_sah_b08_sh_enus
Fire Safety and Prevention
Course.............................................esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator
Course.............................................esh_sah_a72_sh_enus
First Aid: Basic
Course.............................................esh_sah_b34_sh_enus
First Aid: CPR
Course.............................................esh_sah_a73_sh_enus
First Aid: Medical Emergencies
Course.............................................esh_sah_a74_sh_enus
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

- Forklift Operation 1: Safety Inspection and Maintenance
- Forklift Operation 2: Stability and Capacity
- Forklift Operation 3: Load Handling
- Forklift Operation 4: Traveling and Maneuvering
- Forklift Safety Awareness
- Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
- Hand and Power Tool Safety
- Hazard Communication (HAZWOPER)
- Hazard Communication: An Employee's Right to Know
- Hazardous Material Handling and Storage
- Hazardous Materials in the Workplace
- Hazards to Outdoor Workers
- Hearing Conservation
- Hexavalent Chromium
- Hot Work Permits
- Hydrogen Sulfide
- Indoor Hoisting and Rigging
- Industrial Ergonomics
- Injury and Illness Prevention Program (I2P2)
- Introduction to Industrial Hygiene
- Isocyanates
- Job Hazard Analysis
- Laboratory Safety
- Ladder Safety
- Laser Safety Training
- Lead and Cadmium
- Lead Awareness
- Liquefied Petroleum Gas (LPG) Safety
- Loading Dock Safety
- Lockout/Tagout
- Lockout/Tagout for Authorized Persons
- Machine Guarding
- Mobile Crane Operator Safety
- Mold Awareness
- NFPA 70E Electrical Safety in the Workplace 2012 Edition
- Non-Ionizing Radiation Safety
- Office Ergonomics
- Office Safety
- OSHA 300 Recordkeeping
- Pandemic Flu Awareness
- Personal Protective Equipment (HAZWOPER)
- PPE: Body Protection
- PPE: Head Protection
- Portable Fire Extinguishers
- Powered Industrial Truck Safety
- PPE: Eye and Face Protection
- PPE: Foot and Leg Protection
- PPE: Hand Protection
PPE: Personal Protective Equipment
Course...........................................esh_sah_a17_sh_enus
Radiation Safety
Course...........................................esh_sah_a90_sh_enus
Radio Frequency Safety for Communications Workers
Course...........................................esh_sah_b49_sh_enus
Regulatory Information
Course...........................................esh_sah_a91_sh_enus
Regulatory Overview (HAZWOPER)
Course...........................................esh_sah_b10_sh_enus
Respiratory Protection
Course...........................................esh_sah_b26_sh_enus
Rigging Equipment and Inspection
Course...........................................esh_sah_b82_sh_enus
Safe Work Practices
Course...........................................esh_sah_a52_sh_enus
Safety Data Sheets
Course...........................................esh_sah_a77_sh_enus
Scaffolding and Ladder Safety
Course...........................................esh_sah_a32_sh_enus
Scissor Lifts
Course...........................................esh_sah_b65_sh_enus
Signs and Tags
Course...........................................esh_sah_a45_sh_enus
Silica
Course...........................................esh_sah_b80_sh_enus
Site Control (HAZWOPER)
Course...........................................esh_sah_b11_sh_enus
Site Safety and Health Plan Procedures (HAZWOPER)
Course...........................................esh_sah_b12_sh_enus
Slips, Trips, and Falls
Course...........................................esh_sah_b32_sh_enus
Sprains and Strains
Course...........................................esh_sah_a11_sh_enus
Toxicology (HAZWOPER)
Course...........................................esh_sah_b13_sh_enus
Trenching and Excavation Safety
Course...........................................esh_sah_a54_sh_enus
Tuberculosis: Prevention and Control
Course...........................................esh_sah_a92_sh_enus
Warehouse Safety
Course...........................................esh_sah_b81_sh_enus
Welding, Cutting, and Brazing
Course...........................................esh_sah_a61_sh_enus
Workplace Inspections
Course...........................................esh_sah_a40_sh_enus
Workplace Safety Orientation
Course...........................................esh_sah_a65_sh_enus
Lead Awareness in General Industry
Course...........................................Esh_sah_b88_sh_enus
Active Shooter
Course ...........................................esh_sah_b92_sh_enus
Lead Awareness in Construction
Course ...........................................esh_sah_b93_sh_enus

- Transportation
  Accident Procedures Involving Large Vehicles
  Course ...........................................esh_sah_b52_sh_enus
  Collision Avoidance
  Course ...........................................esh_sah_b54_sh_enus
  Defensive Driving
  Course ...........................................esh_sah_b45_sh_enus
  Defensive Driving Fundamentals
  Course ...........................................esh_sah_b21_sh_enus
  Defensive Driving: Truck Safety
  Course ...........................................esh_sah_a12_sh_enus
  Distracted Driving
  Course ...........................................esh_sah_b55_sh_enus
  DOT: Air Brakes
  Course ...........................................esh_sah_b53_sh_enus
  DOT: Inspections
  Course ...........................................esh_sah_b73_sh_enus
  DOT 1: Hazardous Materials Table
  Course ...........................................esh_sah_b41_sh_enus
  DOT 2: Packaging, Labeling, Marking, and Placarding
  Course ...........................................esh_sah_b42_sh_enus
  DOT 3: Shipping Papers
  Course ...........................................esh_sah_b43_sh_enus
  DOT 4: Loading and Storage
  Course ...........................................esh_sah_b44_sh_enus
  DOT: CSA Fundamentals
  Course ...........................................esh_sah_b60_sh_enus
  DOT Drug and Alcohol Awareness
  Course ...........................................esh_trns_a01_sh_enus
  DOT: Hours of Service
  Course ...........................................esh_sah_b57_sh_enus
  DOT Security for Shipment of Hazardous Materials
  Course ...........................................esh_trns_a02_sh_enus
  Emergency Situations While Driving
  Course ...........................................esh_sah_b56_sh_enus
  Ergonomics and Injury Prevention for Commercial Vehicle Operators
  Course ...........................................esh_sah_b70_sh_enus
  Flatbed Safety
  Course ...........................................esh_sah_a75_sh_enus
  Hazardous Weather Driving for Commercial Vehicle Operators
  Course ...........................................esh_sah_b72_sh_enus
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

IATA 1: Hazard Class Identification/Classification Course.............................................esh_sah_a94_sh_enus
IATA 2: Marking and Labeling Course.................................................................esh_sah_a95_sh_enus
IATA 3: Packaging Course.............................................................................esh_sah_a96_sh_enus
IATA 4: Documentation Course.......................................................................esh_sah_a97_sh_enus
IATA 5: Limitations and Shipment Review Course.................................................esh_sah_a98_sh_enus
IMDG 1: Introduction, General Provisions, and Classifications Course.............................................esh_sah_a57_sh_enus
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions Course.............................................esh_sah_a58_sh_enus
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation Course.............................................esh_sah_a59_sh_enus
IMDG 4: Loading, Unloading, and Offering Dangerous Goods Course.............................................esh_sah_a79_sh_enus
Negotiating Hazards for Commercial Vehicles Course.............................................esh_sah_b74_sh_enus
Safe Vehicle Backing Course.............................................................................esh_sah_a76_sh_enus
Trailer Coupling and Uncoupling Course.................................................................esh_sah_b69_sh_enus
Urban Driving Course....................................................................................esh_sah_b59_sh_enus

Fall Prevention Awareness - Canada Course.............................................esh_sah_b38_sh_enus
Hearing Conservation - Canada Course.........................................................esh_sah_b37_sh_enus
Ladder and Scaffolding Safety - Canada Course.....................................................esh_sah_b40_sh_enus
Lockout/Tagout – Canada Course.......................................................................esh_sah_b36_sh_enus
Occupational Health and Safety Awareness: Ontario Reg. 297/13 – Canada Course.............................................Esh_sah_b90_sh_enus
Respiratory Protection - Canada Course.................................................................esh_sah_b39_sh_enus
Transport Canada TDG: Documents, Markings, and Containers Course.............................................esh_sah_b62_sh_enus
Transport Canada TDG: Introduction and Responsibilities Course.............................................esh_sah_b61_sh_enus
Transport Canada TDG: Related Regulations and Standards Course.............................................esh_sah_b64_sh_enus
Transport Canada TDG: Special Situations and Emergency Actions Course.............................................esh_sah_b63_sh_enus
Workplace Hazardous Materials Information System - Canada Course.............................................esh_sah_b85_sh_enus

Security

NFPA 1600 Disaster/Emergency Management Course.............................................esh_sec_a01_sh_enus
Workplace Security Awareness Course.........................................................esh_sah_a93_sh_enus
NFPA 1600 Business Continuity Programs Course.....................................................esh_sec_a02_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

Safety and Health

Confined Space Entry – Canada Course.........................................................esh_sah_b35_sh_enus
Defensive Driving Fundamentals – Canada Course.....................................................esh_sah_b86_sh_enus
HR Compliance

Conflicts of Interest in the Workplace Course........................................................................ lchr_01_a07_lc_enus
Rightful Employment Termination Course........................................................................ lchr_01_a08_lc_enus
Privacy and Information Security Course............................................................................. lchr_01_a10_lc_enus
Promoting a Substance-free Workplace Course.................................................................. lchr_01_a14_lc_enus
Integrity in the Workplace Course...................................................................................... lchr_01_a16_lc_enus
Preventing Fraud and Abuse Course.................................................................................. lchr_01_a17_lc_enus
Sarbanes-Oxley: What You Need to Know Course.............................................................. lchr_01_a19_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course............................................................. lchr_01_a20_lc_enus
Foreign Corrupt Practices Act Course................................................................................ lchr_01_a27_lc_enus
Intellectual Property Overview Course.............................................................................. lchr_01_a29_lc_enus
Independent Contractors and Temporary Employees Course........................................ lchr_01_a31_lc_enus
Insider Trading Course ........................................................................................................ lchr_01_a32_lc_enus
Wage and Hour Awareness for Managers Course.............................................................. lchr_01_a37_lc_enus
Wage and Hour for Employees Course................................................................................ lchr_01_a36_lc_enus
Code of Conduct Awareness Course.................................................................................. lchr_01_a38_lc_enus
AGG (GETA) – Information for Employees Course............................................................ lchr_01_a39_lc_enus
AGG (GETA) - Information for Management Course........................................................ lchr_01_a42_lc_enus
Global Anti-bribery Course................................................................................................ lchr_01_a48_lc_enus
EU Privacy and Information Security Course..................................................................... lchr_01_a49_lc_enus
Global Privacy and Information Security Course.............................................................. lchr_01_a51_lc_enus
PCI Compliance Essentials Course..................................................................................... lchr_01_a54_lc_enus
Anti-Money Laundering: An Overview Course .................................................................. lchr_01_a56_lc_enus
Global Insider Dealing Course............................................................................................. lchr_01_a57_lc_enus
Global Conflicts of Interest Course...................................................................................... lchr_01_a58_lc_enus
The Internet, Social Media, and Electronic Communication Course................................ lchr_01_a63_lc_enus
Union Awareness Course.................................................................................................. lchr_01_a64_lc_enus
Interviewing: Doing it Right Course.................................................................................. lchr_01_a65_lc_enus
Business Ethics Course........................................................................................................ lchr_01_a68_lc_enus
EEO and Lawful Hiring Course............................................................................................ lchr_01_a70_lc_enus
Procurement Integrity Course............................................................................................. lchr_01_a72_lc_enus
Government Contracting Essentials Course...................................................................... lchr_01_a75_lc_enus
Canadian Antitrust Course................................................................................................. lchr_01_a78_lc_enus
US Antitrust Course........................................................................................................... lchr_01_a41_lc_enus
Global Antitrust Course..................................................................................................... lchr_01_a50_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course............................ lchr_01_a52_lc_enus
A Manager's Guide to Discipline and Documentation Course.......................................... lchr_01_a53_lc_enus
Bullying and Violence in the Workplace Course................................................................ lchr_01_a55_lc_enus
EU Antitrust Course........................................................................................................... lchr_01_a60_lc_enus
The AODA: Customer Service and Accessibility Standard Course................................ lchr_01_a67_lc_enus
Preventing Harassment and Violence in the Canadian Workplace Course........................ lchr_01_a21_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course........................ lchr_01_a73_lc_enus
Record Retention Course.................................................................................................... lchr_01_a77_lc_enus
Title IX for Higher Education Course................................................................................ lchr_01_a79_lc_enus
Supply Chain Transparency Course.................................................................................... lchr_01_a80_lc_enus
US Export Controls Course................................................................................................ lchr_01_a81_lc_enus
FERPA for Higher Education Course................................................................................ lchr_01_a85_lc_enus
**LEGAL COMPLIANCE COURSEWARE**

- **Financial Integrity**
  - Course: lchr_01_a86_lc_enus
- **The AODA: Integrated Accessibility Standards**
  - Course: lchr_01_a90_lc_enus
- **Campus Security Obligations Under Federal Law**
  - Course: lchr_01_a93_lc_enus
- **Student Rights Overview**
  - Course: lchr_01_a94_lc_enus
- **Code of Conduct Awareness – Higher Education Edition**
  - Course: lchr_01_a91_lc_enus

**Harassment**

- **Workplace Harassment Prevention for Managers – Multi-State Edition**
  - Course: lch_01_a08_lc_enus
- **Workplace Harassment Prevention for Employees**
  - Course: lch_01_a11_lc_enus
- **Preventing Harassment in the Global Workplace – Employee Edition**
  - Course: lch_01_a18_lc_enus
- **Preventing Harassment in the Global Workplace – Manager Edition**
  - Course: lch_01_a19_lc_enus
- **Harassment Prevention for Employees - Higher Education Edition**
  - Course: lch_01_a12_lc_enus
- **Harassment Prevention for Managers - Higher Education Edition**
  - Course: lch_01_a13_lc_enus
- **Harassment Prevention for Employees - State and Local Government Edition**
  - Course: lch_01_a14_lc_enus
- **Sexual Harassment Prevention for Employees**
  - Course: lch_01_a16_lc_enus
- **Workplace Harassment Prevention for Managers**
  - Course: lch_01_a17_lc_enus
- **Harassment Prevention for Managers - State and Local Government Sector Edition**
  - Course: lch_01_a15_lc_enus

**HIPAA**

- **HIPAA Privacy Essentials**
  - Course: lchp_01_a01_lc_enus
- **HIPAA – Privacy Rule for Business Associates**
  - Course: lchp_01_a02_lc_enus
- **HIPAA - Privacy Rule for Covered Entities**
  - Course: lchp_01_a03_lc_enus
- **HIPAA - Security Rule for Business Associates**
  - Course: lchp_01_a04_lc_enus
- **HIPAA - Security Rule for Covered Entities**
  - Course: lchp_01_a05_lc_enus

**Title 31**

- **Title 31: Introduction**
  - Course: mind_13_a01_lc_enus
- **Title 31: Identifying Suspicious Activity**
  - Course: mind_13_a02_lc_enus
- **Title 31: Filling Out CTRCs**
  - Course: mind_13_a03_lc_enus

**Compliance Impact Series**

- **COMPLIANCE IMPACT: Information Security – The Break-In**
  - Business Impact Series: pc_bi_lcbi003
- **COMPLIANCE IMPACT: Respectful Workplace – Reuben’s Story**
  - Business Impact Series: pc_bi_lcbi001
- **COMPLIANCE IMPACT: Antitrust – Rigging the Bid**
  - Business Impact Series: pc_bi_lcbi002
- **COMPLIANCE IMPACT: Insider Dealing – The Tipping Point**
  - Business Impact Series: pc_bi_lcbi004
- **COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend**
  - Business Impact Series: pc_bi_lcbi005
- **COMPLIANCE IMPACT: Reasonable Accommodation – The Ask**
  - Business Impact Series: pc_bi_lcbi006
- **COMPLIANCE IMPACT: Bribery – The Shipment**
  - Business Impact Series: pc_bi_lcbi011
- **COMPLIANCE IMPACT: Using the Internet – Beware the Share**
  - Business Impact Series: pc_bi_lcbi007
- **COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures**
  - Business Impact Series: pc_bi_lcbi008
- **COMPLIANCE IMPACT: PCI – Verifying the Transaction**
  - Business Impact Series: pc_bi_lcbi009
- **COMPLIANCE IMPACT: Workplace Violence – The Warning Signs**
  - Business Impact Series: pc_bi_lcbi010
- **COMPLIANCE IMPACT: Antitrust – Trade Association Meeting**
  - Business Impact Series: pc_bi_lcbi012
- **COMPLIANCE IMPACT: Bribery – The High Commission Red Flag**
  - Business Impact Series: pc_bi_lcbi013
- **COMPLIANCE IMPACT: Insider Dealing - The Memo**
  - Business Impact Series: pc_bi_lcbi014
- **COMPLIANCE IMPACT: Social Media - Blogger Gone Bad**
  - Business Impact Series: pc_bi_lcbi015
- **COMPLIANCE IMPACT: Harassment - It’s No Joke**
  - Business Impact Series: pc_bi_lcbi016
COMPLIANCE IMPACT: Harassment - Handling the Complaint Business Impact Series

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple Business Impact Series

COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts Business Impact Series

COMPLIANCE IMPACT: Political Activities – Keep It Personal Business Impact Series

COMPLIANCE IMPACT: Respectful Workplace – The Bully Business Impact Series

COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock Business Impact Series
FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

- Federal Government Legal Compliance
  - The No FEAR Act (Update Available)
    Course..............................................fgov_01_a17_lc_enus
  - The US Constitution
    Course..............................................fgov_01_a18_lc_enus
  - Sexual Harassment Prevention for Federal Employees
    Course..............................................fgov_01_a19_lc_enus
  - Accessibility and Section 508 Awareness
    Course..............................................fgov_01_a20_lc_enus
  - Workplace Safety
    Course..............................................fgov_01_a21_lc_enus
  - Government Ethics
    Course..............................................fgov_01_a22_lc_enus
  - Proper Use of Government Charge Cards
    Course..............................................fgov_01_a23_lc_enus
  - Federal HR Flexibilities
    Course..............................................fgov_01_a24_lc_enus
  - Privacy Awareness
    Course..............................................fgov_01_a26_lc_enus
  - Telework for Government Employees
    Course..............................................fgov_01_a28_lc_enus
  - Sexual Harassment Prevention for Federal Managers
    Course..............................................fgov_01_a29_lc_enus
  - Reasonable Accommodation for the Federal Workplace
    Course..............................................fgov_01_a31_lc_enus
  - USERRA: An Overview
    Course..............................................fgov_01_a32_lc_enus
  - Pre-retirement Planning for FERS
    Course..............................................fgov_01_a27_lc_enus
  - The Plain Writing Act
    Course..............................................fgov_01_a30_lc_enus
  - Information Security Awareness
    Course..............................................fgov_01_a25_lc_enus
  - The No FEAR Act
    Course..............................................fgov_01_a33_lc_enus
  - EEO and Preventing Discrimination in the Federal Workplace
    Course..............................................fgov_01_a34_lc_enus
LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

Routing and Switching

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore
Live Learning Course ................................. LLCS0064
Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore
Live Learning Course ................................. LLCS0065
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore
Live Learning Course ................................. LLCS0066
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Encore
Live Learning Course ................................. LLCS0077
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Encore
Live Learning Course ................................. LLCS0078
Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore
Live Learning Course ................................. LLCS0084
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore
Live Learning Course ................................. LLCS0085
Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore
Live Learning Course ................................. LLCS0088
Implementing Cisco IP Routing (ROUTE) 2.0 Expert Live with Encore
Live Learning Course ................................. LLCS0093
Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore
Live Learning Course ................................. LLCS0094
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0 Expert Live with Encore
Live Learning Course ................................. LLCS0095

Voice

Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore
Live Learning Course ................................. LLCS0068
Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore
Live Learning Course ................................. LLCS0067

Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore
Live Learning Course .................................. LLCS0071
Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore
Live Learning Course .................................. LLCS0072
Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore
Live Learning Course .................................. LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore
Live Learning Course .................................. LLCS0076

Security

Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Encore
Live Learning Course .................................... LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Encore
Live Learning Course .................................... LLCS0075
Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0 Expert Encore
Live Learning Course .................................... LLCS0080
Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert Encore
Live Learning Course .................................... LLCS0081
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore
Live Learning Course .................................... LLCS0082
Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert Encore
Live Learning Course .................................... LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore
Live Learning Course .................................... LLCS0090

Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore
Live Learning Course .................................... LLCS0079

Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore
Live Learning Course .................................... LLCS0086
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore
Live Learning Course .................................... LLCS0087
LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore
Live Learning Course .................................. LLCS0083

LIVE LEARNING ALL ACCESS

(ISC)²

Security
Live Learning Course .................................. LLIS0005
Live Learning Course .................................. LLIS0006

LIVE LEARNING ALL ACCESS

MICROSOFT TECHNICAL

Microsoft SharePoint Server 2013
Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0061

Microsoft Windows Server 2012
Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning Course .................................. LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore
Live Learning Course .................................. LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning Course .................................. LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course .................................. LLMS0052
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course .................................. LLMS0053
Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning Course .................................. LLMS0056
Windows Powershell 101 Expert Live with Encore
Live Learning Course .................................. LLMS0062

Client Operating Systems
Configuring Microsoft Windows 7 Expert Encore
Live Learning Course .................................. LLMS0036
Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning Course .................................. LLMS0048

Microsoft Back Office
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Encore
Live Learning Course .................................. LLMS0031
Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0057

Microsoft Windows Server 2008
Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore
Live Learning Course .................................. LLMS0047

SharePoint Server 2010
Microsoft SharePoint 2010 Administration Expert Encore
Live Learning Course .................................. LLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore
Live Learning Course .................................. LLMS0045
Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0059

Microsoft SQL Server 2012
Administering Microsoft SQL Server 2012 Databases
Live Learning Course .................................. LLMS0058

LIVE LEARNING ALL ACCESS

COMPTIA
LIVE LEARNING ALL ACCESS BUNDLES

### Networking
  - Live Learning Course ........................................... LLCT0011

### Desktop Support
- CompTIA A+ 220-801 Expert Encore
  - Live Learning Course ........................................... LLCT0016
- CompTIA A+ 220-802 Expert Encore
  - Live Learning Course ........................................... LLCT0018

### Security
- CompTIA Security+ Expert Encore
  - Live Learning Course ........................................... LLCT0017

### VMWARE

#### vSphere
- Datacenter Virtualization with vSphere 5: Part 1 Expert Encore
  - Live Learning Course ........................................... LLVM0001
- Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
  - Live Learning Course ........................................... LLVM0003
- vSphere 5.1 ICM Part Two Expert Encore
  - Live Learning Course ........................................... LLVM0005
- vSphere 5.5 ICM Part One Expert Live with Encore
  - Live Learning Course ........................................... LLVM0007
- vSphere 5.5 ICM Part Two Expert Live with Encore
  - Live Learning Course ........................................... LLVM0008
- Datacenter Virtualization with vSphere 5: Part 2 Expert Encore
  - Live Learning Course ........................................... LLVM0002

### Voice
- Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore
  - Live Learning Course ........................................... LLCS0068
- Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8
  - Expert Live with Encore
  - Live Learning Course ........................................... LLCS0067
- Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore
  - Live Learning Course ........................................... LLCS0071
- Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore
  - Live Learning Course ........................................... LLCS0072
- Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore
  - Live Learning Course ........................................... LLCS0074
LIVE LEARNING ALL ACCESS BUNDLES

Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore
Live Learning Course ........................................... LLCS0076

Security
Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Encore
Live Learning Course ........................................... LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Encore
Live Learning Course ........................................... LLCS0075
Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0 Expert Encore
Live Learning Course ........................................... LLCS0080
Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert Encore
Live Learning Course ........................................... LLCS0081
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore
Live Learning Course ........................................... LLCS0082
Implementing Cisco Edge Network Security Solutions (SENS) 1.0 Expert Encore
Live Learning Course ........................................... LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore
Live Learning Course ........................................... LLCS0090

Design
Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore
Live Learning Course ........................................... LLCS0079

Data Center
Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore
Live Learning Course ........................................... LLCS0086
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore
Live Learning Course ........................................... LLCS0087
Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore
Live Learning Course ........................................... LLCS0083

LIVE LEARNING ALL ACCESS CISCO

(ISC)2

Security
Live Learning Course ........................................... LLIS0005
Live Learning Course ........................................... LLIS0006

LIVE LEARNING ALL ACCESS CISCO

COMPTIA

Networking
Live Learning Course ........................................... LLCT0011

LIVE LEARNING ALL ACCESS MICROSOFT

MICROSOFT TECHNICAL

Microsoft SharePoint Server 2013
Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course ........................................... LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning Course ........................................... LLMS0061

Microsoft Windows Server 2012
Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning Course ........................................... LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore
Live Learning Course ........................................... LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning Course ........................................... LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course ........................................... LLMS0052
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course ........................................... LLMS0053
LIVE LEARNING ALL ACCESS MICROSOFT

COMPTIA

■ Networking
Live Learning Course............................................. LLCT0011

■ Desktop Support
CompTIA A+ 220-801 Expert Encore
Live Learning Course............................................. LLCT0016
CompTIA A+ 220-802 Expert Encore
Live Learning Course............................................. LLCT0018

■ Security
CompTIA Security+ Expert Encore
Live Learning Course............................................. LLCT0017

LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

PROJECT MANAGEMENT

■ PMP Certification
Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore
Live Learning Course............................................. LLPM0005

■ Project Management Skills
Live Learning Course............................................. LLCT0010

■ Professional Development
Coaching Skills for Supervisors and Managers Expert Encore
Live Learning Course............................................. LLPD0002

■ Skillsoft Courses
Leadership Essentials: Communicating Vision Course ............................................. lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader Course ............................................. lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence Course ............................................. lead_05_a04_bs_enus
Leadership Essentials: Leading Innovation
Course.................................lead_05_a06_bs_enus

Leadership Essentials: Leading Change
Course.................................lead_05_a07_bs_enus

Leading Teams: Developing the Team and its Culture
Course..................................team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course..................................team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and Collaboration
Course..................................team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course..................................team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course..................................team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course..................................team_03_a08_bs_enus

Workplace Conflict: Recognizing and Responding to Conflict
Course.................................comm_22_a01_bs_enus

Workplace Conflict: Strategies for Resolving Conflicts
Course.................................comm_22_a02_bs_enus

Negotiation Essentials: What Is Negotiation?
Course.................................comm_24_a01_bs_enus

Negotiation Essentials: Communicating
Course.................................comm_24_a03_bs_enus

Negotiation Essentials: Persuading
Course.................................comm_24_a04_bs_enus

Problem Solving: Determining and Building Your Strengths
Course.................................pd_12_a02_bs_enus

Problem Solving: Digging Deeper
Course.................................pd_12_a03_bs_enus

Decision Making: Making Tough Decisions
Course.................................pd_12_a06_bs_enus

Working with Difficult People: Identifying Difficult People
Course.................................comm_23_a01_bs_enus

Working with Difficult People: How to Work with Negative People
Course.................................comm_23_a03_bs_enus

Working with Difficult People: How to Work with Procrastinators
Course.................................comm_23_a04_bs_enus

Working with Difficult People: How to Work with Self-serving People
Course.................................comm_23_a06_bs_enus

Communicating Across Cultures
Course.................................comm_26_a02_bs_enus

Improving Communication in Cross-cultural Relationships
Course.................................comm_26_a03_bs_enus

Getting Results without Direct Authority: Building Relationships and Credibility
Course.................................comm_27_a01_bs_enus

Getting Results without Direct Authority: Reciprocity
Course.................................comm_27_a03_bs_enus

Getting Results without Direct Authority: Persuasive Communication
Course.................................comm_27_a02_bs_enus

Getting Results without Direct Authority: Influencing Your Boss
Course.................................comm_27_a04_bs_enus

Principles of Accounting and Finance for Non-financial Professionals
Course.................................fin_02_a01_bs_enus

The Essentials of Budgeting for Non–financial Professionals
Course.................................fin_02_a04_bs_enus

Giving Feedback
Course.................................comm_29_a01_bs_enus

Giving Constructive Criticism
Course.................................comm_29_a02_bs_enus

Management Essentials: Directing Others
Course.................................mgmt_15_a01_bs_enus

Management Essentials: Confronting Difficult Employee Behavior
Course.................................mgmt_15_a04_bs_enus

Analyzing Data with What-if Analysis in Excel 2010
Course.................................mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.................................mo_aexl_a07_dt_enus

Managing Resource Assignments with Project 2010
Course.................................mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course.................................mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course.................................mo_bprj_a09_dt_enus

Preparing to Communicate Effectively at the ’C’ Level
Course.................................comm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Course.................................comm_31_a02_bs_enus

Meeting the Needs of Your Experts
Course.................................mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course.................................mgmt_21_a02_bs_enus

Advanced Customizing with Project 2010
Course.................................mo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Course.................................mo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Course.................................mo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Course.................................mo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Course.................................mo_aprj_a05_dt_enus
LIVE LEARNING ALL ACCESS BUNDLES

Managing Effective Business Meetings
Course .................................. comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course .................................. comm_32_a03_bs_enus
Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course .................................. proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract
Course .................................. proj_18_a02_bs_enus
Managing Software Project Outsourcing: Dealing with Risks
Course .................................. proj_18_a04_bs_enus
Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course ................................ mo_bgel_a05_dt_enus
Performing Calculations Using Functions in Excel 2013
Course ................................ mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013
Course ................................ mo_bgel_a07_dt_enus
Manipulating Data in Excel 2013
Course ................................ mo_adel_a03_dt_enus
Data Search, Data Validation, and Macros in Excel 2013
Course ................................ mo_adel_a04_dt_enus

LIVE LEARNING ALL ACCESS VIRTUALIZATION

vSphere
Datacenter Virtualization with vSphere 5: Part 1 Expert Encore
Live Learning Course .................. LLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
Live Learning Course .................. LLVM0003
vSphere 5.1 ICM Part Two Expert Encore
Live Learning Course .................. LLVM0005
vSphere 5.5 ICM Part One Expert Live with Encore
Live Learning Course .................. LLVM0007
vSphere 5.5 ICM Part Two Expert Live with Encore
Live Learning Course .................. LLVM0008
Datacenter Virtualization with vSphere 5: Part 2 Expert Encore
Live Learning Course .................. LLVM0002

vCloud
vSphere 5.1 ICM Part One Expert Encore
Live Learning Course .................. LLVM0004

LIVE LEARNING ALL ACCESS VIRTUALIZATION

MICROSOFT TECHNICAL

Microsoft Windows Server 2008 for All Access Virtualization
Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore
Live Learning Course .................. LLMS0047

PMP COURSE

Project Management
Live Learning Course .................. LLCT0010

Professional Development
Coaching Skills for Supervisors and Managers Expert Encore
Live Learning Course .................. LLPD0002

VMWARE

Networking
Live Learning Course .................. LLCT0011
LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS VIRTUALIZATION

CISCO SYSTEMS FOR AA VIRTUALIZATION

- Routing and Switching for AA Virtualization
  Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0
  Expert Live with Encore
  Live Learning Course ........................................... LLCS0084
SKILLSOFT LIVE LEARNING

INFORMATION TECHNOLOGY

CISCO SYSTEMS

Routing and Switching

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore
Live Learning Course ...................................................... LLCS0064
Implementing Cisco IP Switched Networks (SWITCH)
Expert Live with Encore
Live Learning Course ...................................................... LLCS0065
Troubleshooting and Maintaining Cisco IP Networks
(TSHOOT) Expert Live with Encore
Live Learning Course ...................................................... LLCS0066
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1
Expert Encore
Live Learning Course ...................................................... LLCS0077
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1
Expert Encore
Live Learning Course ...................................................... LLCS0078
Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0
Expert Live with Encore
Live Learning Course ...................................................... LLCS0084
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0
Expert Live with Encore
Live Learning Course ...................................................... LLCS0085
Designing Cisco Network Service Architectures (ARCH)
2.1 Expert Encore
Live Learning Course ...................................................... LLCS0088
Implementing Cisco IP Routing (ROUTE) 2.0
Live Learning Course ...................................................... LLCS0093
Implementing Cisco IP Switched Networks (SWITCH) 2.0
Expert Live with Encore
Live Learning Course ...................................................... LLCS0094
Troubleshooting and Maintaining Cisco IP Networks
(TSHOOT) 2.0
Live Learning Course ...................................................... LLCS0095

Voice

Implementing Cisco Voice Communications and QoS
(CVOICE) v8 Expert Live with Encore
Live Learning Course ...................................................... LLCS0068
Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8
Expert Live with Encore
Live Learning Course ...................................................... LLCS0067

Security

Securing Networks with Cisco Routers and Switches
(SECURE) v1.0 Expert Encore
Live Learning Course ...................................................... LLCS0069
Implementing Cisco Intrusion Prevention System (IPS) v7
Expert Encore
Live Learning Course ...................................................... LLCS0075
Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0
Expert Encore
Live Learning Course ...................................................... LLCS0080
Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert Encore
Live Learning Course ...................................................... LLCS0081
Implementing Cisco IOS Network Security (IINS) 2.0
Expert Live with Encore
Live Learning Course ...................................................... LLCS0082
Implementing Cisco Edge Network Security Solutions
(SENSS) 1.0 Expert Encore
Live Learning Course ...................................................... LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0
Expert Encore
Live Learning Course ...................................................... LLCS0090

Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1
Expert Encore
Live Learning Course ...................................................... LLCS0079

Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI)
v5.0 Expert Encore
Live Learning Course ...................................................... LLCS0086
Implementing Cisco Data Center Unified Computing
(DCUCI) v5.0 Expert Encore
Live Learning Course ...................................................... LLCS0087
Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore
Live Learning Course .................................. LLCS0083

INFORMATION TECHNOLOGY

(ISC)²

Security
Live Learning Course .................................. LLIS0005
Live Learning Course .................................. LLIS0006

INFORMATION TECHNOLOGY

COMPTIA

Networking
Live Learning Course .................................. LLCT0011

Desktop Support
CompTIA A+ 220-801 Expert Encore
Live Learning Course .................................. LLCT0016
CompTIA A+ 220-802 Expert Encore
Live Learning Course .................................. LLCT0018

Security
CompTIA Security+ Expert Encore
Live Learning Course .................................. LLCT0017

INFORMATION TECHNOLOGY

MICROSOFT TECHNICAL

Microsoft Windows Server 2012
Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning Course .................................. LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore
Live Learning Course .................................. LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning Course .................................. LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course .................................. LLMS0052
Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course .................................. LLMS0053
Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning Course .................................. LLMS0056
Windows Powershell 101 Expert Live with Encore
Live Learning Course .................................. LLMS0062

Client Operating Systems
Configuring Microsoft Windows 7 Expert Encore
Live Learning Course .................................. LLMS0036
Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning Course .................................. LLMS0048

Microsoft Back Office
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore
Live Learning Course .................................. LLMS0033
Configuring Microsoft Exchange Server 2010 SP1 Expert Encore
Live Learning Course .................................. LLMS0031
Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0057

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning Course .................................. LLMS0061
Microsoft Windows Server 2008

- Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore Live Learning Course .................................. LLMS0047

SharePoint Server 2010

- Microsoft SharePoint 2010 Administration Expert Encore Live Learning Course .................................. LLMS0043
- Configuring Microsoft SharePoint 2010 Expert Encore Live Learning Course .................................. LLMS0045
- Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore Live Learning Course .................................. LLMS0059

Microsoft SQL Server 2012

- Administering Microsoft SQL Server 2012 Databases Live Learning Course .................................. LLMS0058

INFORMATION TECHNOLOGY

VMWARE

vSphere

- Datacenter Virtualization with vSphere 5: Part 1 Expert Encore Live Learning Course .................................. LLVM0001
- Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore Live Learning Course .................................. LLVM0003
- vSphere 5.1 ICM Part Two Expert Encore Live Learning Course .................................. LLVM0005
- vSphere 5.5 ICM Part One Expert Live with Encore Live Learning Course .................................. LLVM0007
- vSphere 5.5 ICM Part Two Expert Live with Encore Live Learning Course .................................. LLVM0008
- Datacenter Virtualization with vSphere 5: Part 2 Expert Encore Live Learning Course .................................. LLVM0002

vCloud

- vSphere 5.1 ICM Part One Expert Encore Live Learning Course .................................. LLVM0004

PROJECT MANAGEMENT

PMP Certification

- Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore Live Learning Course .................................. LLPM0005

Project Management Skills

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

- Global Banking and Financial Services Curriculum
  - Bank Branch Operations Management
  - Bank Branch Operations Management .......... fini_01_enUS
  - Commodity and Energy Markets, Futures, and Forwards
  - Commodity and Energy Markets, Futures, and Forwards ........................................ fini_02_enUS
  - Insurance Concepts, Types, and Annuities
  - Insurance Concepts, Types, and Annuities ........... fini_03_enUS
  - Mutual Fund Concepts, Portfolio Management, and Regulations
  - Mutual Fund Concepts, Portfolio Management, and Regulations ................................... fini_04_enUS
  - Global Banking Supervision and Anti-Money Laundering Regulations
  - Global Banking Supervision and Anti-Money Laundering Regulations .............................. fini_05_enUS
  - Bank Risks and Capital Adequacy Planning
  - Bank Risks and Capital Adequacy Planning .......... fini_06_enUS
  - Basel Regulations and Bank Risk Management
  - Basel Regulations and Bank Risk Management fini_07_enUS
  - Basel III and Liquidity Risk Management
  - Basel III and Liquidity Risk Management .......... fini_08_enUS
  - Counterparty Credit Risk and Credit Rating
  - Counterparty Credit Risk and Credit Rating . fini_09_enUS
  - Credit Risk Analysis
  - Credit Risk Analysis ................................................ fini_10_enUS
  - Credit Derivative Instruments
  - Credit Derivative Instruments ........................ fini_11_enUS