



Skillsoft Course Directory

We improve the performance of organizations by improving the performance of their people.

January 2015

Skillsoft is a pioneer in the field of learning with a long history of innovation. Skillsoft provides cloud-based learning solutions for our customers worldwide, who range from global enterprises, government and education customers to mid-sized and small businesses.

Our courses, books and videos have been developed by industry-leading learning experts to ensure that they build talent and develop a more knowledgeable, productive and valuable workforce. Our customer support teams draw on a wealth of in-house experience and a comprehensive learning e-library to develop both packaged and custom learning programs tailored to our customers' needs.

We currently serve over 6,000 customers and more than 19,000,000 learners worldwide and provide continuing, hands-on support to assist them in maximizing their ongoing success. For more information visit www.skillsoft.com.

TABLE OF CONTENTS

January 2015	1
IT SKILLS COURSEWARE.....	3
DESKTOP SKILLS COURSEWARE.....	52
BUSINESS SKILLS COURSEWARE.....	65
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE	91
LEGAL COMPLIANCE COURSEWARE.....	95
FEDERAL GOVERNMENT INDUSTRY	98
LIVE LEARNING ALL ACCESS BUNDLES..	99
SKILLSOFT LIVE LEARNING.....	107
GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM.....	110

IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

MICROSOFT WEB APPLICATIONS

■ Microsoft Visual Studio 2013: Windows Store App Essentials - HTML5 and JavaScript

- Microsoft Windows Store App Essentials with HTML5: Overview
Course.....wd_wshj_a01_it_enus
- Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls
Course.....wd_wshj_a02_it_enus
- Microsoft Windows Store App Essentials with HTML5: PLM and Contracts
Course.....wd_wshj_a03_it_enus
- Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles
Course.....wd_wshj_a04_it_enus
- Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch
Course.....wd_wshj_a05_it_enus
- Microsoft Windows Store App Essentials with HTML5: Managing Data
Course.....wd_wshj_a06_it_enus
- Microsoft Windows Store App Essentials with HTML5: Security
Course.....wd_wshj_a07_it_enus
- Microsoft Windows Store App Essentials with HTML5: Deployment
Course.....wd_wshj_a08_it_enus

■ Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

- Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3
Course..... wd_hjsc_a01_it_enus
- Microsoft Visual Studio 2012: HTML5 and JavaScript
Course..... wd_hjsc_a02_it_enus
- Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript
Course..... wd_hjsc_a03_it_enus
- Microsoft Visual Studio 2012: HTML5 APIs and Local Storage
Course..... wd_hjsc_a04_it_enus
- Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs
Course..... wd_hjsc_a05_it_enus
- Microsoft Visual Studio 2012: HTML5 Graphics and Animation
Course..... wd_hjsc_a06_it_enus

- Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5
Coursewd_hjsc_a07_it_enus
- Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers
Coursewd_hjsc_a08_it_enus

■ Microsoft Azure and Web Services

- Creating and Consuming WCF Web Services
Coursecl_mazw_a03_it_enus

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

■ Introduction to Ajax Development

- Ajax Basics
Coursewt_ajax_a01_it_enus
- Ajax API Essentials
Coursewt_ajax_a02_it_enus
- Ajax Applications and Server Communication
Coursewt_ajax_a03_it_enus

SOFTWARE DEVELOPMENT

JAVA 2 PROGRAMMING

■ Java SE7 Fundamentals

- Java SE7 Fundamentals: Introduction to Java
Coursejl_jsef_a01_it_enus
- Java SE7 Fundamentals: Variables, Operators, and Objects
Coursejl_jsef_a02_it_enus
- Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops
Coursejl_jsef_a03_it_enus
- Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts
Coursejl_jsef_a04_it_enus
- Java SE7 Fundamentals: Handling Errors and Deploying Applications
Coursejl_jsef_a05_it_enus

■ Java SE 7 New Features

- Java SE7 New Features: Java Language and Technology Enhancements
Coursejl_jses_a01_it_enus
- Java SE7 New Features: I/O, Network, and Desktop Enhancements
Coursejl_jses_a02_it_enus

■ 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_jteo_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

Java Programming with J2SE 5: Creating Classes in Java Course 220917_ENG
 Java Programming with J2SE 5: Working with Classes in Java Course 220918_ENG
 Java Programming with J2SE 5: Generics and Annotations Course 222163_ENG
 Java Programming with J2SE 5: Reference Types and Threading Course 220919_ENG
 Java Programming with J2SE 5: Exception Handling and Assertions Course 220920_ENG
 Java Programming with J2SE 5: Java Utilities Course 220921_ENG
 Java Programming with J2SE 5: Java I/O Course 222157_ENG
 Java Programming with J2SE 5: Basic GUI Development in Java Course 220922_ENG
 Java Programming with J2SE 5: Java Applets Course 220923_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

■ 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 4.0: 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

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and 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

Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010 Course	sd_masc_a07_it_enus
Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010 Course	sd_masc_a08_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

IT SKILLS COURSEWARE

■ Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010

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 Basic 2010 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_wdwb_a01_it_enus
Creating User Interfaces for Windows Applications with Visual Basic 2010 Course.....	sd_wdwb_a02_it_enus
Windows Applications Content Creation and Management with Visual Basic 2010 Course.....	sd_wdwb_a03_it_enus

Windows Applications Databinding with Visual Basic 2010 Course.....	sd_wdwb_a04_it_enus
Customizing and Managing Multithreaded Applications with Visual Basic 2010 Course.....	sd_wdwb_a05_it_enus
Securing and Deploying WPF Applications with Visual Basic 2010 Course.....	sd_wdwb_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_wsae_a01_it_enus
Working With Data and Files Course.....	wd_wsae_a02_it_enus
Navigation and Layout in Windows Store Apps Course.....	wd_wsae_a03_it_enus
Working With Charms and Contracts Course.....	wd_wsae_a04_it_enus
Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management Course.....	wd_wsae_a05_it_enus
Authentication, Authorization, and App Deployment Course.....	wd_wsae_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_ruby_a01_it_enus
Working with Ruby
Course..... pg_ruby_a02_it_enus
Advanced Ruby Features
Course..... pg_ruby_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_cppls_a04_it_enus
C++11: Programming Fundamentals
Course pg_cppls_a01_it_enus
C++11: Programming Techniques
Course pg_cppls_a02_it_enus
C++11: Programming with Boost
Course pg_cppls_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 DEVELOPMENT

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

IT SKILLS COURSEWARE

Software Program Control Flow Fundamentals
Course.....sd_spff_a03_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_sfff_a01_it_enus
Testing Throughout the Software Life Cycle
Course.....sd_sfff_a02_it_enus
Static Techniques and Test Design in Software Testing
Course.....sd_sfff_a03_it_enus
Black-Box Software Testing Techniques
Course.....sd_sfff_a04_it_enus
White-Box Software Testing Techniques
Course.....sd_sfff_a05_it_enus
Software Test Management
Course.....sd_sfff_a06_it_enus
Configuration Management, Risks, and Incidents in
Software Testing
Course.....sd_sfff_a07_it_enus
Tool Support in Software Testing
Course.....sd_sfff_a08_it_enus

■ Selenium Automated Web Testing

Selenium Automated Web Testing Fundamentals
Coursesd_slwt_a01_it_enus
Advanced Features of Selenium Automated Web Testing
Coursesd_slwt_a02_it_enus
Selenium and Java
Coursesd_slwt_a03_it_enus
Selenium and C#
Coursesd_slwt_a04_it_enus
Selenium and Python
Coursesd_slwt_a05_it_enus

■ Testing with JUnit

JUnit Fundamentals
Coursejl_jtut_a01_it_enus
Working with JUnit Tests
Coursejl_jtut_a02_it_enus

■ 70-497: Software Testing with Visual Studio

Software Testing with Visual Studio: Manage Test Cases
Coursesd_stvs_a02_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT WINDOWS STORE APPS

■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5:
Enhancing Performance
Coursewd_awsh_a01_it_enus
Microsoft Advanced Windows Store Apps with HTML5:
Animations and Custom
Controls
Coursewd_awsh_a02_it_enus
Microsoft Advanced Windows Store App Development
with HTML5: Media and Devices
Coursewd_awsh_a03_it_enus
Microsoft Advanced Windows Store App Development
with HTML5: User Interaction
Coursewd_awsh_a04_it_enus
Microsoft Advanced Windows Store App Development
with HTML5: Data and Security
Coursewd_awsh_a05_it_enus
Microsoft Advanced Windows Store App Development
with HTML5: Localize and
Deploy
Coursewd_awsh_a06_it_enus

SOFTWARE DEVELOPMENT

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

SOFTWARE DEVELOPMENT

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: Web Applications Development with .NET 4 Testprep Exams.....	sd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4 Testprep Exams.....	sd_wccs_a01_tp_enus
TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 Testprep Exams.....	sd_adcs_a01_tp_enus
TestPrep 70-511 C# - 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_wcvb_a01_tp_enus

IT SKILLS COURSEWARE

TestPrep 1Z0-803 Java SE 7 Programmer I	
Testprep Exams	jl_jsef_a01_tp_enus
TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4	
Testprep Exams	sd_wdvb_a01_tp_enus
TestPrep 1Z0-804 Java SE 7 Programmer II	
Testprep Exams	jl_jsef_a01_tp_enus
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3	
Testprep Exams	wd_hjsc_a01_tp_enus
TestPrep BH0-010 Certified Tester Foundation Level	
Testprep Exams	sd_sftf_a01_tp_enus
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript	
Testprep Exams	wd_wshj_a02_tp_enus
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript	
Testprep Exams	wd_awsh_a01_tp_enus
TestPrep 70-483 Programming in C#	
Testprep Exams	wd_pgcs_a01_tp_enus
TestPrep 98-361 Software Development Fundamentals	
Testprep Exams	sd_sdfm_a01_tp_enus
TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4	
Testprep Exams	sd_advb_a01_tp_enus

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 A+ 220-801: Printers	
Course	cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures	
Course	cs_apel_a10_it_enus

■ CompTIA A+ 220-802

CompTIA A+ 220-802: Introducing Microsoft Windows	
Course	cs_appa_a01_it_enus
CompTIA A+ 220-802: Installing and Configuring Windows	
Course	cs_appa_a02_it_enus
CompTIA A+ 220-802: Optimizing Windows	
Course	cs_appa_a03_it_enus
CompTIA A+ 220-802: Managing Windows	
Course	cs_appa_a04_it_enus
CompTIA A+ 220-802: Security and Data Disposal	
Course	cs_appa_a05_it_enus
CompTIA A+ 220-802: Mobile Devices	
Course	cs_appa_a06_it_enus
CompTIA A+ 220-802: System Troubleshooting	
Course	cs_appa_a07_it_enus
CompTIA A+ 220-802: General Troubleshooting	
Course	cs_appa_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

■ 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: Security and Taxonomy	
Course.....	es_cosp_a06_it_enus
Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search	
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 Server 2013 - Developing Core Solutions: Create Office Apps	
Course	es_spdu_a07_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2010

■ Microsoft SharePoint 2010: Configuring

Installing and Configuring Microsoft SharePoint 2010	
Course	es_msst_a01_it_enus
Core Configuration for SharePoint 2010	
Course	es_msst_a02_it_enus
Upgrading to Microsoft SharePoint 2010	
Course	es_msst_a03_it_enus
Configuring and Administrating SharePoint 2010 Search	
Course	es_msst_a04_it_enus
Configuring Web Applications for SharePoint 2010	
Course	es_msst_a05_it_enus
SharePoint 2010 Authentication and Web Application Security Configuration	
Course	es_msst_a06_it_enus
Configuring SharePoint 2010 Site Collections	
Course	es_msst_a07_it_enus
Managing SharePoint 2010 Features and Solutions	
Course	es_msst_a08_it_enus
SharePoint 2010 Operational Health	
Course	es_msst_a09_it_enus
SharePoint 2010 Performance	
Course	es_msst_a10_it_enus

■ Microsoft SharePoint 2010: Administration

Designing a SharePoint 2010 Physical Architecture	
Course	es_mssa_a01_it_enus
SharePoint 2010 Logical Design and Sandbox Solutions	
Course	es_mssa_a02_it_enus
SharePoint 2010 Deployment Topology and Availability	
Course	es_mssa_a03_it_enus
Planning SharePoint 2010 Service Applications and Component Strategy	
Course	es_mssa_a04_it_enus
Planning a SharePoint 2010 Upgrade	
Course	es_mssa_a05_it_enus
Designing SharePoint 2010 Security	
Course	es_mssa_a06_it_enus
SharePoint 2010 Maintenance and Provisioning	
Course	es_mssa_a07_it_enus
Backing Up, Restoring, and Monitoring SharePoint 2010	
Course	es_mssa_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_spad_a01_it_enus

Developing SharePoint 2010 Web Parts and Controls
Course..... es_spad_a02_it_enus

Developing Business Logic Using SharePoint 2010
Workflows and ECM
Course..... es_spad_a03_it_enus

Programmatically Working with Permissions and BCS in
SharePoint 2010
Course..... es_spad_a04_it_enus

Working With SharePoint 2010 Data
Course..... es_spad_a05_it_enus

SharePoint Server 2010 Object Model
Course..... es_spad_a06_it_enus

SharePoint 2010 Features and Solutions
Course..... es_spad_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 Exchange Server 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

Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade Course.....	es_mssb_a05_it_enus
Sharepoint 2010 SP1: Designing Security Course.....	es_mssb_a06_it_enus
SharePoint 2010 SP1: Maintenance and Provisioning Course.....	es_mssb_a07_it_enus
Sharepoint 2010 SP1: Backing Up, Restoring, and Monitoring Course.....	es_mssb_a08_it_enus
Sharepoint 2010 SP1: Planning for Search Course.....	es_mssb_a09_it_enus
SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration Course.....	es_mssb_a10_it_enus

■ Microsoft SharePoint Server 2010 SP1: Configuring

Sharepoint 2010 SP1: Installation and Configuration Course.....	es_mssu_a01_it_enus
Sharepoint 2010 SP1: Core Configuration Course.....	es_mssu_a02_it_enus
Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1 Course.....	es_mssu_a03_it_enus
Sharepoint 2010 SP1: Configuring and Administering Search Course.....	es_mssu_a04_it_enus
Sharepoint 2010 SP1: Configuring Web Applications Course.....	es_mssu_a05_it_enus
SharePoint 2010 SP1: Authentication and Web Application Security Configuration Course.....	es_mssu_a06_it_enus
Sharepoint 2010 SP1: Configuring Site Collections Course.....	es_mssu_a07_it_enus
Sharepoint 2010 SP1: Managing Features and Solutions Course.....	es_mssu_a08_it_enus
SharePoint 2010 SP1: Operational Health Course.....	es_mssu_a09_it_enus
SharePoint 2010 SP1: Performance Course.....	es_mssu_a10_it_enus
SharePoint Online Course.....	es_mssu_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2007

■ Microsoft Office Sharepoint Server 2007 Application Development

Managing Enterprise Content with MOSS 2007 Course.....	es_ssad_a01_it_enus
---	---------------------

Integrating Business Data using MOSS 2007 Course.....	es_ssad_a02_it_enus
Creating Business Intelligence Solutions with MOSS 2007 Course.....	es_ssad_a03_it_enus
Application Platform Services within MOSS 2007 Course.....	es_ssad_a04_it_enus
Searching Data Using MOSS 2007 Course.....	es_ssad_a05_it_enus
Targeting and Customizing with MOSS 2007 Course.....	es_ssad_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SYSTEM CENTER ESSENTIALS

■ Microsoft System Center Essentials: installation and Configuration

Installing and Configuring System Center Essentials 2010 Course.....	es_msce_a01_it_enus
Managing Computers, Devices, and Updates in System Center Essentials 2010 Course.....	es_msce_a02_it_enus
Monitoring and Using Reports in System Center Essentials 2010 Course.....	es_msce_a03_it_enus
Virtualization Management in Essentials 2010 Course.....	es_msce_a04_it_enus
Backing up, Restoring, and Troubleshooting Essentials 2010 Course.....	es_msce_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 8

■ Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications Course.....	mw_mgmb_a01_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings Course.....	mw_mgmb_a02_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access Course.....	mw_mgmb_a03_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security Course.....	mw_mgmb_a04_it_enus

IT SKILLS COURSEWARE

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

Microsoft Windows 8.1 - Supporting Windows 8.1: Intune
and Public Cloud
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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 7

■ 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_mwcp_a01_it_enus

Deploying Windows 7
Course.....mw_mwcp_a02_it_enus

Configuring Hardware and Applications in Windows 7
Course.....mw_mwcp_a03_it_enus

Configuring Network Connectivity in Windows 7
Course.....mw_mwcp_a04_it_enus

Configuring Access to Resources in Windows 7
Course.....mw_mwcp_a05_it_enus

Configuring Mobile Computing in Windows 7
Course.....mw_mwcp_a06_it_enus

Monitoring, Backing Up, and Restoring Windows 7
Systems
Course.....mw_mwcp_a07_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

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
Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory Course	ws_admo_a07_it_enus
Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing Course	ws_admo_a08_it_enus
Microsoft Windows Server 2012 R2 - Administration: 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
--	---------------------

IT SKILLS COURSEWARE

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2008

■ 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

DNS Zones and Replication in Windows Server 2008 Course.....	ws_mwci_a04_it_enus
Network Access Security in Windows Server 2008 Course.....	ws_mwci_a06_it_enus
Configure File and Print Services in Windows Server 2008 Course.....	ws_mwci_a07_it_enus
Monitor Network Infrastructure in Windows Server 2008 Course.....	ws_mwci_a08_it_enus

■ 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 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_wsad_a06_it_enus

Patch Management and Securing and Monitoring Servers in Windows Server 2008 Course	ws_wsad_a07_it_enus
Certificate Services, SANs, and High Availability in Windows Server 2008 Course	ws_wsad_a08_it_enus
Accessing Windows Networks Remotely in Windows Server 2008 Course	ws_wsad_a09_it_enus
Windows Server 2008 Backup and Recovery Course	ws_wsad_a10_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 Course	ws_mwse_a10_it_enus

■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2 Course	ws_mwur_a01_it_enus
Access Control in Windows Server 2008 R2 Course	ws_mwur_a04_it_enus
Management Improvements in Windows Server 2008 R2 Course	ws_mwur_a02_it_enus

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_excx_a01_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management
Course..... es_excx_a02_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers
Course..... es_excx_a03_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity
Course..... es_excx_a04_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Message Transport
Course..... es_excx_a05_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Access Control
Course..... es_excx_a06_it_enus

Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR
Course..... es_excx_a07_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting
Course..... es_excx_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

■ 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

IT SKILLS COURSEWARE

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_lalr_a05_it_enus
Linux Network Services
Course..... lu_lalr_a01_it_enus
Linux System Maintenance and Hardware Configuration
Course..... lu_lalr_a02_it_enus
Linux Security
Course..... lu_lalr_a03_it_enus
Linux System Troubleshooting
Course..... lu_lalr_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_vmvc_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance
Course..... vi_vmvc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management
Course..... vi_vmvc_a03_it_enus

VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps
Course vi_vmvc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance
Course vi_vmvc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security
Course vi_vmvc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use
Course vi_vmvc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy
Course vi_vmvc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades
Course vi_vmvc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines
Course vi_vmvc_a10_it_enus

■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
Course vi_vmvo_a01_it_enus
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
Course vi_vmvo_a02_it_enus
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
Course vi_vmvo_a03_it_enus
VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation
Course vi_vmvo_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 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

Mentoring 70-461 Querying Microsoft SQL Server 2012 Mentoring Assets.....	mnt70461
Mentoring 70-411 Administering Windows Server 2012 Mentoring Assets.....	mnt70411
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services Mentoring Assets.....	mnt70412
Mentoring 70-688 Mentoring Assets.....	mnt70688
Mentoring 70-341 Core Solutions of Microsoft Exchange Server 2013 Mentoring Assets.....	mnt70341
Mentoring 70-331 Core Solutions of Microsoft SharePoint Server 2013 Mentoring Assets.....	mnt70331
Mentoring 70-332 Advanced Solutions of Microsoft SharePoint Server 2013 Mentoring Assets.....	mnt70332
Mentoring 70-342 Advanced Solutions of Microsoft Exchange Server 2013 Mentoring Assets.....	mnt70342
Mentoring 70-346 Managing Office 365 Identities and Requirements Mentoring Assets.....	mnt70346
Mentoring N10-006 CompTIA Network+ Mentoring Assets.....	mntn10006
Mentoring 70-347 Enabling Office 365 Services Mentoring Assets.....	mnt70347
Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV) Mentoring Assets.....	mntsvcp5p1

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_mwci_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring Testprep Exams	mw_mwco_a01_tp_enus
TestPrep SK0-003 Server+ Testprep Exams	cs_csvr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator Testprep Exams	mw_mwda_a01_tp_enus

TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician Testprep Exams	mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator Testprep Exams	ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator Testprep Exams	ws_wsad_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring Testprep Exams	es_msst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator Testprep Exams	es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1 Testprep Exams	lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2 Testprep Exams	lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring 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	mw_mgma_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012 Testprep Exams	ws_admn_a02_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012 Testprep Exams	ws_icfg_a02_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_excsc_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013 Testprep Exams	es_cosp_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure Testprep Exams	ws_adin_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

IT SKILLS COURSEWARE

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
Testprep Examses_exca_a01_tp_enus
TestPrep 70-347 Enabling Office 365 Services
Testprep Examsmo_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
Coursecs_ctmt_a01_it_enus
CompTIA Network+ 2012: Networking Concepts Part 2
Coursecs_ctmt_a02_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 1
Coursecs_ctmt_a03_it_enus
CompTIA Network+ 2012: Network Installation and Configuration Part 2
Coursecs_ctmt_a04_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 1
Coursecs_ctmt_a05_it_enus
CompTIA Network+ 2012: Network Media and Topologies Part 2
Coursecs_ctmt_a06_it_enus
CompTIA Network+ 2012: Network Management
Coursecs_ctmt_a07_it_enus
CompTIA Network+ 2012: Network Security Part 1
Coursecs_ctmt_a08_it_enus
CompTIA Network+ 2012: Network Security Part 2
Coursecs_ctmt_a09_it_enus
CompTIA Network+ 2012: Network Security Part 3
Coursecs_ctmt_a10_it_enus

■ CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats
Coursecs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
Coursecs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments
Coursecs_styp_a03_it_enus
CompTIA Security+ 2011: Network and System Security Mechanisms
Coursecs_styp_a04_it_enus
CompTIA Security+ 2011: Remote Access and Wireless Security
Coursecs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls
Coursecs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment
Coursecs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures
Coursecs_styp_a08_it_enus

IT SKILLS COURSEWARE

CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing Course.....	cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security Training, and Forensics Course.....	cs_styp_a10_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
--------------------------------	------------

4G Communication Systems Course.....	219523_ENG
4G Implementations Course.....	221229_ENG
Non-Cellular Wireless Technology Course.....	219524_ENG

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS

■ Understanding and Evaluating RFID Technology for your Business

RFID Technology and Business Applications Course.....	232047_ENG
RFID: Applications Management Course.....	232057_ENG

INTERNET AND NETWORK TECHNOLOGIES

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

■ Introduction to Voice over IP

PSTN and VoIP Fundamentals Course.....	dt_voice_a01_it_enus
VoIP Technologies Course.....	dt_voice_a02_it_enus
VoIP Quality and Security Course.....	dt_voice_a03_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

IT SKILLS COURSEWARE

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: Enumeration and
Cryptography
Course sp_ceth_a04_it_enus

Certified Ethical Hacker (CEH) v8: System Hacking
Course sp_ceth_a05_it_enus

Certified Ethical Hacker (CEH) v8: Malware
Course sp_ceth_a06_it_enus

Certified Ethical Hacker (CEH) v8: Sniffing
Course sp_ceth_a07_it_enus

Certified Ethical Hacker (CEH) v8: Social Engineering
Course sp_ceth_a08_it_enus

Certified Ethical Hacker (CEH) v8: Denial of Service and
Session Hijacking
Course sp_ceth_a09_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Servers
Course sp_ceth_a10_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web
Applications
Course sp_ceth_a11_it_enus

Certified Ethical Hacker (CEH) v8: SQL Injection
Course sp_ceth_a12_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Wireless
Networks
Course sp_ceth_a13_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Mobile
Platforms
Course sp_ceth_a14_it_enus

Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls,
and Honeypots
Course sp_ceth_a15_it_enus

Certified Ethical Hacker (CEH) v8: Buffer Overflow
Course sp_ceth_a16_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_a11_it_enus

CISM 2013: Information Risk Management and
Compliance (Part 2)
Course sp_ciso_a05_it_enus

CISM 2013: Information Security Incident Management
(Part 2)
Course sp_ciso_a12_it_enus

IT SKILLS COURSEWARE

CISM 2013: Information Security Program Development and Management (Part 1)	
Course.....	sp_ciso_a06_it_enus
CISM 2013: Information Security Program Development and Management (Part 2)	
Course.....	sp_ciso_a07_it_enus
CISM 2013: Information Security Program Development and Management (Part 3)	
Course.....	sp_ciso_a08_it_enus
CISM 2013: Information Security Program Development and Management (Part 4)	
Course.....	sp_ciso_a09_it_enus
CISM 2013: Information Security Program Development and Management (Part 5)	
Course.....	sp_ciso_a10_it_enus

■ Certified Information Systems Security Professional (CISSP) 2013

CISSP 2013 Domain: Access Control	
Course.....	sp_cptf_a01_it_enus
CISSP 2013 Domain: Telecommunications and Network Security	
Course.....	sp_cptf_a02_it_enus
CISSP 2013 Domain: Information Security Governance and Risk Management	
Course.....	sp_cptf_a03_it_enus
CISSP 2013 Domain: Cryptography	
Course.....	sp_cptf_a05_it_enus
CISSP 2013 Domain: Operations Security	
Course.....	sp_cptf_a07_it_enus
CISSP 2013 Domain: Business Continuity and Disaster Recovery Planning	
Course.....	sp_cptf_a08_it_enus
CISSP 2013 Domain: Legal, Regulations, Investigations, and Compliance	
Course.....	sp_cptf_a09_it_enus
CISSP 2013 Domain: Physical (Environment) Security	
Course.....	sp_cptf_a10_it_enus
CISSP 2013 Domain: Software Development Security	
Course.....	sp_cptf_a04_it_enus
CISSP 2013 Domain: Security Architecture and Design	
Course.....	sp_cptf_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CISCO

■ CAPPS 8.0: Integrating Cisco Unified Communications Applications

Cisco CAPPS 8.0: Introduction to Voice-Mail	
Course.....	cc_caps_a01_it_enus

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

■ 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 Manager 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 Course..... cc_cptz_a09_it_enus
Cisco CIPT1 8.0: Cisco Unified Mobility Course..... cc_cptz_a10_it_enus

■ CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview Course..... cc_cpty_a01_it_enus
Cisco CIPT2 8.0: Multisite Deployment Implementation Course..... cc_cpty_a02_it_enus
Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation Course..... cc_cpty_a03_it_enus
Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation Course..... cc_cpty_a04_it_enus
Cisco CIPT2 8.0: Features and Applications for Multisite Deployments Course..... cc_cpty_a05_it_enus
Cisco CIPT2 8.0: Call Control Discovery Course..... cc_cpty_a06_it_enus

■ ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

Cisco ICOMM 8.0: CUC Solutions Course..... cc_comm_a01_it_enus
Cisco ICOMM 8.0: Administrator and End-User Interfaces Course..... cc_comm_a02_it_enus
Cisco ICOMM 8.0: Call Flows in CUC Systems Course..... cc_comm_a03_it_enus
Cisco ICOMM 8.0: Endpoint and User Administration Course..... cc_comm_a04_it_enus
Cisco ICOMM 8.0: End User Telephony and Mobility Features Course..... cc_comm_a05_it_enus
Cisco ICOMM 8.0: Configuring Mobility Features Course..... cc_comm_a06_it_enus
Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options Course..... cc_comm_a07_it_enus
Cisco ICOMM 8.0: Cisco Unified Presence Course..... cc_comm_a08_it_enus
Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance Course..... cc_comm_a09_it_enus
Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System Course..... cc_comm_a10_it_enus

■ Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways Coursecc_voic_a01_it_enus
Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs Coursecc_voic_a02_it_enus
Cisco CVOICE 8.0: Transporting Voice over IP networks Coursecc_voic_a03_it_enus
Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols Coursecc_voic_a04_it_enus
Cisco CVOICE 8.0: VoIP Call Legs Coursecc_voic_a05_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Coursecc_voic_a06_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints Coursecc_voic_a07_it_enus
Cisco CVOICE 8.0: Call Routing and Dial Plans Coursecc_voic_a08_it_enus
Cisco CVOICE 8.0: Path Selection and Calling Privileges Coursecc_voic_a09_it_enus
Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element Coursecc_voic_a10_it_enus
Cisco CVOICE 8.0: QoS Mechanisms Coursecc_voic_a11_it_enus
Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS Coursecc_voic_a12_it_enus

■ ROUTE 1.0: Implementing Cisco IP Routing

Cisco ROUTE 1.0: Routing Services for Converged Networks Coursecc_icir_a01_it_enus
Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise Coursecc_icir_a02_it_enus
Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation Coursecc_icir_a03_it_enus
Cisco ROUTE 1.0: The OSPF Routing Protocol Coursecc_icir_a04_it_enus
Cisco ROUTE 1.0: Implementing an OSPF-Based Solution Coursecc_icir_a05_it_enus
Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution Coursecc_icir_a06_it_enus
Cisco ROUTE 1.0: Implementing Path Control Coursecc_icir_a07_it_enus

IT SKILLS COURSEWARE

Cisco ROUTE 1.0: Connecting the Enterprise to ISPs Course.....	cc_icir_a08_it_enus
Cisco ROUTE 1.0: Configuring and Verifying BGP operations Course.....	cc_icir_a09_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

■ TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 1.0: Planning Maintenance for Complex Networks Course.....	cc_icit_a01_it_enus
Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks Course.....	cc_icit_a02_it_enus
Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications Course.....	cc_icit_a03_it_enus
Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs Course.....	cc_icit_a04_it_enus
Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues Course.....	cc_icit_a05_it_enus
Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP Course.....	cc_icit_a06_it_enus
Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues Course.....	cc_icit_a07_it_enus
Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutions Course.....	cc_icit_a08_it_enus
Cisco TSHOOT 1.0 eLT: Troubleshooting Performance Problems on Switches Course.....	CSCO0066EN07
Cisco TSHOOT 1.0 eLT: Troubleshooting Wireless Integration Course.....	CSCO0066EN08

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

■ SWITCH 1.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 1.0: Analyzing Campus Network Designs Course	cc_icis_a01_it_enus
Cisco SWITCH 1.0: Implementing VLANs in Campus Networks Course	cc_icis_a02_it_enus
Cisco SWITCH 1.0: Implementing Spanning-Tree Course	cc_icis_a03_it_enus
Cisco SWITCH 1.0: Inter-VLAN Routing Course	cc_icis_a04_it_enus
Cisco SWITCH 1.0: Highly Available Networks Course	cc_icis_a05_it_enus
Cisco SWITCH 1.0: Configuring Layer 3 High Availability Course	cc_icis_a06_it_enus
Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft Course	cc_icis_a07_it_enus
Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks Course	cc_icis_a08_it_enus
Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network Course	cc_icis_a09_it_enus

■ IINS 2.0: Implementing Cisco IOS Network Security

Cisco IINS 2.0: Introducing Networking Security Fundamentals Course	cc_cins_a01_it_enus
Cisco IINS 2.0: Security Policies and Strategies Course	cc_cins_a02_it_enus

IT SKILLS COURSEWARE

Cisco IINS 2.0: Cisco Network Foundation Protection Course.....	cc_cins_a03_it_enus
Cisco IINS 2.0: Securing the Management Plane and AAA Configuration Course.....	cc_cins_a04_it_enus
Cisco IINS 2.0: Securing the Data Plane on Cisco Switches Course.....	cc_cins_a05_it_enus
Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments Course.....	cc_cins_a06_it_enus
Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls Course.....	cc_cins_a07_it_enus
Cisco IINS 2.0: Implementing Firewall Policies Course.....	cc_cins_a08_it_enus
Cisco IINS 2.0: Implementing IPS Course.....	cc_cins_a09_it_enus
Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure Course.....	cc_cins_a10_it_enus
Cisco IINS 2.0: IPsec Fundamentals and VPNs Course.....	cc_cins_a11_it_enus

■ DESGN 2.1: Designing for Cisco Internetwork Solutions

Cisco DESGN 2.1: Network Design Methodology Overview Course.....	cc_desg_a01_it_enus
Cisco DESGN 2.1: Structuring and Modularizing the Network Course.....	cc_desg_a02_it_enus
Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks Course.....	cc_desg_a03_it_enus
Cisco DESGN 2.1: Identifying WAN Technology Considerations Course.....	cc_desg_a04_it_enus
Cisco DESGN 2.1: Designing the Enterprise WAN and Branch Course.....	cc_desg_a05_it_enus
Cisco DESGN 2.1: Designing IP Addressing Course.....	cc_desg_a06_it_enus
Cisco DESGN 2.1: Selecting Routing Protocols Course.....	cc_desg_a07_it_enus
Cisco DESGN 2.1: Defining Network Security Course.....	cc_desg_a08_it_enus
Cisco DESGN 2.1: Security Solutions for the Network Course.....	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures Course.....	cc_desg_a10_it_enus

Cisco DESGN 2.1: Voice and Video Technology Requirements Course	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking Course	cc_desg_a12_it_enus

■ TVOICE 8.0: Troubleshooting Cisco Unified Communications

Cisco TVOICE 8.0: Troubleshooting Unified Communications Solutions Overview Course	cc_tcuc_a01_it_enus
Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility Course	cc_tcuc_a06_it_enus
Cisco TVOICE 8.0: Troubleshooting Call Setup Issues Course	cc_tcuc_a03_it_enus
Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting Course	cc_tcuc_a02_it_enus
Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues Course	cc_tcuc_a04_it_enus
Cisco TVOICE 8.0: Troubleshooting SAF and CCD Issues Course	cc_tcuc_a05_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence Course	cc_tcuc_a07_it_enus
Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues Course	cc_tcuc_a08_it_enus
Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues Course	cc_tcuc_a09_it_enus
Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues Course	cc_tcuc_a10_it_enus

■ ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Networking, Communications, and LANs Course	cc_icne_a01_it_enus
ICND1 2.0: Operating Cisco IOS Software Course	cc_icne_a02_it_enus
ICND1 2.0: Switch Operations Course	cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations Course	cc_icne_a04_it_enus
ICND1 2.0: Understanding IPv4 Addresses Course	cc_icne_a05_it_enus
ICND1 2.0: Address Blocks and VLSM Course	cc_icne_a06_it_enus

IT SKILLS COURSEWARE

ICND1 2.0: The Transport Layer and Router Configuration Course.....	cc_icne_a07_it_enus
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	mntciissp
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

IT SKILLS COURSEWARE

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.....	mntsy0401
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 (SENS)	
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

■ Test Preps

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams	cc_icis_a01_tp_enus
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams	cc_icir_a01_tp_enus
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Testprep Exams	cc_icit_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_cssp_a01_tp_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)	
Testprep Exams	cc_desg_a01_tp_enus

TestPrep Certified Information Security Manager (CISM)	
Testprep Exams.....	sp_cisn_a01_tp_enus
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)	
Testprep Exams.....	cc_cins_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_icnf_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+	
Testprep Exams.....	cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams.....	cc_rout_a01_tp_enus
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 (SCCP)	
Testprep Exams.....	sp_sycp_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 PDB, 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

IT SKILLS COURSEWARE

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

ENTERPRISE DATABASE SYSTEMS

ORACLE 11G

■ 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 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

■ Oracle Database 11g: 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

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..... 256882_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_ods_b_a01_it_enus
Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup Course.....	od_ods_b_a02_it_enus
Oracle Database 11g: RMAN and Oracle Secure Backup Course.....	od_ods_b_a03_it_enus
Oracle Database 11g: Managing Backups and Infrastructure Course.....	od_ods_b_a04_it_enus
Oracle Database 11g: Tape Vaulting, Duplication, and Tuning Course.....	od_ods_b_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.....od_odsc_a03_it_enus

Oracle Database 11g: Basic User and Strong
Authentication
Course.....od_odsc_a04_it_enus

Oracle Database 11g: Enterprise User Security and Proxy
Authentication
Course.....od_odsc_a05_it_enus

Oracle Database 11g: Privileges, Roles, and Application
Contexts
Course.....od_odsc_a06_it_enus

Oracle Database 11g: Virtual Private Database
Course.....od_odsc_a07_it_enus

Oracle Database 11g: Oracle Label Security and the Data
Masking Pack
Course.....od_odsc_a08_it_enus

Oracle Database 11g: Encryption Concepts
Course.....od_odsc_a09_it_enus

Oracle Database 11g: Transparent Data Encryption
Course.....od_odsc_a10_it_enus

Oracle Database 11g: Oracle Net Services and Listener
Security
Course.....od_odsc_a11_it_enus

Oracle Database 11g: Firewalls, Oracle Connection
Manager, and SQL*Plus
Security
Course.....od_odsc_a12_it_enus

■ Oracle Database 11g: New Features for Administrators Release 2

Oracle Database 11g Release 2: Installation and Oracle
Restart
Course..... od_onft_a01_it_enus

Oracle Database 11g Release 2: ASM, Storage and
Partitioning Enhancements
Course..... od_onft_a02_it_enus

Oracle Database 11g Release 2: Oracle Partitioning and
Security Features
Course..... od_onft_a03_it_enus

Oracle Database 11g Release 2: Using Change
Management Solutions
Course..... od_onft_a04_it_enus

Oracle Database 11g Release 2: Intelligent Infrastructure
Enhancements
Course..... od_onft_a05_it_enus

Oracle Database 11g Release 2: Diagnosability
Enhancements
Course..... od_onft_a06_it_enus

Oracle Database 11g Release 2: SQL Monitoring and
Performance Enhancements
Course..... od_onft_a07_it_enus

Oracle Database 11g Release 2: Application Performance
Enhancements
Course..... od_onft_a08_it_enus

Oracle Database 11g Release 2: Backup, Recover,
Archive, and Repair Data
Courseod_onft_a09_it_enus

Oracle Database 11g Release 2: Oracle Scheduler and
Secure Backup
Courseod_onft_a10_it_enus

■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture
and Installation
Courseod_odas_a01_it_enus

Oracle Database 11g Release 2: Database Creation and
Instance Management
Course od_odas_a02_it_enus

Oracle Database 11g Release 2: The ASM Instance and
Network Connectivity
Course od_odas_a03_it_enus

Oracle Database 11g Release 2: Storage Structures and
User Security
Course od_odas_a04_it_enus

Oracle Database 11g Release 2: Managing Concurrency,
Undo, and Auditing
Course od_odas_a05_it_enus

Oracle Database 11g Release 2: Managing Database
Maintenance and Performance
Course od_odas_a06_it_enus

Oracle Database 11g Release 2: Backup and Recovery
Course od_odas_a07_it_enus

Oracle Database 11g Release 2: Moving Data and Oracle
Support
Course od_odas_a08_it_enus

■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture
and Recovery Operations
Courseod_odat_a01_it_enus

Oracle Database 11g Release 2: The RMAN Catalog and
Creating Backups
Courseod_odat_a02_it_enus

Oracle Database 11g Release 2: Performing Restore and
Recovery Tasks
Courseod_odat_a03_it_enus

Oracle Database 11g Release 2: Using, Monitoring and
Tuning RMAN
Courseod_odat_a04_it_enus

Oracle Database 11g Release 2: Database Diagnostics
and Flashback Technologies
Courseod_odat_a05_it_enus

Oracle Database 11g Release 2: Managing Database
Memory and Performance
Courseod_odat_a06_it_enus

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

Manipulating Large Objects in PL/SQL	
Course	216725_ENG
PL/SQL Triggers	
Course	216739_ENG
Dynamic SQL and Metadata	
Course	218842_ENG

■ 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

■ 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

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: 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: 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

■ 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

IT SKILLS COURSEWARE

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_dds_a01_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds Course.....	md_dds_a02_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course.....	md_dds_a03_it_enus
Microsoft SQL Server 2014 - Designing Solutions: High Availability Course.....	md_dds_a04_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn Course.....	md_dds_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery Course.....	md_dds_a06_it_enus

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

■ 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

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2012

■ Microsoft SQL Server 2012: Querying

Microsoft SQL Server 2012: Creating Database Objects Course	md_mssq_a01_it_enus
Microsoft SQL Server 2012: Querying Basics and Modifying Data Course	md_mssq_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions Course	md_mssq_a03_it_enus
Microsoft SQL Server 2012: Creating Functions and Triggers Course	md_mssq_a04_it_enus
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries Course	md_mssq_a05_it_enus
Microsoft SQL Server 2012: Managing XML Data Course	md_mssq_a06_it_enus

■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade Course	md_msdb_a01_it_enus
Microsoft SQL Server 2012: Instance Configuration and Database Creation Course	md_msdb_a02_it_enus
Microsoft SQL Server 2012: Managing Databases and Automating Tasks Course	md_msdb_a03_it_enus
Microsoft SQL Server 2012: Security Management Course	md_msdb_a04_it_enus
Microsoft SQL Server 2012: Managing Database Data Course	md_msdb_a05_it_enus

IT SKILLS COURSEWARE

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: Stored Procedures
Course.....md_dsqd_a03_it_enus

Microsoft SQL Server 2012 – 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
Coursemd_dwsq_a04_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
Coursemd_dwsq_a05_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
Coursemd_dwsq_a06_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
Coursemd_dwsq_a07_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions
Coursemd_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
Coursemd_mqbm_a01_it_enus

Configuring SQL Server 2008 Integration Services Packages
Coursemd_mqbm_a02_it_enus

Deploying SQL Server 2008 Integration Services Packages
Coursemd_mqbm_a03_it_enus

Managing SSIS Packages in SQL Server 2008
Coursemd_mqbm_a10_it_enus

Implementing SQL Server 2008 Reporting Services Solutions
Coursemd_mqbm_a04_it_enus

Deploying and Delivering SQL Server 2008 Reporting Services Reports
Coursemd_mqbm_a05_it_enus

Maintaining SQL Server 2008 Reporting Services
Coursemd_mqbm_a06_it_enus

Implementing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a07_it_enus

Querying Cubes and Working with Data Mining in SSAS
Coursemd_mqbm_a08_it_enus

Managing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a09_it_enus

■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation
Coursemd_mcir_a01_it_enus

IT SKILLS COURSEWARE

SQL Server 2008 R2: Instance and Database Configuration	
Course.....	md_mcir_a02_it_enus
SQL Server 2008 R2: Security Management	
Course.....	md_mcir_a03_it_enus
SQL Server 2008 R2: Database Management	
Course.....	md_mcir_a04_it_enus
SQL Server 2008 R2: Data Management	
Course.....	md_mcir_a05_it_enus
SQL Server 2008 R2: Database Monitoring and Performance	
Course.....	md_mcir_a06_it_enus
SQL Server 2008 R2: Backups, Restores, and Database Snapshots	
Course.....	md_mcir_a07_it_enus
SQL Server 2008 R2: High Availability	
Course.....	md_mcir_a08_it_enus

■ Microsoft SQL Server 2008 R2: Database Development

SQL Server 2008 R2: Creating and Implementing Database Objects	
Course.....	md_msdr_a01_it_enus
SQL Server 2008 R2: Creating and Altering Partitions	
Course.....	md_msdr_a02_it_enus
SQL Server 2008 R2: Running Queries and Manipulating Data	
Course.....	md_msdr_a03_it_enus
SQL Server 2008 R2: Performing Advanced Query Techniques	
Course.....	md_msdr_a04_it_enus
SQL Server 2008 R2: Implementing Programming Objects	
Course.....	md_msdr_a05_it_enus
SQL Server 2008 R2: Querying and Managing XML Data	
Course.....	md_msdr_a06_it_enus
SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes	
Course.....	md_msdr_a07_it_enus
SQL Server 2008 R2: Gathering Performance Data	
Course.....	md_msdr_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

MYSQL

■ MySQL

MySQL: Database Concepts, Design, and Installation	
Course.....	df_mysql_a01_it_enus
MySQL: Querying Data Using the SELECT Statement	
Course.....	df_mysql_a02_it_enus

MySQL: Using the Data Manipulation and Definition Statements	
Course	df_mysql_a03_it_enus

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

ENTERPRISE DATABASE SYSTEMS

TEST PREPS

■ 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_eng
TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance Testprep Exams	md_mcim_a01_tp_eng
TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development Testprep Exams	md_msdd_a01_tp_eng
TestPrep 1Z0-053 Oracle Database 11g: Administration II Testprep Exams	od_oawt_a01_tp_eng
TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases Testprep Exams	md_msdb_a01_tp_eng
TestPrep 70-461 Querying Microsoft SQL Server 2012 Testprep Exams	md_mssql_a01_tp_eng
TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012 Testprep Exams	md_dwsq_a01_tp_eng
TestPrep 70-464 Developing Microsoft SQL Server Databases Testprep Exams	md_dsqd_a01_tp_eng
TestPrep 1Z0-060 Upgrade to Oracle Database 12c Testprep Exams	od_nfad_a01_tp_eng
TestPrep 70-413 Designing and Implementing a Server Infrastructure Testprep Exams	ws_imin_a01_tp_eng
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration Testprep Exams	od_inup_a01_tp_eng

ENTERPRISE RESOURCE PLANNING SYSTEMS

ORACLE 11I

■ 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

IT SKILLS COURSEWARE

■ 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_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

ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP R/3 RELEASE 4.6

■ 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

WEB DESIGN

WEB DEVELOPMENT

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

WEB DESIGN

ADOBE

Adobe Flash CS5

Introduction to Adobe Flash Professional CS5	
Course	at_fcsp_a01_it_enus
Drawing and Working with Images in Flash CS5	
Course	at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components	
Course	at_fcsp_a03_it_enus
Animation in Flash CS5	
Course	at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5	
Course	at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5	
Course	at_fcsp_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_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5	
Course	at_dcsp_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS5	
Course	at_dcsp_a03_it_enus
Reusing Content in Dreamweaver CS5	
Course	at_dcsp_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS5	
Course	at_dcsp_a05_it_enus
Cascading Style Sheets in Dreamweaver CS5	
Course	at_dcsp_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

IT SKILLS COURSEWARE

Reusing Content in Dreamweaver CS4
Course.....at_dcsf_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS4
Course.....at_dcsf_a05_it_enus

Cascading Style Sheets in Dreamweaver CS4
Course.....at_dcsf_a06_it_enus

Dreamweaver CS4 Site Maintenance and Advanced
Concepts
Course.....at_dcsf_a07_it_enus

■ 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
Courseat_capt_a01_dt_enus

Adobe Captivate 7 Editing Project Files
Courseat_capt_a02_dt_enus

■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials
Courseat_dcsc_a01_dt_enus

■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic
Tools
Courseat_fscs_a01_dt_enus

Adobe Flash Professional CC - Working with ActionScript
Courseat_fscs_a02_dt_enus

Adobe Flash Professional CC - Additional Tools and
Features
Courseat_fscs_a03_dt_enus

■ Adobe Illustrator CC

Adobe Illustrator CC Fundamentals
Courseat_icsc_a01_dt_enus

Adobe Illustrator CC Tools and Techniques
Courseat_icsc_a02_dt_enus

Adobe Illustrator CC Modifying with Effects
Courseat_icsc_a03_dt_enus

Adobe Illustrator CC Advanced Tools and Effects
Courseat_icsc_a04_dt_enus

■ Adobe InDesign CC

Adobe InDesign CC Essentials
Courseat_idcc_a01_dt_enus

Adobe InDesign CC Essential Tools
Courseat_idcc_a02_dt_enus

Adobe InDesign CC Advanced Features
Courseat_idcc_a03_dt_enus

■ Adobe CC Overview New Features

Adobe CC Overview of New Features
Courseat_nfcc_a01_dt_enus

■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals
Courseat_pcsc_a01_dt_enus

Adobe Photoshop CC Essential Elements
Courseat_pcsc_a02_dt_enus

IT SKILLS COURSEWARE

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

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
Coursesl_jssp_a01_it_enus
JavaScript SPA: SPA Views and Routes
Coursesl_jssp_a02_it_enus
JavaScript SPA: Durandal Modules and Lifecycle events.
Coursesl_jssp_a03_it_enus
JavaScript SPA: Adding Views and Handling View
Navigation in Durandal
Coursesl_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
Coursesl_jsem_a01_it_enus

■ JavaScript - Knockout

Knockout Fundamentals
Coursesl_jsko_a01_it_enus
Configuring Forms with Knockout
Coursesl_jsko_a02_it_enus

IT SKILLS COURSEWARE

Advanced Knockout Techniques
Course..... sl_jsko_a04_it_enus

■ 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_tpse_a01_it_enus
TypeScript Essentials: Advanced TypeScript
Course..... sl_tpse_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
ITIL® 2011 Edition Foundation: Service Strategy
Fundamentals
Course..... ib_itlv_a02_it_enus

ITIL® 2011 Edition Foundation: Service Strategy
Processes
Course ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design
Fundamentals
Course ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes
Course ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition
Processes and Policies
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 Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational
Support and Analysis
Course ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident
Management
Course ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Event
Management
Course ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation
Considerations
Course ib_iosb_a14_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
ITIL® 2011 Edition OSA: Problem Management Process
Interfaces and Challenges
Course ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access
Management
Course ib_iosb_a09_it_enus

IT SKILLS COURSEWARE

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 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

■ 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

■ 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

■ 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 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 Course proj_01_a01_bs_enus
Transitioning into a Project Management Role 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

Project Management Process Groups (PMBOK® Guide Fifth Edition)
 Course..... proj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
 Course..... proj_20_a01_bs_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
 Courseproj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
 Courseproj_20_a03_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
 Courseproj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
 Courseproj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
 Courseproj_21_a03_bs_enus

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

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
 Courseproj_22_a01_bs_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
 Courseproj_22_a02_bs_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
 Courseproj_22_a03_bs_enus

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
 Courseproj_23_a01_bs_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)
 Courseproj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
 Courseproj_24_a01_bs_enus

Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
 Courseproj_24_a02_bs_enus

■ 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)

Risk Management Planning (PMBOK® Guide Fifth Edition)
 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

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
 Courseproj_16_a01_bs_enus

Program Life Cycle and Benefits Management
 Courseproj_16_a02_bs_enus

■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management
 Courseproj_15_a01_bs_enus

Core PMI® Values and Ethical Standards
 Courseproj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
 Courseproj_17_a01_bs_enus

IT Project Management Essentials: Initiating and Planning IT Projects
 Courseproj_17_a02_bs_enus

IT Project Management Essentials: Executing IT Projects
 Courseproj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects
 Courseproj_17_a04_bs_enus

IT Project Management Essentials: Managing Risks in an IT Project
 Courseproj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects
 Courseproj_17_a06_bs_enus

■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
 Courseproj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
 Courseproj_18_a02_bs_enus

Managing Software Project Outsourcing: Working with the Outsourced Team
 Courseproj_18_a03_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
 Courseproj_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	mntmp5ed
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

IT 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_lsbi004

Inspiring Your Team
Business Impact Series....._pc_bi_lsbi010

Support Your Leader
Business Impact Series....._pc_bi_pfb010

Choosing the Right Team Culture
Challenge Series....._pc_ch_pfch006

Managing Communications in a Virtual Team
Business Impact Series....._pc_bi_mgbi001

Building and Leading Teams
Challenge Series....._pc_ch_lach023

Meeting Team Performance Challenges
Challenge Series....._pc_ch_pach010

Final Exam: Certified Business Analysis Professional
(CBAP) - BABOK V2.0
aligned
Final Examsib_buap_a01_fe_enus

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

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Flash CS5

Introduction to Adobe Flash Professional CS5
Course..... at_fcsp_a01_it_enus

Drawing and Working with Images in Flash CS5
Course..... at_fcsp_a02_it_enus

Using Flash CS5 Libraries, Text, and Components
Course..... at_fcsp_a03_it_enus

Animation in Flash CS5
Course..... at_fcsp_a04_it_enus

ActionScript and Multimedia in Flash CS5
Course..... at_fcsp_a05_it_enus

Creating Navigation and Publishing Movies in Flash CS5
Course..... at_fcsp_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_dcsp_a01_it_enus

Adding Links and Images in Dreamweaver CS5
Course..... at_dcsp_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS5
Course..... at_dcsp_a03_it_enus

Reusing Content in Dreamweaver CS5
Course..... at_dcsp_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS5
Course..... at_dcsp_a05_it_enus

Cascading Style Sheets in Dreamweaver CS5
Course..... at_dcsp_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

Reusing Content in Dreamweaver CS4
Course at_dcsf_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS4
Course at_dcsf_a05_it_enus

Cascading Style Sheets in Dreamweaver CS4
Course at_dcsf_a06_it_enus

Dreamweaver CS4 Site Maintenance and Advanced Concepts
Course at_dcsf_a07_it_enus

■ 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

DESKTOP SKILLS COURSEWARE

■ 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_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_fscs_a01_dt_enus
Adobe Flash Professional CC - Working with ActionScript
Course..... at_fscs_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and
Features
Course..... at_fscs_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
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

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ 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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

■ 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_a03_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_a04_dt_enus

Creating and Modifying Reports in Access 2013
Course..... mo_bgas_a05_dt_enus

Creating and Populating a Database in Access 2013
Course..... mo_bgas_a01_dt_enus

Modifying Tables in Access 2013
Course..... mo_bgas_a02_dt_enus

Creating and Modifying Queries in Access 2013
Course..... mo_bgas_a03_dt_enus

■ Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013
Course..... mo_bgpj_a04_dt_enus

Resource Management in Project 2013
Course..... mo_bgpj_a03_dt_enus

Communicate and Finalize Project Information Using Project 2013
Course..... mo_bgpj_a05_dt_enus

Task-based Scheduling in Project 2013
Course..... mo_bgpj_a02_dt_enus

Setting up a Project in Project 2013
Course..... mo_bgpj_a01_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

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

Using and Configuring Search in SharePoint 2013
Course mo_sppu_a05_dt_enus

Workflows, Collaboration, and Analysis in SharePoint 2013
Course mo_sppu_a06_dt_enus

■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013
Course mo_adel_a01_dt_enus

Customizing Options and Views in Excel 2013
Course mo_adel_a02_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

■ 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

Navigating, Lists, Libraries, Alerts, and Document Sets in
SharePoint 2013
Coursemo_speu_a01_dt_enus

My Site and Social Features in SharePoint 2013
Coursemo_speu_a02_dt_enus

Community Sites, Search, and Office Integration in
SharePoint 2013
Coursemo_speu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

Office 2010 New Core Features
Coursemo_otnf_a01_dt_enus

New Messaging and Collaboration Features in Office 2010
Coursemo_otnf_a02_dt_enus

Office 2010 Web Apps and New Features in Publisher and
Mobile
Coursemo_otnf_a03_dt_enus

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

The New Office 2010 Interface, Word 2010, and Excel
2010
Coursemo_nfum_a01_dt_enus

Outlook 2010 and Collaboration in Office 2010
Coursemo_nfum_a02_dt_enus

New Features for PowerPoint, Publisher, and Access in
Office 2010
Coursemo_nfum_a03_dt_enus

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010
Coursemo_bwr_d_a01_dt_enus

Formatting and Working with Text in Word 2010
Coursemo_bwr_d_a02_dt_enus

Organizing and Arranging Text in Word 2010
Coursemo_bwr_d_a03_dt_enus

Moving Around in Word 2010
Coursemo_bwr_d_a04_dt_enus

Structuring Word 2010 Documents
Coursemo_bwr_d_a05_dt_enus

Reviewing Documents in Word 2010
Coursemo_bwr_d_a06_dt_enus

Saving, Sharing, and Printing in Word 2010
Coursemo_bwr_d_a07_dt_enus

DESKTOP SKILLS COURSEWARE

Customizing the Behavior and Appearance of Word 2010
Course..... mo_bwr_d_a08_dt_enus
Drawing and Inserting Graphics in Word 2010
Course..... mo_bwr_d_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

■ 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_a06_dt_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 Coursemo_onel_a01_dt_enus

Microsoft Office 2010: Sharing Information with OneNote Coursemo_onel_a02_dt_enus

■ Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync Coursemo_lync_a01_dt_enus

Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration Coursemo_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 Courseom_bwmc_a01_dt_enus

Microsoft Word for Mac 2011: Formatting and Working with Text Courseom_bwmc_a02_dt_enus

Microsoft Word for Mac 2011: Structuring and Organizing Documents Courseom_bwmc_a03_dt_enus

Microsoft Word for Mac 2011: Moving Around a Document Courseom_bwmc_a04_dt_enus

Microsoft Word for Mac 2011: Adding and Formatting Images Courseom_bwmc_a05_dt_enus

Microsoft Word for Mac 2011: Creating and Formatting Tables Courseom_bwmc_a06_dt_enus

Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking Courseom_bwmc_a07_dt_enus

■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started Courseom_bemc_a01_dt_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting Courseom_bemc_a02_dt_enus

Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks Courseom_bemc_a03_dt_enus

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets Courseom_bemc_a04_dt_enus

DESKTOP SKILLS COURSEWARE

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

■ 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
Advanced Document Navigation and Document Reviews in Word 2007 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

DESKTOP SKILLS COURSEWARE

■ 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: 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: 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: 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

■ 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 Access

Getting Started with Access 2007
Course mo_bgac_a01_dt_enus
Basic Access 2007 Tables
Course mo_bgac_a02_dt_enus
Basic Access 2007 Forms
Course mo_bgac_a03_dt_enus
Queries and Reports in Access 2007
Course mo_bgac_a04_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

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_eteu_a01_dt_enus
Files and Connectivity in Windows 8
Course mw_eteu_a02_dt_enus
Personalizing Windows 8
Course mw_eteu_a03_dt_enus
Working with Apps in Windows 8
Course mw_eteu_a04_dt_enus
Internet Explorer 10, File Sharing, and Recovery in
Windows 8
Course mw_eteu_a05_dt_enus
Managing Hardware and Advanced Options in Windows 8
Course mw_eteu_a06_dt_enus

■ Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1
Course mw_etev_a01_dt_enus
Organizing Files and Searching for Items in Windows 8.1
Course mw_etev_a02_dt_enus
Personalizing Windows 8.1
Course mw_etev_a04_dt_enus
Working with Apps in Windows 8.1
Course mw_etev_a05_dt_enus
Getting Online, Sharing, and Using SkyDrive in Windows
8.1
Course mw_etev_a03_dt_enus
Managing Hardware and Advanced Options in Windows
8.1
Course mw_etev_a06_dt_enus

DESKTOP COMPUTER SKILLS

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_lhnf_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

DESKTOP COMPUTER SKILLS

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
Courseid_mcin_a02_dt_enus
Microsoft Internet Explorer 9: Customization and Security
Courseid_mcin_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 8

■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features
Courseid_mcie_a01_dt_enus
Internet Explorer 8: Advanced Features
Courseid_mcie_a02_dt_enus

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011
Coursecr_crre_a01_dt_enus

■ Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI
Course234748_ENG
Managing Data and Distributing Reports with Crystal
Reports XI
Course234758_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS VISTA

■ Microsoft Windows Vista for the End User

Getting Started with Windows Vista
Coursemv_wveu_a01_it_enus
Work with Files, Programs, and Printing in Windows Vista
Coursemv_wveu_a02_it_enus
Navigating the Web and System Maintenance with
Windows Vista
Coursemv_wveu_a03_it_enus

DESKTOP COMPUTER SKILLS

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 X

■ 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

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

■ 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

■ Social Networking for Users

Social Networking for Users	
Course	sn_snts_a01_dt_enus

DESKTOP COMPUTER SKILLS

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

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_bprj_a01_tp_enus

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_bwr_d_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

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

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

Lean and Six Sigma
Course..... oper_11_a01_bs_enus

Six Sigma Projects and the Black Belt Role
Course..... oper_11_a02_bs_enus

Six Sigma Leadership and Change Management
Course..... oper_11_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
Final Exams oper_11_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures

Critical Requirements and Benchmarking for Six Sigma
Course..... oper_12_a01_bs_enus

Business Performance and Financial Measures in Six Sigma
Course..... oper_12_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures
Final Exams oper_12_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma
Course..... oper_13_a01_bs_enus

Motivation and Communication in Six Sigma Teams
Course..... oper_13_a02_bs_enus

Managing Six Sigma Team Performance
Course..... oper_13_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Team Management
Final Exams oper_13_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma
Course..... oper_14_a01_bs_enus

Developing Project Charters and Tracking Six Sigma Projects
Course..... oper_14_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Define
Final Exams oper_14_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma
Courseoper_15_a01_bs_enus

Data Collection and Measurement in Six Sigma
Courseoper_15_a02_bs_enus

Six Sigma Measurement Systems
Courseoper_15_a03_bs_enus

Basic Statistics and Graphical Methods for Six Sigma
Courseoper_15_a04_bs_enus

Probability for Six Sigma
Courseoper_15_a05_bs_enus

Process Capability for Six Sigma
Courseoper_15_a06_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Measure
Final Exams oper_15_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma
Courseoper_16_a01_bs_enus

Multivariate Analysis and Attribute Data Analysis in Six Sigma
Courseoper_16_a02_bs_enus

Hypothesis Testing Concepts and Tests for Means in Six Sigma
Courseoper_16_a03_bs_enus

Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
Courseoper_16_a04_bs_enus

Nonparametric Tests in Six Sigma Analysis
Courseoper_16_a05_bs_enus

Nonstatistical Analysis Methods in Six Sigma
Courseoper_16_a06_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
Final Exams oper_16_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma
Courseoper_17_a01_bs_enus

Conducting Experiments and Analyzing Results in Six Sigma
Courseoper_17_a02_bs_enus

Improvement Methods and Implementation Issues in Six Sigma
Courseoper_17_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Improve
Final Exams oper_17_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma
Courseoper_18_a01_bs_enus

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 Exams 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_ssbi009
Value Stream Maps for Non-manufacturing Processes Business Impact Series..... _pc_bi_ssbi010

■ 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
Courseoper_21_a04_bs_enus
Operations Management: Forecasting and Capacity Planning
Courseoper_21_a05_bs_enus
Operations Management: Operations Scheduling
Courseoper_21_a06_bs_enus
Operations Management: Management of Quality
Courseoper_21_a07_bs_enus
Operations Management: Facilities Planning and Management
Courseoper_21_a08_bs_enus

■ Managing Customer-Driven Process Improvement

Customer-driven Process Improvement: Basic Framework
Courseoper_22_a01_bs_enus
Customer-driven Process Improvement: Identifying Customer Needs
Courseoper_22_a02_bs_enus
Customer-driven Process Improvement: From Customer Needs to Process Requirements
Courseoper_22_a03_bs_enus
Customer-Driven Process Improvement: Mapping and Measuring Processes
Courseoper_22_a04_bs_enus
Customer-driven Process Improvement: Analyzing Process Problems
Courseoper_22_a05_bs_enus
Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions
Courseoper_22_a06_bs_enus
Customer-driven Process Improvement: Implementing and Maintaining Improvements
Courseoper_22_a07_bs_enus

■ Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management
Courseoper_23_a01_bs_enus
Purchasing: Finding Sources of Supply
Courseoper_23_a02_bs_enus
Selecting Suppliers and Administering Contracts
Courseoper_23_a03_bs_enus
Evaluating Supplier Performance and Managing Supplier Relationships
Courseoper_23_a04_bs_enus

■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions
Courseoper_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_ssbi001
Quick Wins in Six Sigma Implementation
Business Impact Series....._pc_bi_ssbi002
Six Sigma Versus TQM
Business Impact Series....._pc_bi_ssbi003
Lean Inbound Transportation
Business Impact Series....._pc_bi_ssbi004
A Critical-to-quality Tree - What's That?
Business Impact Series....._pc_bi_ssbi006
Basic Measurement Concepts in Six Sigma
Business Impact Series....._pc_bi_ssbi007
Does Your Business Really Need Six Sigma?
Challenge Series....._pc_ch_sschi001
Identifying Candidates for Key Six Sigma Roles
Challenge Series....._pc_ch_sschi002

■ Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Organizational Goals
Courseoper_24_a01_bs_enus
Lean Principles and Six Sigma Projects
Courseoper_24_a02_bs_enus
Design for Six Sigma and FMEA
Courseoper_24_a03_bs_enus

■ Six Sigma Green Belt: Define

Six Sigma Project Identification
Courseoper_25_a01_bs_enus
Voice of the Customer in Six Sigma
Courseoper_25_a02_bs_enus
Basics of Six Sigma Project Management
Courseoper_25_a03_bs_enus
Six Sigma Management and Planning Tools
Courseoper_25_a04_bs_enus
Performance Metrics for Six Sigma
Courseoper_25_a05_bs_enus
Six Sigma Project Team Dynamics and Performance
Courseoper_25_a06_bs_enus

■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma
Courseoper_28_a01_bs_enus
Root Cause Analysis and Waste Elimination in Six Sigma
Courseoper_28_a02_bs_enus
Cycle Time Reduction and Kaizen in Six Sigma
Courseoper_28_a03_bs_enus

■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma
Courseoper_29_a01_bs_enus
Creating and Using Control Charts in Six Sigma
Courseoper_29_a02_bs_enus
Lean Tools for Process Control in Six Sigma
Courseoper_29_a03_bs_enus

■ Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma
Courseoper_26_a01_bs_enus
Basic Probability and Statistical Distributions in Six Sigma
Courseoper_26_a02_bs_enus
Data Classification, Sampling, and Collection in Six Sigma
Courseoper_26_a03_bs_enus
Statistics and Graphical Presentation in Six Sigma
Courseoper_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

The Fundamentals of Globalization: The Global Context
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_spb015
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_pfb004
Returning to Core Competencies
Business Impact Series_pc_bi_lsbi014
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.....stgy_10_a01_bs_enus

Business Planning Essentials: Performing Key Analyses
Course.....stgy_10_a02_bs_enus

Business Planning Essentials: Preparing for
Implementation
Course.....stgy_10_a03_bs_enus

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ 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_spb005

Using Web Analytics to Increase Sales
Business Impact Series....._pc_bi_spb012

Trade Show Marketing - Planning Ahead
Business Impact Series....._pc_bi_spb013

■ 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_lsch006

■ 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
Coursemkt_03_a03_bs_enus

Brand Management for Social Media and Wireless
Technologies
Coursemkt_03_a04_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

■ Finance and Accounting Essentials for Non- financial Professionals

Principles of Accounting and Finance for Non-financial
Professionals
Coursefin_02_a01_bs_enus

Cash Flow Management Essentials for Non-financial
Professionals
Coursefin_02_a02_bs_enus

The Time Value of Money and Investment Decisions for
Non-financial
Professionals
Coursefin_02_a03_bs_enus

The Essentials of Budgeting for Non-financial
Professionals
Coursefin_02_a04_bs_enus

Financial Statements for Non-financial Professionals
Coursefin_02_a05_bs_enus

Analyzing Financial Statements for Non-financial
Professionals
Coursefin_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_fabi006

Recognizing The Value of Intangible Assets
Business Impact Series_pc_bi_fabi007

Recession: How it Affects Business
Business Impact Series_pc_bi_fabi008

Assessing Nonrecurring Items in Income Statements
Business Impact Series_pc_bi_fabi009

The Time Value of Money: Possible Pitfalls
Business Impact Series_pc_bi_fabi011

Using Financial Analysis for Credit Decisions
Challenge Series....._pc_ch_lach012

■ Accounting Fundamentals

Basic Accounting Principles and Framework
Coursefin_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

■ Budgeting Essentials

Organizational Budgeting Activities and the Master Budget	Course.....fin_05_a01_bs_enus
Planning and Preparing an Operating Budget	Course.....fin_05_a02_bs_enus
Preparing Operating Budgets and the Cash Budget	Course.....fin_05_a03_bs_enus
Using Budgets for Management and Control	Course.....fin_05_a04_bs_enus
Final Exam: Budgeting Essentials	Final Exams fin_05_a01_fe_enus

■ Auditing Essentials

Introduction to Auditing	Course.....fin_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment	Course.....fin_06_a02_bs_enus
Auditing the Revenue Cycle	Course.....fin_06_a03_bs_enus
Auditing for Cash and Inventories	Course.....fin_06_a04_bs_enus
Using Audits to Help Prevent Business Fraud	Business Impact Series....._pc_bi_fabi002
Final Exam: Auditing Essentials	Final Exams fin_06_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	Coursead_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss	Coursead_01_a03_bs_enus
Administrative Professionals: Interacting with Others	Coursead_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward	Coursead_01_a05_bs_enus
Essential Skills for Administrative Support Professionals Simulation	SimulationAD001A

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Recruiting and Retention Strategies

Recruiting Talent	Coursehr_05_a01_bs_enus
Retaining Your Talent Pool	Coursehr_05_a02_bs_enus
Creating a High-Retention Organizational Culture	SimulationHR005A

BUSINESS SKILLS COURSEWARE

Fringe Benefits: Maintaining a Competitive Hiring Advantage
Business Impact Series....._pc_bi_hrbi004

Aligning Recruitment to Job Requirements
Business Impact Series....._pc_bi_hrbi001

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_pfb011

Surviving the Talent Crunch
Challenge Series....._pc_ch_lsch007

■ 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_hrbi003

Conducting Interviews: Asking the Right Questions
Business Impact Series....._pc_bi_hrbi014

Creating a Compelling Job Description
Business Impact Series....._pc_bi_hrbi015

Hiring Strategic Thinkers
Challenge Series....._pc_ch_lach011

Hiring a New Employee
Challenge Series....._pc_ch_lach028

■ 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
Coursehr_08_a01_bs_enus

Fundamentals of Organizations – Groups
Coursehr_08_a02_bs_enus

Understanding Organizational Power and Politics
Coursehr_08_a03_bs_enus

Organizational Structure and Employee Behavior
Coursehr_08_a04_bs_enus

Organizational Behavior: Dynamics of a Positive Organizational Culture
Coursehr_08_a05_bs_enus

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

Human Resources Core Knowledge: Skills, Concepts, and Tools
Coursehr_09_a01_bs_enus

Human Resources Core Knowledge: Functions and Activities
Coursehr_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
Coursehr_10_a01_bs_enus

Business Management and Strategy: HR and the Strategic Planning Process
Coursehr_10_a02_bs_enus

Business Management and Strategy: HR Functions and Roles
Coursehr_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
Coursehr_11_a01_bs_enus

Workforce Planning and Employment: Recruitment Strategies
Coursehr_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 Exams hr_14_a01_fe_enus

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

Risk Management: Organizational Risk and Safety and Health Legislation
Coursehr_15_a01_bs_enus

Risk Management: Workplace Safety, Security, and Privacy
Coursehr_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
Coursehr_16_a01_bs_enus

Strategic HR for SPHR Exam Candidates Part II
Coursehr_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
Coursemgmt_13_a01_bs_enus

Managing Change: Building Positive Support for Change
Coursemgmt_13_a02_bs_enus

Managing Change: Dealing with Resistance to Change
Coursemgmt_13_a03_bs_enus

Managing Change: Sustaining Organizational Change
Coursemgmt_13_a04_bs_enus

Communicating Properly during Layoffs
Business Impact Series_pc_bi_hrbi005

Involving Employees in Corporate Change
Business Impact Series _pc_bi_lsbi011

BUSINESS SKILLS COURSEWARE

Communicating Organizational Change
Business Impact Series....._pc_bi_mgbi015

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_lsb018

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_mgbi016

■ 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_pfb017

■ 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 Workforce Generations: Working with the 21st-century Generation Mix
Course mgmt_20_a03_bs_enus

Managing an Aging Workforce
Business Impact Series_pc_bi_mgbi005

BUSINESS SKILLS COURSEWARE

Developing the Next Generation
Business Impact Series....._pc_bi_lsbi007
Understanding the Motives of Millennials
Business Impact Series....._pc_bi_mgbi014

■ 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_hrbi013
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_mgbi013
Employee Engagement
Challenge Series....._pc_ch_mgch006
Delivering Bad News Effectively
Challenge Series....._pc_ch_lach033
Building Upward Relationships
Challenge Series....._pc_ch_lach039

■ 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_mgbi007
Developing Employees through Delegation
Challenge Series....._pc_ch_lach017

■ 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_lsbi008
Performance Dashboard or Scorecard?
Business Impact Series_pc_bi_mgbi012

■ 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..... mgmt_29_a03_bs_enus

Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Course..... mgmt_29_a04_bs_enus

■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Course..... mgmt_30_a01_bs_enus

Thinking Like a CFO: Making Financial Decisions
Course..... mgmt_30_a02_bs_enus

Thinking Like a CFO: Preparing and Presenting a Business Case
Course..... mgmt_30_a03_bs_enus

Thinking Like a CFO: Managing Risk
Course..... mgmt_30_a04_bs_enus

■ Essentials of Facilitating

Using Facilitation Skills as a Manager
Course..... mgmt_31_a01_bs_enus

Facilitating Collaborative Processes
Course..... mgmt_31_a02_bs_enus

Challenges of Facilitating
Course..... mgmt_31_a03_bs_enus

■ Effectively Managing Top Performers

Engaging Top Performers
Course..... mgmt_33_a01_bs_enus

Retaining Top Performers
Course..... mgmt_33_a02_bs_enus

Overcoming Challenges of Managing Top Performers
Course..... mgmt_33_a03_bs_enus

■ Managing Problem Performance

Recognizing and Diagnosing Problem Performance
Course..... mgmt_34_a01_bs_enus

First Steps for Turning Around a Performance Problem
Course..... mgmt_34_a02_bs_enus

Using Progressive Discipline to Correct Problem Performance
Course..... mgmt_34_a03_bs_enus

Preventing Problem Performance
Course..... mgmt_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 mgmt_36_a01_bs_enus

Having a Difficult Conversation
Course mgmt_36_a02_bs_enus

Handling Difficult Conversations Effectively
Course mgmt_36_a03_bs_enus

■ Performance Management

Planning for Performance
Course mgmt_37_a01_bs_enus

Monitoring and Improving Performance
Course mgmt_37_a02_bs_enus

Reviewing and Rewarding Performance
Course mgmt_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_lsb001

The Emotionally Intelligent Leader
Challenge Series_pc_ch_lach014

■ Employee Engagement

The Benefits and Challenges of Engaging Employees
Courselead_06_a01_bs_enus

Maintaining an Engaging Organization
Courselead_06_a02_bs_enus

■ Creating a Positive Work Environment

Creating and Maintaining a Positive Work Environment
Courselead_07_a01_bs_enus

■ Developing a Culture of Learning

Fundamentals of Organizational Learning
Courselead_08_a01_bs_enus

Establishing the Conditions for a Learning Culture
Courselead_08_a02_bs_enus

Developing Learning Practices
Courselead_08_a03_bs_enus

Evaluating and Sustaining Organizational Learning
Courselead_08_a04_bs_enus

■ Effective Succession Planning

Initiating Succession Planning
Courselead_09_a01_bs_enus

Effective Succession Planning: Determining a Talent Pool
for Key Positions
Courselead_09_a02_bs_enus

Implementing and Assessing a Succession Planning
Program
Courselead_09_a03_bs_enus

Succession Planning
Business Impact Series_pc_bi_lsb002

Succession Planning and Management Programs
Challenge Series_pc_ch_lsch004

■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals
Courselead_10_a01_bs_enus

Key Strategies for Managing Cross-functional Teams
Courselead_10_a02_bs_enus

Managing Internal Dynamics in a Cross-functional Team
Courselead_10_a03_bs_enus

Using Conflict to an Organization's Advantage
Business Impact Series_pc_bi_mgbi002

Mediating Project Team Conflict
Business Impact Series_pc_bi_pfb006

Facilitating Work-related Conflict Discussions
Business Impact Series_pc_bi_pfb015

■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization:
Mission and Goals
Courselead_11_a01_bs_enus

Setting and Managing Priorities within the Organization:
Deciphering Priorities
Courselead_11_a02_bs_enus

Setting and Managing Priorities within the Organization:
Motivation
Courselead_11_a03_bs_enus

Setting and Managing Priorities within the Organization:
Communication
Courselead_11_a04_bs_enus

Do You Share Your Organization's Values?
Business Impact Series_pc_bi_pabi006

■ The Voice of Leadership

The Voice of Leadership: Inspirational Leadership
Courselead_13_a01_bs_enus

The Voice of Leadership: Self-assessment and Motivation
Courselead_13_a02_bs_enus

The Voice of Leadership: Effective Leadership
Communication Strategies
Courselead_13_a03_bs_enus

The Voice of Leadership: The Power of Leadership
Messaging
Courselead_13_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Preparing a Business Case
Coursecomm_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 Examscomm_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_mgb009
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

Working with Difficult People: How to Work with Manipulative People
Course.....comm_23_a05_bs_enus

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

Working with Difficult People: Dealing with Micromanagers
Course.....comm_23_a07_bs_enus

Coping with Aggressive Behavior in the Workplace
Business Impact Series....._pc_bi_pabi008

Blame Backfires--Conquer Negative Thinking
Business Impact Series....._pc_bi_pfb003

Reacting to Co-workers Who Try Taking Advantage
Challenge Series....._pc_ch_pfch003

■ 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_pfb013

Vendor Negotiations: Choosing the Best Approach
Challenge Series....._pc_ch_lach032

■ 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_pfb009

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_pfb020

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 Examscomm_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

BUSINESS SKILLS COURSEWARE

Criticism in Context
Business Impact Series....._pc_bi_pfb016
Giving Appropriate Feedback
Challenge Series....._pc_ch_lach006
Giving Feedback to Coworkers
Challenge Series....._pc_ch_pach006

■ 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_pfb008
Making Meetings Work
Business Impact Series....._pc_bi_pfb018
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_a01_bs_enus
Professional Networking Essentials: Developing
Confidence
Course.....comm_38_a02_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
SimulationPD005A

■ 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
SimulationPD006A
Employee Exhaustion: Managing a Well-balanced
Workload
Business Impact Series....._pc_bi_mgbi010
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
SimulationPD007A
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
Coursepd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and
Building on Ideas
Coursepd_09_a03_bs_enus
Executing Innovation
Business Impact Series_pc_bi_lsbi016
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
Coursepd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track
Coursepd_10_a02_bs_enus
Managing Your Career: Professional Networking
Essentials
Coursepd_10_a03_bs_enus
Managing Your Career: You and Your Boss
Coursepd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance
Appraisal
Coursepd_10_a05_bs_enus
Conquering Career Stagnation
Business Impact Series_pc_bi_pfbf019
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
SimulationPD010A

■ Effective Time Management

Time Management: Analyzing Your Use of Time
Coursepd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time
Coursepd_11_a02_bs_enus
Time Management: Avoiding Time Stealers
Coursepd_11_a03_bs_enus
Coping with Information Overload
Business Impact Series_pc_bi_pfbf002
Prioritizing Personal and Professional Responsibilities
Business Impact Series_pc_bi_mgbi003

BUSINESS SKILLS COURSEWARE

Planning for Interruptions Helps with Procrastination Business Impact Series.....	_pc_bi_pfb014
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_pfb005
Turning Problems Around with Reverse Brainstorming Business Impact Series.....	_pc_bi_lsbi017
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_pfb007
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
Coursepd_25_a01_bs_enus
Professionalism, Business Etiquette, and Personal Accountability
Coursepd_25_a02_bs_enus
Communicating with Professionalism and Etiquette
Coursepd_25_a03_bs_enus
Using Business Etiquette to Build Professional Relationships
Coursepd_25_a04_bs_enus
Disciplines of Organizational Learning: Personal Mastery Business Impact Series_pc_bi_pfb011
Safe Small Talk
Business Impact Series_pc_bi_pfb012
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
Coursepd_26_a01_bs_enus
Achieving Goals through Perseverance and Resilience
Coursepd_26_a02_bs_enus
Bouncing Back with Perseverance and Resilience
Coursepd_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
Coursepd_27_a01_bs_enus
Overcoming the Barriers to Decisiveness
Coursepd_27_a02_bs_enus

■ Writing Under Pressure

Writing under Pressure: Preparing for Success
Coursepd_28_a01_bs_enus
Writing under Pressure: The Writing Process
Coursepd_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
Project Management Process Groups (PMBOK® Guide Fifth Edition)	
Course.....	proj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)	
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
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	
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

■ 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)

Risk Management Planning (PMBOK® Guide Fifth Edition)
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

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
Courseproj_16_a01_bs_enus

Program Life Cycle and Benefits Management
Courseproj_16_a02_bs_enus

■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management
Courseproj_15_a01_bs_enus

Core PMI® Values and Ethical Standards
Courseproj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
Courseproj_17_a01_bs_enus

IT Project Management Essentials: Initiating and Planning IT Projects
Courseproj_17_a02_bs_enus

IT Project Management Essentials: Executing IT Projects
Courseproj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects
Courseproj_17_a04_bs_enus

IT Project Management Essentials: Managing Risks in an IT Project
Courseproj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Courseproj_17_a06_bs_enus

■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Courseproj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
Courseproj_18_a02_bs_enus

Managing Software Project Outsourcing: Working with the Outsourced Team
Courseproj_18_a03_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
Courseproj_18_a04_bs_enus

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_lsbi004
Inspiring Your Team Business Impact Series.....	_pc_bi_lsbi010
Support Your Leader Business Impact Series.....	_pc_bi_pfb010
Choosing the Right Team Culture Challenge Series.....	_pc_ch_pfch006
Managing Communications in a Virtual Team Business Impact Series.....	_pc_bi_mgbi001
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_spb009
The Ethics of Gift Giving Business Impact Series	_pc_bi_spb014
Using Persuasion Techniques to Boost Sales Business Impact Series	_pc_bi_spb018
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 Proof 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

■ Sales Negotiations

Negotiation Skills for Sales Professionals: Preparing to Negotiate	
Course.....	sale_02_a01_bs_enus
Negotiation Skills for Sales Professionals: Value Exchange	
Course.....	sale_02_a02_bs_enus
Negotiation Skills for Sales Professionals: Reaching Agreement	
Course.....	sale_02_a03_bs_enus
Talking Value with Your Customers	
Business Impact Series.....	_pc_bi_sabi004
Dealing with Questions, Objections, and Resistance	
Business Impact Series.....	_pc_bi_sabi005
Dealing with Negotiation Challenges	
Business Impact Series.....	_pc_bi_sabi009
Negotiating Contract Terms	
Challenge Series.....	_pc_ch_pach001
Communicating Your Company's Value	
Challenge Series.....	_pc_ch_sach004
Turning Obstacles into Opportunities	
Challenge Series.....	_pc_ch_sach005
Negotiating with Your Customer	
Challenge Series.....	_pc_ch_sach009

■ Solution Selling

Solution Selling: Mastering the Essentials	
Course.....	sale_03_a01_bs_enus
Solution Selling: Meeting an Active Need	
Course.....	sale_03_a02_bs_enus
Solution Selling: Creating New Opportunities	
Course.....	sale_03_a03_bs_enus
Turning Potential Customers into Allies	
Challenge Series.....	_pc_ch_sach008
Preparing to Implement Solutions	
Challenge Series.....	_pc_ch_sach010
Managing Implementation Problems	
Business Impact Series.....	_pc_bi_sabi010
Connecting Customers and Solutions	
Business Impact Series.....	_pc_bi_sabi008

■ Strategic Account Sales Skills

Selling to Key Players	
Business Impact Series.....	_pc_bi_spbi001
Planning for Effective Selling	
Business Impact Series.....	_pc_bi_spbi004
Building Profitable Customer Relationships	
Business Impact Series.....	_pc_bi_spbi017
Crafting Sales Strategies	
Challenge Series.....	_pc_ch_spch002

Performance Payout Plans	
Challenge Series.....	_pc_ch_spch004
Sales and Marketing: Two Sides of the Same Coin?	
Business Impact Series.....	_pc_bi_spbi011
Connecting the Dots: Insightful Account Management	
Business Impact Series.....	_pc_bi_sabi016
Succeeding in Account Management	
Challenge Series.....	_pc_ch_sach015

■ Sales Management

Storming: Developing and Leading Your Sales Team	
Business Impact Series.....	_pc_bi_spbi003
Sales Support Roles for Better Customer Interaction	
Business Impact Series.....	_pc_bi_spbi007
Succeeding in Account Management	
Challenge Series.....	_pc_ch_sach015
Gaining Access through Cold Calls	
Challenge Series.....	_pc_ch_sach019

■ Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling	
Course.....	sale_05_a01_bs_enus
Essential Selling Skills: Qualifying Sales Prospects	
Course.....	sale_05_a02_bs_enus
Essential Selling Skills: Closing the Sale	
Course.....	sale_05_a03_bs_enus
Effective Cold Calling	
Business Impact Series.....	_pc_bi_sabi007
Prompting Action through Focused Communication	
Business Impact Series.....	_pc_bi_sabi014
Regaining Your Customer's Trust	
Business Impact Series.....	_pc_bi_sabi015
Getting Organized to Meet Your Sales Goals	
Challenge Series.....	_pc_ch_sach002
Making Contact: Access Strategies	
Challenge Series.....	_pc_ch_sach007
Managing a Sales Pipeline	
Challenge Series.....	_pc_ch_sach012
Demonstrating Business Acumen	
Challenge Series.....	_pc_ch_sach013
Talking about the Competition	
Business Impact Series.....	_pc_bi_sabi017
Responding to Bad News	
Business Impact Series.....	_pc_bi_sabi018
Communicating a High-impact Business Case	
Business Impact Series.....	_pc_bi_sabi019
Selling with Trust	
Challenge Series.....	_pc_ch_sach014
Using Competitive Selling Skills	
Challenge Series.....	_pc_ch_sach016

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
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus

ITIL® 2011 Edition Foundation: Service Transition Processes and Policies 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 Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management 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
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management 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

Customer Service Fundamentals: Building Rapport in Customer Relationships
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

BUSINESS SKILLS COURSEWARE

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 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
Course.....esh_sah_b76_sh_enus

Forklift Operation 2: Stability and Capacity
Course.....esh_sah_b78_sh_enus

Forklift Operation 3: Load Handling
Course.....esh_sah_b77_sh_enus

Forklift Operation 4: Traveling and Maneuvering
Course.....esh_sah_b79_sh_enus

Forklift Safety Awareness
Course.....esh_sah_b28_sh_enus

Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
Course.....esh_sah_a56_sh_enus

Hand and Power Tool Safety
Course.....esh_sah_b33_sh_enus

Hazard Communication (HAZWOPER)
Course.....esh_sah_a80_sh_enus

Hazard Communication: An Employee's Right to Know
Course.....esh_sah_b23_sh_enus

Hazardous Material Handling and Storage
Course.....esh_sah_a20_sh_enus

Hazardous Materials in the Workplace
Course.....esh_sah_a36_sh_enus

Hazards to Outdoor Workers
Course.....esh_sah_b47_sh_enus

Hearing Conservation
Course.....esh_sah_b24_sh_enus

Heat and Cold Exposure Management (HAZWOPER)
Course.....esh_sah_b09_sh_enus

Heat Stress Recognition and Prevention
Course.....esh_sah_a39_sh_enus

Hexavalent Chromium
Course.....esh_sah_a41_sh_enus

Hot Work Permits
Course.....esh_sah_a51_sh_enus

Hydrogen Sulfide
Course.....esh_sah_a86_sh_enus

Indoor Hoisting and Rigging
Course.....esh_sah_a60_sh_enus

Industrial Ergonomics
Course.....esh_sah_b30_sh_enus

Injury and Illness Prevention Program (I2P2)
Course.....esh_sah_b50_sh_enus

Introduction to Industrial Hygiene
Course.....esh_sah_a15_sh_enus

Isocyanates
Course.....esh_sah_b89_sh_enus

Job Hazard Analysis
Course.....esh_sah_b29_sh_enus

Laboratory Safety
Course.....esh_sah_a85_sh_enus

Ladder Safety
Courseesh_sah_b31_sh_enus

Laser Safety Training
Courseesh_sah_a87_sh_enus

Lead and Cadmium
Courseesh_sah_a02_sh_enus

Lead Awareness
Courseesh_sah_a88_sh_enus

Liquefied Petroleum Gas (LPG) Safety
Courseesh_sah_a89_sh_enus

Loading Dock Safety
Courseesh_sah_b75_sh_enus

Lockout/Tagout
Courseesh_sah_b17_sh_enus

Lockout/Tagout for Authorized Persons
Courseesh_sah_a08_sh_enus

Machine Guarding
Courseesh_sah_b16_sh_enus

Mobile Crane Operator Safety
Courseesh_sah_b68_sh_enus

Mold Awareness
Courseesh_sah_a01_sh_enus

NFPA 70E Electrical Safety in the Workplace 2012 Edition
Courseesh_sah_a78_sh_enus

Non-Ionizing Radiation Safety
Courseesh_sah_a09_sh_enus

Office Ergonomics
Courseesh_sah_a64_sh_enus

Office Safety
Courseesh_sah_b83_sh_enus

OSHA 300 Recordkeeping
Courseesh_sah_a83_sh_enus

Pandemic Flu Awareness
Courseesh_sah_a10_sh_enus

Personal Protective Equipment (HAZWOPER)
Courseesh_sah_b14_sh_enus

PPE: Body Protection
Courseesh_sah_a66_sh_enus

PPE: Head Protection
Courseesh_sah_a69_sh_enus

Portable Fire Extinguishers
Courseesh_sah_a42_sh_enus

Powered Industrial Truck Safety
Courseesh_sah_b84_sh_enus

PPE: Eye and Face Protection
Courseesh_sah_a68_sh_enus

PPE: Foot and Leg Protection
Courseesh_sah_a67_sh_enus

PPE: Hand Protection
Courseesh_sah_a70_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

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
Courseesh_sah_b92_sh_enus

Lead Awareness in Construction
Courseesh_sah_b93_sh_enus

■ Transportation

Accident Procedures Involving Large Vehicles
Courseesh_sah_b52_sh_enus

Collision Avoidance
Courseesh_sah_b54_sh_enus

Defensive Driving
Courseesh_sah_b45_sh_enus

Defensive Driving Fundamentals
Courseesh_sah_b21_sh_enus

Defensive Driving: Truck Safety
Courseesh_sah_a12_sh_enus

Distracted Driving
Courseesh_sah_b55_sh_enus

DOT: Air Brakes
Courseesh_sah_b53_sh_enus

DOT: Inspections
Courseesh_sah_b73_sh_enus

DOT 1: Hazardous Materials Table
Courseesh_sah_b41_sh_enus

DOT 2: Packaging, Labeling, Marking, and Placarding
Courseesh_sah_b42_sh_enus

DOT 3: Shipping Papers
Courseesh_sah_b43_sh_enus

DOT 4: Loading and Storage
Courseesh_sah_b44_sh_enus

DOT: CSA Fundamentals
Courseesh_sah_b60_sh_enus

DOT Drug and Alcohol Awareness
Courseesh_trns_a01_sh_enus

DOT: Hours of Service
Courseesh_sah_b57_sh_enus

DOT Security for Shipment of Hazardous Materials
Courseesh_trns_a02_sh_enus

Emergency Situations While Driving
Courseesh_sah_b56_sh_enus

Ergonomics and Injury Prevention for Commercial Vehicle Operators
Courseesh_sah_b70_sh_enus

Flagging Safety
Courseesh_sah_a75_sh_enus

Flatbed Cargo Securement
Courseesh_sah_b71_sh_enus

Hazardous Weather Driving for Commercial Vehicle Operators
Courseesh_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
Courseesh_sah_b38_sh_enus

Hearing Conservation - Canada
Courseesh_sah_b37_sh_enus

Ladder and Scaffolding Safety - Canada
Courseesh_sah_b40_sh_enus

Lockout/Tagout – Canada
Courseesh_sah_b36_sh_enus

Occupational Health and Safety Awareness: Ontario Reg.
297/13 – Canada
Courseesh_sah_b90_sh_enus

Respiratory Protection - Canada
Courseesh_sah_b39_sh_enus

Transport Canada TDG: Documents, Markings, and
Containers
Courseesh_sah_b62_sh_enus

Transport Canada TDG: Introduction and Responsibilities
Courseesh_sah_b61_sh_enus

Transport Canada TDG: Related Regulations and
Standards
Courseesh_sah_b64_sh_enus

Transport Canada TDG: Special Situations and
Emergency Actions
Courseesh_sah_b63_sh_enus

Workplace Hazardous Materials Information System -
Canada
Courseesh_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

LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ 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

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE IMPACT: Harassment - Handling the
Complaint
Business Impact Series....._pc_bi_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One
Bad Apple
Business Impact Series....._pc_bi_lcbi018

COMPLIANCE IMPACT: Reporting Misconduct – Trust
Your Instincts
Business Impact Series....._pc_bi_lcbi019

COMPLIANCE IMPACT: Political Activities – Keep It
Personal
Business Impact Series....._pc_bi_lcbi020

COMPLIANCE IMPACT: Respectful Workplace – The
Bully
Business Impact Series....._pc_bi_lcbi021

COMPLIANCE IMPACT: Wage and Hour - Working Off
the Clock
Business Impact Series....._pc_bi_lcbi022

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 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

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 (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

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

Certified Information Systems Security Professional Pt. 1 (CISSP) (2012) Expert Encore
Live Learning Course LLIS0005

Certified Information Systems Security Professional Pt. 2 (CISSP) (2012) Expert Encore
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

CompTIA Network+ (2012 Edition) Expert Live with Encore
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

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Encore
Live Learning CourseLLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
Live Learning CourseLLVM0003
vSphere 5.1 ICM Part Two Expert Encore
Live Learning CourseLLVM0005
vSphere 5.5 ICM Part One Expert Live with Encore
Live Learning CourseLLVM0007
vSphere 5.5 ICM Part Two Expert Live with Encore
Live Learning CourseLLVM0008
Datacenter Virtualization with vSphere 5: Part 2 Expert Encore
Live Learning CourseLLVM0002

■ vCloud

vSphere 5.1 ICM Part One Expert Encore
Live Learning CourseLLVM0004

LIVE LEARNING ALL ACCESS CISCO

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
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

Certified Information Systems Security Professional Pt. 1
(CISSP) (2012) Expert
Encore
Live Learning Course LLIS0005

Certified Information Systems Security Professional Pt. 2
(CISSP) (2012) Expert
Encore
Live Learning Course LLIS0006

LIVE LEARNING ALL ACCESS CISCO

COMPTIA

■ Networking

CompTIA Network+ (2012 Edition) Expert Live with
Encore
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 BUNDLES

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning CourseLLMS0054

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning CourseLLMS0055

Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning CourseLLMS0056

Windows Powershell 101 Expert Live with Encore
Live Learning CourseLLMS0062

■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore
Live Learning CourseLLMS0036

Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning CourseLLMS0048

■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore
Live Learning CourseLLMS0033

Configuring Microsoft Exchange Server 2010 SP1 Expert Encore
Live Learning CourseLLMS0031

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning CourseLLMS0057

■ Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore
Live Learning CourseLLMS0047

■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore
Live Learning CourseLLMS0043

Configuring Microsoft SharePoint 2010 Expert Encore
Live Learning CourseLLMS0045

Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning CourseLLMS0059

■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases
Live Learning CourseLLMS0058

LIVE LEARNING ALL ACCESS MICROSOFT

COMPTIA

■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore
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 CourseLLPM0005

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course LLCT0010

■ Professional Development

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

■ Skillssoft 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

LIVE LEARNING ALL ACCESS BUNDLES

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
Coursecomm_27_a03_bs_enus

Getting Results without Direct Authority: Persuasive Communication
Coursecomm_27_a02_bs_enus

Getting Results without Direct Authority: Influencing Your Boss
Coursecomm_27_a04_bs_enus

Principles of Accounting and Finance for Non-financial Professionals
Coursefin_02_a01_bs_enus

The Essentials of Budgeting for Non-financial Professionals
Coursefin_02_a04_bs_enus

Giving Feedback
Coursecomm_29_a01_bs_enus

Giving Constructive Criticism
Coursecomm_29_a02_bs_enus

Management Essentials: Directing Others
Coursemgmt_15_a01_bs_enus

Management Essentials: Confronting Difficult Employee Behavior
Coursemgmt_15_a04_bs_enus

Analyzing Data with What-if Analysis in Excel 2010
Coursemo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Coursemo_aexl_a07_dt_enus

Managing Resource Assignments with Project 2010
Coursemo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Coursemo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Coursemo_bprj_a09_dt_enus

Preparing to Communicate Effectively at the 'C' Level
Coursecomm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Coursecomm_31_a02_bs_enus

Meeting the Needs of Your Experts
Coursemgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Coursemgmt_21_a02_bs_enus

Advanced Customizing with Project 2010
Coursemo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Coursemo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Coursemo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Coursemo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Coursemo_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 PROJECT MANAGEMENT

COMPTIA

■ Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course LLCT0010

LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

PROFESSIONAL DEVELOPMENT

■ Professional Development

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

LIVE LEARNING ALL ACCESS VIRTUALIZATION

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

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

LIVE LEARNING ALL ACCESS VIRTUALIZATION

PMP COURSE

■ PMP Certification

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

LIVE LEARNING ALL ACCESS VIRTUALIZATION

COMPTIA

■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore
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

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 (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

SKILLSOFT LIVE LEARNING

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

INFORMATION TECHNOLOGY

(ISC)2

■ Security

Certified Information Systems Security Professional Pt. 1
(CISSP) (2012) Expert
Encore
Live Learning Course LLIS0005

Certified Information Systems Security Professional Pt. 2
(CISSP) (2012) Expert
Encore
Live Learning Course LLIS0006

INFORMATION TECHNOLOGY

COMPTIA

■ Networking

CompTIA Network+ (2012 Edition) Expert Live with
Encore
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 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

SKILLSOFT LIVE LEARNING

■ Microsoft Windows Server 2008

Microsoft Windows Server 2008 R2 Building a Virtualization Infrastructure with Hyper-V and SCVMM Expert Encore Live Learning CourseLLMS0047

■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore Live Learning CourseLLMS0043
Configuring Microsoft SharePoint 2010 Expert Encore Live Learning CourseLLMS0045
Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore Live Learning CourseLLMS0059

■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases Live Learning CourseLLMS0058

■ PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed Aligned) Expert Live with Encore Live Learning CourseLLPM0005

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore Live Learning Course LLCT0010

INFORMATION TECHNOLOGY

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Encore Live Learning CourseLLVM0001
Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore Live Learning CourseLLVM0003
vSphere 5.1 ICM Part Two Expert Encore Live Learning CourseLLVM0005
vSphere 5.5 ICM Part One Expert Live with Encore Live Learning CourseLLVM0007
vSphere 5.5 ICM Part Two Expert Live with Encore Live Learning CourseLLVM0008
Datacenter Virtualization with vSphere 5: Part 2 Expert Encore Live Learning CourseLLVM0002

■ vCloud

vSphere 5.1 ICM Part One Expert Encore Live Learning CourseLLVM0004

PROJECT MANAGEMENT

PROJECT MANAGEMENT

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