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November 2014

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TABLE OF CONTENTS

November 2014	1
IT SKILLS COURSEWARE.....	3
DESKTOP SKILLS COURSEWARE.....	49
BUSINESS SKILLS COURSEWARE.....	62
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE	87
LEGAL COMPLIANCE COURSEWARE.....	91
FEDERAL GOVERNMENT INDUSTRY	94
LIVE LEARNING ALL ACCESS.....	95
GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM.....	111

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

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
Coursejl_jsep_a01_it_enus

IT SKILLS COURSEWARE

Java SE7 Professional: Generics, Errors, and I/O
Course..... jl_jsep_a02_it_engus
Java SE7 Professional: File I/O, Concurrency, JDBC, and
Localization
Course..... jl_jsep_a03_it_engus

■ Introduction to Java EE 6

Introduction to Java EE 6
Course..... jl_jteo_a01_it_engus

■ 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
Coursesd_wdcs_a01_it_engus
Creating User Interfaces for Windows Applications with C#
2010
Coursesd_wdcs_a02_it_engus
Windows Applications Content Creation and Management
with C# 2010
Coursesd_wdcs_a03_it_engus
Windows Applications Databinding with C# 2010
Coursesd_wdcs_a04_it_engus
Customizing and Managing Multithreaded Applications
with C# 2010
Coursesd_wdcs_a05_it_engus
Securing and Deploying WPF Applications with C# 2010
Coursesd_wdcs_a06_it_engus

■ 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_engus

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
 Coursesd_wccs_a01_it_enus

WCF 4 Contracts, Behaviors, and Data Management Using C# 2010
 Coursesd_wccs_a02_it_enus

Securing and Managing a WCF 4 Application with C# 2010
 Coursesd_wccs_a03_it_enus

Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010
 Coursesd_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
 Coursesd_adcs_a01_it_enus

Managing ADO.NET 4 Connections and Commands with C# 2010
 Coursesd_adcs_a02_it_enus

Getting Started with ADO.NET 4 DataSets Using C# 2010
 Coursesd_adcs_a03_it_enus

Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
 Coursesd_adcs_a04_it_enus

Updating ADO.NET DataSets with C# 2010
 Coursesd_adcs_a05_it_enus

Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
 Coursesd_adcs_a06_it_enus

Working with the ADO.NET Entity Framework 4 Using C# 2010
 Coursesd_adcs_a07_it_enus

Using LINQ and XML with ADO.NET 4 and C# 2010
 Coursesd_adcs_a08_it_enus

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

Getting Started with WCF 4 using VB 2010
 Coursesd_wcvb_a01_it_enus

WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
 Coursesd_wcvb_a02_it_enus

Securing and Managing a WCF 4 Application with Visual Basic 2010
 Coursesd_wcvb_a03_it_enus

IT SKILLS COURSEWARE

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

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

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

■ 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

IT SKILLS COURSEWARE

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

Advanced Ruby Features
Course..... pg_ruby_a03_it_enus
Getting Started with Ruby
Course..... pg_ruby_a01_it_enus
Working with Ruby
Course..... pg_ruby_a02_it_enus

■ Working with Clojure

Clojure Data-Driven and Web Application Fundamentals
Course..... sl_jclj_a04_it_enus
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

SOFTWARE DEVELOPMENT

C/C++ PROGRAMMING

■ C++11 Programming Essentials

C++11: Advanced Techniques and C++14 Preview
Course..... pg_cp1s_a04_it_enus
C++11: Programming Fundamentals
Course..... pg_cp1s_a01_it_enus
C++11: Programming Techniques
Course..... pg_cp1s_a02_it_enus
C++11: Programming with Boost
Course..... pg_cp1s_a03_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
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

IT SKILLS COURSEWARE

■ Selenium Automated Web Testing

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

■ Testing with JUnit

JUnit Fundamentals Course.....	jl_jtut_a01_it_enus
Working with JUnit Tests Course.....	jl_jtut_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 Course.....	wd_awsh_a01_it_enus
Microsoft Advanced Windows Store Apps with HTML5: Animations and Custom Controls Course.....	wd_awsh_a02_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Media and Devices Course.....	wd_awsh_a03_it_enus
Microsoft Advanced Windows Store App Development with HTML5: User Interaction Course.....	wd_awsh_a04_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Data and Security Course.....	wd_awsh_a05_it_enus
Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy Course.....	wd_awsh_a06_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

■ Mentoring Assets

Mentoring 1Z0-853 Java Standard Edition 5 Programmer Mentoring Assets.....	mnt310055
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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
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IT SKILLS COURSEWARE

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

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_jsep_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_sfff_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 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

IT SKILLS COURSEWARE

CompTIA Server+ 2009: Server Functions and Network Essentials Course.....	cs_csvr_a03_it_enus
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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

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: Implement Security Course.....	es_spdu_a02_it_enus
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Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data Course	es_spdu_a03_it_enus
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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
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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
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Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration	Course..... ws_adin_a04_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB	Course..... ws_adin_a05_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates	Course..... ws_adin_a01_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests	Course..... ws_adin_a02_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity	Course..... ws_adin_a06_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring	Course..... ws_adin_a07_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services	Course..... ws_adin_a08_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS	Course..... ws_adin_a09_it_enus

■ Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design	Course..... ws_imin_a01_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS	Course..... ws_imin_a02_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design	Course..... ws_imin_a05_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy	Course..... ws_imin_a03_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment	Course..... ws_imin_a04_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage	Course..... ws_imin_a06_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN	Course..... ws_imin_a07_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess	Course..... ws_imin_a08_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection	Course ws_imin_a09_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP	Course ws_imin_a10_it_enus

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
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■ 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

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
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 VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV) Mentoring Assets	mntesvcp5p1

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 Examsws_mwci_a01_tp_enus

TestPrep 70-680 TS: Windows 7, Configuring
Testprep Exams mw_mwgcg_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 Examslu_lpad_a01_tp_enus

TestPrep LX0-102 Linux+ Powered by LPI Exam 2
Testprep Examslu_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 Examscs_appa_a01_tp_enus

TestPrep 70-688 Supporting Windows 8.1
Testprep Examsmw_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 Examsmw_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

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
Testprep Exams es_exca_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+ 2014

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats
Coursecs_styq_a01_it_enus

CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses
Coursecs_styq_a02_it_enus

CompTIA Security+ SY0-401: Creating Secure Networks
Coursecs_styq_a03_it_enus

CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing
Coursecs_styq_a04_it_enus

CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls
Coursecs_styq_a05_it_enus

CompTIA Security+ SY0-401: Securing a Networked Environment
Coursecs_styq_a06_it_enus

IT SKILLS COURSEWARE

CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security	
Course.....	cs_styq_a07_it_enus
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures	
Course.....	cs_styq_a08_it_enus
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud	
Course.....	cs_styq_a09_it_enus
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics	
Course.....	cs_styq_a10_it_enus

■ CompTIA Network+ 2012

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

■ CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats	
Course.....	cs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses	
Course.....	cs_styp_a02_it_enus
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments	
Course.....	cs_styp_a03_it_enus
CompTIA Security+ 2011: Network and System Security Mechanisms	
Course.....	cs_styp_a04_it_enus

CompTIA Security+ 2011: Remote Access and Wireless Security	
Course	cs_styp_a05_it_enus
CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls	
Course	cs_styp_a06_it_enus
CompTIA Security+ 2011: Securing the IT Environment	
Course	cs_styp_a07_it_enus
CompTIA Security+ 2011: Cryptography and Public Key Infrastructures	
Course	cs_styp_a08_it_enus
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

IT SKILLS COURSEWARE

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_voce_a01_it_enus

VoIP Technologies
Course..... dt_voce_a02_it_enus

VoIP Quality and Security
Course..... dt_voce_a03_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

■ SSCP

SSCP Domain: Access Controls
Course..... sp_syhcp_a01_it_enus

SSCP Domain: Cryptography
Course sp_syhcp_a02_it_enus

SSCP Domain: Malicious Code
Course sp_syhcp_a03_it_enus

SSCP Domain: Monitoring and Analysis Part 1
Course sp_syhcp_a04_it_enus

SSCP Domain: Monitoring and Analysis Part 2
Course sp_syhcp_a05_it_enus

SSCP Domain : Networks and Telecommunications Part 1
Course sp_syhcp_a06_it_enus

SSCP Domain : Networks and Telecommunications Part 2
Course sp_syhcp_a07_it_enus

SSCP Domain : Security Operations and Administration Part 1
Course sp_syhcp_a08_it_enus

SSCP Domain : Security Operations and Administration Part 2
Course sp_syhcp_a09_it_enus

SSCP Domain: Security Operations and Administration Part 3
Course sp_syhcp_a10_it_enus

SSCP Domain : Risk, Response, and Recovery
Course sp_syhcp_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

IT SKILLS COURSEWARE

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

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

IT SKILLS COURSEWARE

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
Coursecc_cptz_a05_it_enus

Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Coursecc_cptz_a06_it_enus

Cisco CIPT1 8.0: Implementing Call Coverage
Coursecc_cptz_a07_it_enus

Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
Coursecc_cptz_a08_it_enus

Cisco CIPT1 8.0: Feature and Application Implementation
Coursecc_cptz_a09_it_enus

Cisco CIPT1 8.0: Cisco Unified Mobility
Coursecc_cptz_a10_it_enus

■ **CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2**

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview
Coursecc_cpty_a01_it_enus

Cisco CIPT2 8.0: Multisite Deployment Implementation
Coursecc_cpty_a02_it_enus

Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation
Coursecc_cpty_a03_it_enus

Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation
Coursecc_cpty_a04_it_enus

Cisco CIPT2 8.0: Features and Applications for Multisite Deployments
Coursecc_cpty_a05_it_enus

Cisco CIPT2 8.0: Call Control Discovery
Coursecc_cpty_a06_it_enus

■ **ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration**

Cisco ICOMM 8.0: CUC Solutions
Coursecc_comm_a01_it_enus

Cisco ICOMM 8.0: Administrator and End-User Interfaces
Coursecc_comm_a02_it_enus

Cisco ICOMM 8.0: Call Flows in CUC Systems
Coursecc_comm_a03_it_enus

Cisco ICOMM 8.0: Endpoint and User Administration
Coursecc_comm_a04_it_enus

Cisco ICOMM 8.0: End User Telephony and Mobility Features
Coursecc_comm_a05_it_enus

Cisco ICOMM 8.0: Configuring Mobility Features
Coursecc_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	
Course.....	cc_voic_a01_it_enus
Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs	
Course.....	cc_voic_a02_it_enus
Cisco CVOICE 8.0: Transporting Voice over IP networks	
Course.....	cc_voic_a03_it_enus
Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols	
Course.....	cc_voic_a04_it_enus
Cisco CVOICE 8.0: VoIP Call Legs	
Course.....	cc_voic_a05_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express	
Course.....	cc_voic_a06_it_enus
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints	
Course.....	cc_voic_a07_it_enus
Cisco CVOICE 8.0: Call Routing and Dial Plans	
Course.....	cc_voic_a08_it_enus
Cisco CVOICE 8.0: Path Selection and Calling Privileges	
Course.....	cc_voic_a09_it_enus
Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element	
Course.....	cc_voic_a10_it_enus
Cisco CVOICE 8.0: QoS Mechanisms	
Course.....	cc_voic_a11_it_enus
Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS	
Course.....	cc_voic_a12_it_enus

■ ROUTE 1.0: Implementing Cisco IP Routing

Cisco ROUTE 1.0: Routing Services for Converged Networks	
Course.....	cc_icir_a01_it_enus
Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise	
Course.....	cc_icir_a02_it_enus

Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation	
Course	cc_icir_a03_it_enus
Cisco ROUTE 1.0: The OSPF Routing Protocol	
Course	cc_icir_a04_it_enus
Cisco ROUTE 1.0: Implementing an OSPF-Based Solution	
Course	cc_icir_a05_it_enus
Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution	
Course	cc_icir_a06_it_enus
Cisco ROUTE 1.0: Implementing Path Control	
Course	cc_icir_a07_it_enus
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

IT SKILLS COURSEWARE

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
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■ 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
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

IT SKILLS COURSEWARE

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: Access Control Lists and Network Address Translation Course.....	cc_icne_a09_it_enus
ICND1 2.0: Operating Cisco IOS Software Course.....	cc_icne_a02_it_enus

ICND1 2.0: Understanding IPv4 Addresses Course	cc_icne_a05_it_enus
ICND1 2.0: Networking, Communications, and LANs Course	cc_icne_a01_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: Address Blocks and VLSM Course	cc_icne_a06_it_enus
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: 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: Establishing a WAN Connection Using Frame Relay Course	cc_icnf_a08_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: 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: NAT Deployment on Cisco IOS Software and Cisco ASA	
Course.....	cc_sens_a05_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: 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

INTERNET AND NETWORK TECHNOLOGIES

EMC

■ EMC Information Storage and Management (ISM) v2

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

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

■ Cloud Computing for Business Professionals

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

■ Cloud Computing for IT professionals

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

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)	
Mentoring Assets	mnt642902
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Mentoring Assets	mnt642832
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)	
Mentoring Assets	mnt642813
Mentoring Certified Information Systems Security Professional (CISSP)	
Mentoring Assets	mntcissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Mentoring Assets	mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)	
Mentoring Assets	mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)	
Mentoring Assets	mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)	
Mentoring Assets	mntes642457

IT SKILLS COURSEWARE

Mentoring SY0-301 Security+	
Mentoring Assets.....	mntsy0301
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)	
Mentoring Assets.....	mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)	
Mentoring Assets.....	mntes642427
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)	
Mentoring Assets.....	mnt640864
Mentoring Certified Information Systems Auditor (CISA)	
Mentoring Assets.....	mntcisa
Mentoring Systems Security Certified Practitioner (SSCP)	
Mentoring Assets.....	mntsscp2ed
Mentoring Certified Information Security Manager (CISM)	
Mentoring Assets.....	mntcismu
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)	
Mentoring Assets.....	mnt640554
Mentoring E10-001 Information Storage and Management	
Mentoring Assets.....	mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Mentoring Assets.....	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Mentoring Assets.....	mnt200101
Mentoring 200-120 Cisco Certified Network Associate (CCNA)	
Mentoring Assets.....	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH)	
Mentoring Assets.....	mnt31250v8
Mentoring SY0-401 CompTIA Security+	
Mentoring Assets.....	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 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 SY0-301 Security+	
Testprep Exams.....	cs_styp_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 Systems Security Certified Practitioner (SSCP)	
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 PBD, and Data Optimization Course.....	od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving Course.....	od_nfad_a03_it_enus
Oracle Database 12c: Managing Security Course.....	od_nfad_a04_it_enus
Oracle Database 12c: High Availability and Database Management Course.....	od_nfad_a05_it_enus
Oracle Database 12c: Tuning SQL and Using ADDM Course.....	od_nfad_a06_it_enus
Oracle Database 12c: Resource Manager, Online Operations, and ADR Course.....	od_nfad_a07_it_enus
Oracle Database 12c: Transporting Databases and Managing Data Course.....	od_nfad_a08_it_enus

■ Oracle Database 12c: Install and Upgrade

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

■ Oracle Database 12c: Administration

Oracle Database 12c - Administration: Database Architecture and Management Tools Course.....	od_oadm_a01_it_enus
Oracle Database 12c – Administration: Manage the Database Instance Course.....	od_oadm_a02_it_enus
Oracle Database 12c – Administration: The Network Environment and User Security Course.....	od_oadm_a03_it_enus
Oracle Database 12c – Administration: Storage structures and Undo Data Course.....	od_oadm_a04_it_enus
Oracle Database 12c – Administration: Data Concurrency and Auditing Course.....	od_oadm_a05_it_enus

Oracle Database 12c – Administration: Backup, Recover, and Move Data Course	od_oadm_a06_it_enus
Oracle Database 12c – Administration: Maintenance and Performance Tuning Course	od_oadm_a07_it_enus
Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support Course	od_oadm_a08_it_enus

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
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Oracle Database 11g: Database Creation, Instance Management, and Connectivity Course.....	255770_ENG
Oracle Database 11g: Storage Structures and User Security Course.....	255814_ENG
Oracle Database 11g: Managing the Schema, Data, and Concurrency Course.....	255825_ENG
Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance Course.....	255834_ENG
Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup Course.....	255845_ENG
Oracle Database 11g: 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 Course od_onft_a09_it_enus

Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup Course od_onft_a10_it_enus

■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture and Installation Course od_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 Course.....	od_odat_a01_it_enus
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups Course.....	od_odat_a02_it_enus
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks Course.....	od_odat_a03_it_enus
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN Course.....	od_odat_a04_it_enus
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies Course.....	od_odat_a05_it_enus
Oracle Database 11g Release 2: Managing Database Memory and Performance Course.....	od_odat_a06_it_enus
Oracle Database 11g Release 2: Managing Database Resources and the Scheduler Course.....	od_odat_a07_it_enus
Oracle Database 11g Release 2: Managing Database Space and Duplication Course.....	od_odat_a08_it_enus

■ Oracle SOA Suite 11g

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

ENTERPRISE DATABASE SYSTEMS

ORACLE 10G

■ Oracle Database 10g: PL/SQL Fundamentals

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

■ Oracle Database 10g: Developing PL/SQL Program Units

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

■ Oracle Database 10g: New Features I

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

■ Oracle Database 10g: New Features II

Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features Course	220637_ENG
Oracle Database 10g: New Backup and Recovery Features Course	220638_ENG

IT SKILLS COURSEWARE

Oracle Database 10g: Using Flashback Course.....	220639_ENG
Oracle Database 10g: New Features in Security and Software Maintenance Course.....	220640_ENG
Oracle Database 10g: New Features in VLDB Support Course.....	220641_ENG
Oracle Database 10g: Miscellaneous New Features Course.....	220642_ENG

■ Oracle Database 10g: Administration Workshop I Release 2

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

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2014

■ Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure Course.....	md_ddsa_a01_it_enus
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Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course	md_ddsa_a03_it_enus
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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_mssql_a01_it_enus
Microsoft SQL Server 2012: Querying Basics and Modifying Data Course	md_mssql_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions Course	md_mssql_a03_it_enus
Microsoft SQL Server 2012: Creating Functions and Triggers Course	md_mssql_a04_it_enus
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries Course	md_mssql_a05_it_enus
Microsoft SQL Server 2012: Managing XML Data Course	md_mssql_a06_it_enus

■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade Course	md_msdb_a01_it_enus
Microsoft SQL Server 2012: Instance Configuration and Database Creation Course	md_msdb_a02_it_enus

IT SKILLS COURSEWARE

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

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
Course md_dwsq_a04_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
Course md_dwsq_a05_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
Course md_dwsq_a06_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
Course md_dwsq_a07_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions
Course md_dwsq_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2008

■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services
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

IT SKILLS COURSEWARE

Managing SQL Server 2008 Analysis Services Solutions Course..... md_mqbm_a09_it_enus

■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation Course.....md_mcir_a01_it_enus
SQL Server 2008 R2: Instance and Database Configuration Course.....md_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

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

IT SKILLS COURSEWARE

TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2	
Testprep Exams	TP1Z0042R2_ENG
TestPrep 1Z0-040 Oracle Database 10g: New Features for Administrators	
Testprep Exams	TP1Z0040_ENG
TestPrep 1Z0-052 Oracle Database 11g: Administration I	
Testprep Exams	od_oaws_a01_tp_enus
TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance	
Testprep Exams	md_mcim_a01_tp_enus
TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development	
Testprep Exams	md_msdd_a01_tp_enus
TestPrep 1Z0-053 Oracle Database 11g: Administration II	
Testprep Exams	od_oawt_a01_tp_enus
TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases	
Testprep Exams	md_msdb_a01_tp_enus
TestPrep 70-461 Querying Microsoft SQL Server 2012	
Testprep Exams	md_mssq_a01_tp_enus
TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012	
Testprep Exams	md_dwsq_a01_tp_enus
TestPrep 70-464 Developing Microsoft SQL Server Databases	
Testprep Exams	md_dsqd_a01_tp_enus
TestPrep 1Z0-060 Upgrade to Oracle Database 12c	
Testprep Exams	od_nfad_a01_tp_enus
TestPrep 70-413 Designing and Implementing a Server Infrastructure	
Testprep Exams	ws_imin_a01_tp_enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration	
Testprep Exams	od_inup_a01_tp_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

ORACLE 11I

■ Oracle 11i E-Business Suite: Essentials for Implementers

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

■ Oracle 11i E-Business Suite: System Administrator Fundamentals

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

■ Oracle 11i: Project Foundation Fundamentals

Oracle 11i: Project Management and Projects Integration	
Course	238819_ENG
Oracle 11i: Organization, Period, and Calendar Definitions in Oracle Projects	
Course	238828_ENG
Oracle 11i: Resource and Role Management	
Course	238838_ENG
Oracle 11i: Oracle Projects Security Model and Page Layouts	
Course	238847_ENG
Oracle 11i: Oracle Projects and Task Definition I	
Course	238856_ENG
Oracle 11i: Oracle Projects and Task Definition II	
Course	238857_ENG
Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization	
Course	238858_ENG
Oracle 11i: Organization Forecasting and Integration	
Course	238869_ENG

■ Oracle 11i: Navigate Oracle Applications

Oracle 11i: Using the Navigator, Forms, and Online Help	
Course	242461_ENG
Oracle 11i: Concurrent Processing, Requests, Profiles, and Forms	
Course	242480_ENG

ENTERPRISE RESOURCE PLANNING SYSTEMS

IT SKILLS COURSEWARE

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

IT SKILLS COURSEWARE

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
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 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 - Working with ActionScript Course at_fscs_a02_dt_enus
 Adobe Flash Professional CC - Additional Tools and Features Course at_fscs_a03_dt_enus
 Adobe Flash Professional CC - Introduction and Basic Tools Course at_fscs_a01_dt_enus

■ Adobe Illustrator CC

Adobe Illustrator CC Advanced Tools and Effects Course at_icsc_a04_dt_enus
 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 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 Advanced Tools and Features Course at_pcsc_a05_dt_enus
 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 Premiere Elements 12

Adobe Premiere Elements 12 Essentials Course at_pret_a01_dt_enus

IT SKILLS COURSEWARE

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

Developing with Kendo UI

Kendo UI: HTML Helpers for ASP.NET MVC Course.....	sl_kndo_a02_it_enus
Kendo UI: Mobile API Course.....	sl_kndo_a03_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
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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® is a Registered Trade Mark of AXELOS Limited 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

IT SKILLS COURSEWARE

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
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

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)
Courseproj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition)
Courseproj_19_a02_bs_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)
Courseproj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Courseproj_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)
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)
Courseproj_28_a01_bs_enus
Managing Procurements (PMBOK® Guide Fifth Edition)
Courseproj_28_a02_bs_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
Courseproj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Courseproj_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 Course.....	proj_18_a01_bs_enus
Managing Software Project Outsourcing: Developing a Vendor Contract Course.....	proj_18_a02_bs_enus
Managing Software Project Outsourcing: Working with the Outsourced Team Course.....	proj_18_a03_bs_enus
Managing Software Project Outsourcing: Dealing with Risks Course.....	proj_18_a04_bs_enus

■ 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

PRINCE2® is a Registered Trade Mark of AXELOS Limited 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
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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

IT SKILLS COURSEWARE

Using Feedback to Improve Team Performance
Course..... team_02_a05_bs_enus
Power and Politics in Matrixed Teams
Challenge Series....._pc_ch_mgch002

■ Leading Teams

Leading Teams: Launching a Successful Team
Course..... team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and
Guidelines
Course..... team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture
Course..... team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment
Course..... team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and
Collaboration
Course..... team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance
Course..... team_03_a06_bs_enus
Leading Teams: Dealing with Conflict
Course..... team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams
Course..... team_03_a08_bs_enus
Building Trust Incrementally
Business Impact Series....._pc_bi_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

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

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

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
Courseat_dcsf_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS4
Courseat_dcsf_a03_it_enus

Reusing Content in Dreamweaver CS4
Courseat_dcsf_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS4
Courseat_dcsf_a05_it_enus

Cascading Style Sheets in Dreamweaver CS4
Courseat_dcsf_a06_it_enus

Dreamweaver CS4 Site Maintenance and Advanced Concepts
Courseat_dcsf_a07_it_enus

■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional
Courseat_fcsf_a01_it_enus

Drawing and Working with Images in Flash CS4
Courseat_fcsf_a02_it_enus

Using Flash CS4 Libraries, Text, and Components
Courseat_fcsf_a03_it_enus

Animation in Flash CS4
Courseat_fcsf_a04_it_enus

ActionScript and Multimedia in Flash CS4
Courseat_fcsf_a05_it_enus

Workflow and Adobe Integration in Flash CS4
Courseat_fcsf_a06_it_enus

Creating Navigation and Publishing Movies in Flash CS4
Courseat_fcsf_a07_it_enus

■ Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers
Courseat_aafd_a01_it_enus

■ Adobe Reader X

Adobe Reader X
Courseat_adre_a01_dt_enus

■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers
Courseat_airr_a01_it_enus

■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals
Courseat_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 - Working with ActionScript
Course..... at_fscs_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and
Features
Course..... at_fscs_a03_dt_enus
Adobe Flash Professional CC - Introduction and Basic
Tools
Course..... at_fscs_a01_dt_enus

■ Adobe Illustrator CC

Adobe Illustrator CC Advanced Tools and Effects
Course..... at_icsc_a04_dt_enus
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 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 Advanced Tools and Features
Course at_pcsc_a05_dt_enus
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 Premiere Elements 12

Adobe Premiere Elements 12 Essentials
Course at_pret_a01_dt_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

■ Microsoft Office 2013: Beginning Access

Creating and Modifying Forms in Access 2013
Course mo_bgas_a04_dt_enus

DESKTOP SKILLS COURSEWARE

Creating and Modifying Reports in Access 2013
Course..... mo_bgas_a05_dt_enu
Creating and Populating a Database in Access 2013
Course..... mo_bgas_a01_dt_enu
Modifying Tables in Access 2013
Course..... mo_bgas_a02_dt_enu
Creating and Modifying Queries in Access 2013
Course..... mo_bgas_a03_dt_enu

■ Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013
Course..... mo_bgpj_a04_dt_enu
Resource Management in Project 2013
Course..... mo_bgpj_a03_dt_enu
Communicate and Finalize Project Information Using
Project 2013
Course..... mo_bgpj_a05_dt_enu
Task-based Scheduling in Project 2013
Course..... mo_bgpj_a02_dt_enu
Setting up a Project in Project 2013
Course..... mo_bgpj_a01_dt_enu

■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in
Outlook 2013
Course..... mo_adou_a01_dt_enu
Management and Customization in Outlook 2013
Course..... mo_adou_a02_dt_enu
Mail Automation, Cleanup, and Storage in Outlook 2013
Course..... mo_adou_a03_dt_enu
Collaboration and Customization with the Calendar,
Contacts and Tasks in
Outlook 2013
Course..... mo_adou_a04_dt_enu

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to
Excel 2013
Course..... mo_puel_a01_dt_enu
Reviewing and Protecting Content in Excel 2013
Course..... mo_puel_a02_dt_enu
Advanced Formats and Layouts in Excel 2013
Course..... mo_puel_a03_dt_enu
Advanced Formulas and Functions in Excel 2013
Course..... mo_puel_a04_dt_enu
Using Financial Functions and What-If Analysis in Excel
2013
Course..... mo_puel_a05_dt_enu
Using PivotTables, PivotCharts, and Advanced Charts in
Excel 2013
Course..... mo_puel_a06_dt_enu

■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013
Course mo_sppu_a01_dt_enu
Configuring Lists, Libraries, E-mail, and Announcements
in SharePoint 2013
Course mo_sppu_a02_dt_enu
Managing Templates, Views, and Versioning in
SharePoint 2013
Course mo_sppu_a03_dt_enu
Managing Web Parts, Users, and Groups in SharePoint
2013
Course mo_sppu_a04_dt_enu
Using and Configuring Search in SharePoint 2013
Course mo_sppu_a05_dt_enu
Workflows, Collaboration, and Analysis in SharePoint
2013
Course mo_sppu_a06_dt_enu

■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013
Course mo_adel_a01_dt_enu
Customizing Options and Views in Excel 2013
Course mo_adel_a02_dt_enu
Manipulating Data in Excel 2013
Course mo_adel_a03_dt_enu
Data Search, Data Validation, and Macros in Excel 2013
Course mo_adel_a04_dt_enu

■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013
Course mo_adpw_a01_dt_enu
Sharing, Printing, Protecting and Delivery Presentations In
PowerPoint 2013
Course mo_adpw_a02_dt_enu

■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013
Course mo_adwo_a01_dt_enu
Customizing Document Layout in Word 2013
Course mo_adwo_a02_dt_enu
Advanced Table Customization in Word 2013
Course mo_adwo_a03_dt_enu
Inserting and Formatting Graphics in Word 2013
Course mo_adwo_a04_dt_enu
Navigating and Reviewing Documents in Word 2013
Course mo_adwo_a05_dt_enu
Reference Tools and Mail Merge in Word 2013
Course mo_adwo_a06_dt_enu

DESKTOP SKILLS COURSEWARE

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
Course..... mo_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

Customizing the Behavior and Appearance of Word 2010
Coursemo_bwr_d_a08_dt_enus

Drawing and Inserting Graphics in Word 2010
Coursemo_bwr_d_a09_dt_enus

DESKTOP SKILLS COURSEWARE

■ 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

DESKTOP SKILLS COURSEWARE

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
Coursemo_bprj_a01_dt_enus

Introduction to Project 2010
Coursemo_bprj_a02_dt_enus

Initializing a Project with Project 2010
Coursemo_bprj_a03_dt_enus

Defining Project Properties in Project 2010
Coursemo_bprj_a04_dt_enus

Building a Schedule with Project 2010
Coursemo_bprj_a05_dt_enus

Creating Resources in Project 2010
Coursemo_bprj_a06_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

■ 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

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

DESKTOP SKILLS COURSEWARE

Using Access 2010 with SharePoint and Access Services Course.....mo_aacc_a06_dt_enus
Access 2010 Macros and VBA Course.....mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases Course.....mo_aacc_a08_dt_enus

■ Microsoft Office 2010: Power User Excel

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

■ Microsoft Office 2010: Advanced Project

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

■ Microsoft Office 2010: Beginning Visio

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

■ Microsoft OneNote 2010 for End Users

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

■ Microsoft Office 2010: Lync for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE FOR MAC 2011

■ Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started Course om_bwmc_a01_dt_enus
Microsoft Word for Mac 2011: Formatting and Working with Text Course om_bwmc_a02_dt_enus
Microsoft Word for Mac 2011: Structuring and Organizing Documents Course om_bwmc_a03_dt_enus
Microsoft Word for Mac 2011: Moving Around a Document Course om_bwmc_a04_dt_enus
Microsoft Word for Mac 2011: Adding and Formatting Images Course om_bwmc_a05_dt_enus
Microsoft Word for Mac 2011: Creating and Formatting Tables Course om_bwmc_a06_dt_enus
Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking Course om_bwmc_a07_dt_enus

■ Microsoft Office: Beginning Excel for Mac 2011

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

DESKTOP SKILLS COURSEWARE

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

■ 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

DESKTOP SKILLS COURSEWARE

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

■ 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

DESKTOP SKILLS COURSEWARE

■ 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
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

DESKTOP SKILLS COURSEWARE

■ Lotus Notes 8: New Features for End Users

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

■ Lotus Notes 8: End User

Getting Started with Lotus Notes 8 and Using Mail
Course.....ia_lteu_a01_dt_enus

Scheduling Events and Managing Applications
Course.....ia_lteu_a02_dt_enus

Working with Instant Messaging, Contacts, and Blogs
Course.....ia_lteu_a03_dt_enus

Using Productivity Tools and Accessing Lotus Notes 8 Remotely
Course.....ia_lteu_a04_dt_enus

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
Course.....id_mcin_a02_dt_enus

Microsoft Internet Explorer 9: Customization and Security
Course.....id_mcin_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 8

■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features
Course id_mcie_a01_dt_enus

Internet Explorer 8: Advanced Features
Course id_mcie_a02_dt_enus

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011
Course cr_crre_a01_dt_enus

■ Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI
Course 234748_ENG

Managing Data and Distributing Reports with Crystal Reports XI
Course 234758_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS VISTA

■ Microsoft Windows Vista for the End User

Getting Started with Windows Vista
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

■ 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

DESKTOP SKILLS COURSEWARE

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
Courseao_ameu_a01_it_enus
Getting Organized with Mac OS X Lion
Courseao_ameu_a02_it_enus
Using Mac OSX Lion to Interact with the World
Courseao_ameu_a03_it_enus
Under the Hood with Mac OS X Lion
Courseao_ameu_a04_it_enus

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

■ Social Networking for Users

Social Networking for Users
Coursesn_snts_a01_dt_enus

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring 77-881 Word 2010
Mentoring Assetsmnt77881
Mentoring 77-882 Excel 2010
Mentoring Assetsmnt77882
Mentoring Using Word 2007
Mentoring Assetsmntwd2007
Mentoring Using Excel 2007
Mentoring Assetsmntex2007
Mentoring Using PowerPoint 2007
Mentoring Assetsmntpp2007
Mentoring Using Access 2007
Mentoring Assetsmntac2007
Mentoring Using Outlook 2007
Mentoring Assetsmntol2007
Mentoring 77-883 PowerPoint 2010
Mentoring Assetsmnt77883
Mentoring 77-884 Outlook 2010
Mentoring Assetsmnt77884
Mentoring 77-885 Access 2010
Mentoring Assetsmnt77885
Mentoring 77-888 Excel 2010 Expert
Mentoring Assetsmnt77888
Mentoring 70-178 Microsoft Project 2010, Managing
Projects
Mentoring Assetsmnt70178

DESKTOP SKILLS COURSEWARE

Mentoring 77-418 Word 2013	
Mentoring Assets.....	mnt77418
Mentoring 77-420 Excel 2013	
Mentoring Assets.....	mnt77420
Mentoring 77-422 PowerPoint 2013	
Mentoring Assets.....	mnt77422
Mentoring 77-423 Outlook 2013	
Mentoring Assets.....	mnt77423
Mentoring 77-427 Excel 2013 Expert Part One	
Mentoring Assets.....	mnt77427
Mentoring 77-428 Excel 2013 Expert Part Two	
Mentoring Assets.....	mnt77428
Mentoring 77-419 SharePoint 2013	
Mentoring Assets.....	mnt77419

DESKTOP COMPUTER SKILLS

TEST PREPS

■ Test Preps

TestPrep Using Word 2007	
Testprep Exams	TPWD2007_ENG
TestPrep Using Excel 2007	
Testprep Exams	TPEX2007_ENG
TestPrep Using PowerPoint 2007	
Testprep Exams	TPPP2007_ENG
TestPrep Using Outlook 2007	
Testprep Exams	TPOL2007_ENG
TestPrep Using Access 2007	
Testprep Exams	TPAC2007_ENG
TestPrep 77-881 Word 2010	
Testprep Exams	mo_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
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

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

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

BUSINESS SKILLS COURSEWARE

■ 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_lsb014

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 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
Coursemkt_02_a01_bs_enus

Competitive Marketing Strategies: Analyzing Competitors
Coursemkt_02_a02_bs_enus

Competitive Marketing Strategies: Selecting and Implementing Strategies
Coursemkt_02_a03_bs_enus

Increasing Competitiveness through Collaboration
Challenge Series....._pc_ch_lsch006

■ Strategic Brand Management

Building Lasting Customer-brand Relationships
Coursemkt_03_a01_bs_enus

Developing a Brand Internally
Coursemkt_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

BUSINESS SKILLS COURSEWARE

Financial Statements for Non-financial Professionals Course.....	fin_02_a05_bs_enus
Analyzing Financial Statements for Non-financial Professionals Course.....	fin_02_a06_bs_enus
Increasing Cash Flow in Times of Need Business Impact Series.....	_pc_bi_fabi003
Attracting New Investors - Keeping Presentations Focused Business Impact Series.....	_pc_bi_fabi004
What's Your Gross Profit Margin Really Saying? Business Impact Series.....	_pc_bi_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 Course.....	fin_03_a01_bs_enus
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 Course	ad_01_a02_bs_enus
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BUSINESS SKILLS COURSEWARE

Administrative Professionals: Maximizing Your Relationship with Your Boss
Course..... ad_01_a03_bs_enus

Administrative Professionals: Interacting with Others
Course..... ad_01_a04_bs_enus

Administrative Professionals: Putting Your Best Foot Forward
Course..... ad_01_a05_bs_enus

Essential Skills for Administrative Support Professionals Simulation
SimulationAD001A

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Recruiting and Retention Strategies

Recruiting Talent
Course..... hr_05_a01_bs_enus

Retaining Your Talent Pool
Course..... hr_05_a02_bs_enus

Creating a High-Retention Organizational Culture Simulation
Simulation HR005A

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
Coursehr_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
Coursehr_07_a01_bs_enus

HR as Business Partner: Linking HR Functions with Organizational Goals
Coursehr_07_a02_bs_enus

HR as Business Partner: Managing Talent for Organizational Success
Coursehr_07_a03_bs_enus

HR as Business Partner: Using Metrics and Designing Strategic Initiatives
Coursehr_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

BUSINESS SKILLS COURSEWARE

Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Final Exams hr_09_a01_fe_enus

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

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

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

Workforce Planning and Employment: Employment Legislation
Course..... hr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment Strategies
Course..... hr_11_a02_bs_enus
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
Course hr_15_a01_bs_enus
Risk Management: Workplace Safety, Security, and Privacy
Course hr_15_a02_bs_enus
Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exams hr_15_a01_fe_enus

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

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

BUSINESS SKILLS COURSEWARE

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation
Challenge Series_pc_ch_lach007
Perseverance and Flexibility in Times of Crisis
Challenge Series_pc_ch_lach026

■ Managing Organizational Change

Managing Change: Understanding Change
Course..... mgmt_13_a01_bs_enus
Managing Change: Building Positive Support for Change
Course..... mgmt_13_a02_bs_enus
Managing Change: Dealing with Resistance to Change
Course..... mgmt_13_a03_bs_enus
Managing Change: Sustaining Organizational Change
Course..... mgmt_13_a04_bs_enus
Communicating Properly during Layoffs
Business Impact Series....._pc_bi_hrbi005
Involving Employees in Corporate Change
Business Impact Series....._pc_bi_lsbi011
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_lsbi018
Coaching
Challenge Series_pc_ch_lach024

■ Management Essentials

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

Management Essentials: Delegating
Course mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports
Course mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior
Course mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team
Course mgmt_15_a05_bs_enus
Management Essentials: Treating Your Direct Reports Fairly
Course mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports
Course mgmt_15_a07_bs_enus
Acting Decisively
Challenge Series....._pc_ch_lach034
Employee Dismissal
Challenge Series....._pc_ch_lach038
Managing Fairly
Business Impact Series_pc_bi_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

BUSINESS SKILLS COURSEWARE

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
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
Coursemgmt_23_a04_bs_enus
Managing New Managers
Coursemgmt_23_a05_bs_enus
Managing Experienced Managers
Coursemgmt_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
Coursemgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting
Started
Coursemgmt_24_a02_bs_enus
Strategies for Successful Employee Onboarding:
Assessing Program Success
Coursemgmt_24_a03_bs_enus

■ Managing during Difficult Times

Communicating during Difficult Times
Coursemgmt_25_a01_bs_enus
Managing Resources during Difficult Times
Coursemgmt_25_a02_bs_enus
Managing Attitudes during Difficult Times
Coursemgmt_25_a03_bs_enus

■ Dismissing an Employee

Preparing to Dismiss an Employee
Coursemgmt_26_a01_bs_enus
Managing the Dismissal of an Employee
Coursemgmt_26_a02_bs_enus

■ Delegation Essentials

Delegation Essentials: An Introduction to Delegating
Coursemgmt_27_a01_bs_enus
Delegation Essentials: The Delegation Process
Coursemgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation Problems
Coursemgmt_27_a03_bs_enus
Delegating Appropriate Tasks
Business Impact Series_pc_bi_mgbi007

BUSINESS SKILLS COURSEWARE

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_lsb008

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

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

BUSINESS SKILLS COURSEWARE

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

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_lsbi001

The Emotionally Intelligent Leader
Challenge Series....._pc_ch_lach014

■ Employee Engagement

The Benefits and Challenges of Engaging Employees
Course.....lead_06_a01_bs_enus

Maintaining an Engaging Organization
Course.....lead_06_a02_bs_enus

■ Creating a Positive Work Environment

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

■ Developing a Culture of Learning

Fundamentals of Organizational Learning
Course lead_08_a01_bs_enus

Establishing the Conditions for a Learning Culture
Course lead_08_a02_bs_enus

Developing Learning Practices
Course lead_08_a03_bs_enus

Evaluating and Sustaining Organizational Learning
Course lead_08_a04_bs_enus

■ Effective Succession Planning

Initiating Succession Planning
Course lead_09_a01_bs_enus

Effective Succession Planning: Determining a Talent Pool for Key Positions
Course lead_09_a02_bs_enus

Implementing and Assessing a Succession Planning Program
Course lead_09_a03_bs_enus

Succession Planning
Business Impact Series_pc_bi_lsbi002

Succession Planning and Management Programs
Challenge Series....._pc_ch_lsch004

■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals
Course lead_10_a01_bs_enus

Key Strategies for Managing Cross-functional Teams
Course lead_10_a02_bs_enus

Managing Internal Dynamics in a Cross-functional Team
Course lead_10_a03_bs_enus

Using Conflict to an Organization's Advantage
Business Impact Series_pc_bi_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
Course lead_11_a01_bs_enus

Setting and Managing Priorities within the Organization: Deciphering Priorities
Course lead_11_a02_bs_enus

Setting and Managing Priorities within the Organization: Motivation
Course lead_11_a03_bs_enus

BUSINESS SKILLS COURSEWARE

Setting and Managing Priorities within the Organization:
Communication
Course.....lead_11_a04_bs_enus
Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

■ The Voice of Leadership

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

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Preparing a Business Case
Course.....comm_01_a01_bs_enus
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 Examscomm_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 Examscomm_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

BUSINESS SKILLS COURSEWARE

Workplace Conflict: Strategies for Resolving Conflicts
Course.....comm_22_a02_bs_enus
Confrontation: What's the Best Approach
Business Impact Series....._pc_bi_mgbi009
Personal Conflict Styles
Business Impact Series....._pc_bi_pabi002
Coping with Accusations in the Workplace
Challenge Series....._pc_ch_lsch003
Managing Conflict
Challenge Series....._pc_ch_lach009
Conflict: Avoid, Confront, or Delay?
Challenge Series....._pc_ch_pach004

■ Fundamentals of Working with Difficult People

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

BUSINESS SKILLS COURSEWARE

Influence and Persuasion
Challenge Series_pc_ch_lach016

■ Listening Essentials

Listening Essentials: The Basics of Listening
Course.....comm_28_a01_bs_enus
Listening Essentials: Improving Your Listening Skills
Course.....comm_28_a02_bs_enus
Effective Listening
Challenge Series....._pc_ch_lach030
Listening with Skill
Challenge Series....._pc_ch_pach002
Final Exam: Listening Essentials
Final Exams comm_28_a01_fe_enus

■ Constructive Feedback and Criticism

Giving Feedback
Course.....comm_29_a01_bs_enus
Giving Constructive Criticism
Course.....comm_29_a02_bs_enus
Receiving Feedback and Criticism
Course.....comm_29_a03_bs_enus
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
Courseib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques
Courseib_wstp_a02_it_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

BUSINESS SKILLS COURSEWARE

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

Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life Balance	
Course.....	pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance	
Course.....	pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress	
Course.....	pd_06_a03_bs_enus
Balancing Your Responsibilities Simulation	
Simulation	PD006A
Employee Exhaustion: Managing a Well-balanced Workload	
Business Impact Series.....	_pc_bi_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	
Simulation	PD007A
Understanding Workplace Diversity	
Business Impact Series	_pc_bi_hrbi002
Managing Diversity	
Challenge Series.....	_pc_ch_lach015

Telecommuting and the Remote Employee

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

Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing Your Creativity	
Course	pd_09_a01_bs_enus
Generating Creative and Innovative Ideas: Maximizing Team Creativity	
Course	pd_09_a02_bs_enus
Generating Creative and Innovative Ideas: Verifying and Building on Ideas	
Course	pd_09_a03_bs_enus
Executing Innovation	
Business Impact Series	_pc_bi_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	
Course	pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track	
Course	pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials	
Course	pd_10_a03_bs_enus
Managing Your Career: You and Your Boss	
Course	pd_10_a04_bs_enus

BUSINESS SKILLS COURSEWARE

Managing Your Career: Leveraging the Performance Appraisal Course..... pd_10_a05_bs_enus

Conquering Career Stagnation Business Impact Series....._pc_bi_pfb019

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 Course..... pd_11_a01_bs_enus

Time Management: Planning and Prioritizing Your Time Course..... pd_11_a02_bs_enus

Time Management: Avoiding Time Stealers Course..... pd_11_a03_bs_enus

Coping with Information Overload Business Impact Series....._pc_bi_pfb002

Prioritizing Personal and Professional Responsibilities Business Impact Series....._pc_bi_mgbi003

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_lsb017

Problem Solving: Process, Tools, and Techniques Challenge Series....._pc_ch_pach003

■ Dealing with Organizational Change

Understanding Organizational Change Coursepd_13_a01_bs_enus

Preparing for Organizational Change Coursepd_13_a02_bs_enus

Embracing Organizational Change Coursepd_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? Coursepd_14_a01_bs_enus

Critical Thinking Essentials: Applying Critical Thinking Skills Coursepd_14_a02_bs_enus

Critical Thinking Challenge Series....._pc_ch_lach025

■ Building and Maintaining Trust

Building Trust Coursepd_15_a01_bs_enus

Rebuilding Trust Coursepd_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 Coursepd_16_a01_bs_enus

Personal Productivity: Self-organization and Overcoming Procrastination Coursepd_16_a02_bs_enus

BUSINESS SKILLS COURSEWARE

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
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
Coursepd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image
Coursepd_22_a02_bs_enus

■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches
Coursepd_23_a01_bs_enus
Public Speaking Strategies: Confident Public Speaking
Coursepd_23_a02_bs_enus

■ Performance under Pressure

Developing the Right Attitude for Performing under Pressure
Coursepd_24_a01_bs_enus
Taking Action for Performing under Pressure
Coursepd_24_a02_bs_enus
Performing with Others under Pressure
Coursepd_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_pfbf011
Safe Small Talk
Business Impact Series_pc_bi_pfbf012
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

BUSINESS SKILLS COURSEWARE

Achieving Goals through Perseverance and Resilience
Course..... pd_26_a02_bs_enus
Bouncing Back with Perseverance and Resilience
Course..... pd_26_a03_bs_enus
Perseverance: Flexibility in Action
Business Impact Series....._pc_bi_pabi004
Persevering through Setbacks
Challenge Series....._pc_ch_pach011

■ Decisiveness

Developing Character for Decisiveness
Course..... pd_27_a01_bs_enus
Overcoming the Barriers to Decisiveness
Course..... pd_27_a02_bs_enus

■ Writing Under Pressure

Writing under Pressure: Preparing for Success
Course..... pd_28_a01_bs_enus
Writing under Pressure: The Writing Process
Course..... pd_28_a02_bs_enus

PROJECT EFFECTIVENESS

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)
Courseproj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition)
Courseproj_19_a02_bs_enus
Project Management Process Groups (PMBOK® Guide Fifth Edition)
Courseproj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Courseproj_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)
 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)
 Courseproj_27_a01_bs_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)
 Courseproj_27_a02_bs_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)
 Courseproj_27_a03_bs_enus

Risk Response and Control (PMBOK® Guide Fifth Edition)
 Courseproj_27_a04_bs_enus

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
 Courseproj_28_a01_bs_enus

Managing Procurements (PMBOK® Guide Fifth Edition)
 Courseproj_28_a02_bs_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
 Courseproj_29_a01_bs_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
 Courseproj_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

BUSINESS SKILLS COURSEWARE

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

■ Managing Software Project Outsourcing

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

■ 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
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PROJECT EFFECTIVENESS

BUSINESS SKILLS COURSEWARE

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

Being an Effective Team Member	
Course.....	team_02_a01_bs_enus
Establishing Team Goals and Responsibilities	
Course.....	team_02_a02_bs_enus
Elements of a Cohesive Team	
Course.....	team_02_a03_bs_enus
Effective Team Communication	
Course.....	team_02_a04_bs_enus
Using Feedback to Improve Team Performance	
Course.....	team_02_a05_bs_enus
Power and Politics in Matrixed Teams	
Challenge Series.....	_pc_ch_mgch002

■ Leading Teams

Leading Teams: Launching a Successful Team	
Course.....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	
Course.....	team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture	
Course.....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment	
Course.....	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	
Course.....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance	
Course.....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict	
Course.....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams	
Course.....	team_03_a08_bs_enus
Building Trust Incrementally	
Business Impact Series.....	_pc_bi_lsbi004
Inspiring Your Team	
Business Impact Series.....	_pc_bi_lsbi010
Support Your Leader	
Business Impact Series.....	_pc_bi_pfbi010
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_spbi009
The Ethics of Gift Giving	
Business Impact Series	_pc_bi_spbi014

BUSINESS SKILLS COURSEWARE

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
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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_spb001
Planning for Effective Selling Business Impact Series.....	_pc_bi_spb004
Building Profitable Customer Relationships Business Impact Series.....	_pc_bi_spb017
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_spb011
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_spb003
Sales Support Roles for Better Customer Interaction Business Impact Series.....	_pc_bi_spb007
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

BUSINESS SKILLS COURSEWARE

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
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

BUSINESS SKILLS COURSEWARE

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
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

BUSINESS SKILLS COURSEWARE

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
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
Courseindo_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 Assetsmntitv3f

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

■ Transportation

Accident Procedures Involving Large Vehicles	
Course	esh_sah_b52_sh_enus
Collision Avoidance	
Course	esh_sah_b54_sh_enus
Defensive Driving	
Course	esh_sah_b45_sh_enus
Defensive Driving Fundamentals	
Course	esh_sah_b21_sh_enus
Defensive Driving: Truck Safety	
Course	esh_sah_a12_sh_enus
Distracted Driving	
Course	esh_sah_b55_sh_enus
DOT: Air Brakes	
Course	esh_sah_b53_sh_enus
DOT: Inspections	
Course	esh_sah_b73_sh_enus
DOT 1: Hazardous Materials Table	
Course	esh_sah_b41_sh_enus
DOT 2: Packaging, Labeling, Marking, and Placarding	
Course	esh_sah_b42_sh_enus
DOT 3: Shipping Papers	
Course	esh_sah_b43_sh_enus
DOT 4: Loading and Storage	
Course	esh_sah_b44_sh_enus
DOT: CSA Fundamentals	
Course	esh_sah_b60_sh_enus
DOT Drug and Alcohol Awareness	
Course	esh_trns_a01_sh_enus
DOT: Hours of Service	
Course	esh_sah_b57_sh_enus
DOT Security for Shipment of Hazardous Materials	
Course	esh_trns_a02_sh_enus
Emergency Situations While Driving	
Course	esh_sah_b56_sh_enus
Ergonomics and Injury Prevention for Commercial Vehicle Operators	
Course	esh_sah_b70_sh_enus
Flagging Safety	
Course	esh_sah_a75_sh_enus
Flatbed Cargo Securement	
Course	esh_sah_b71_sh_enus
Hazardous Weather Driving for Commercial Vehicle Operators	
Course	esh_sah_b72_sh_enus
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

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

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

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

Fall Prevention Awareness - Canada
Course.....esh_sah_b38_sh_enus

Hearing Conservation - Canada
Course.....esh_sah_b37_sh_enus

Ladder and Scaffolding Safety - Canada
Course.....esh_sah_b40_sh_enus

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
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
Coursemind_13_a02_lc_enus
Title 31: Filling Out CTRCs
Coursemind_13_a03_lc_enus

■ Compliance Impact Series

COMPLIANCE IMPACT: Information Security – The Break-In
Business Impact Series_pc_bi_lcbi003
COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story
Business Impact Series_pc_bi_lcbi001
COMPLIANCE IMPACT: Antitrust – Rigging the Bid
Business Impact Series_pc_bi_lcbi002
COMPLIANCE IMPACT: Insider Dealing – The Tipping Point
Business Impact Series_pc_bi_lcbi004
COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend
Business Impact Series_pc_bi_lcbi005
COMPLIANCE IMPACT: Reasonable Accommodation – The Ask
Business Impact Series_pc_bi_lcbi006
COMPLIANCE IMPACT: Bribery – The Shipment
Business Impact Series_pc_bi_lcbi011
COMPLIANCE IMPACT: Using the Internet – Beware the Share
Business Impact Series_pc_bi_lcbi007
COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures
Business Impact Series_pc_bi_lcbi008
COMPLIANCE IMPACT: PCI – Verifying the Transaction
Business Impact Series_pc_bi_lcbi009
COMPLIANCE IMPACT: Workplace Violence – The Warning Signs
Business Impact Series_pc_bi_lcbi010
COMPLIANCE IMPACT: Antitrust – Trade Association Meeting
Business Impact Series_pc_bi_lcbi012
COMPLIANCE IMPACT: Bribery – The High Commission Red Flag
Business Impact Series_pc_bi_lcbi013
COMPLIANCE IMPACT: Insider Dealing - The Memo
Business Impact Series_pc_bi_lcbi014
COMPLIANCE IMPACT: Social Media - Blogger Gone Bad
Business Impact Series_pc_bi_lcbi015
COMPLIANCE IMPACT: Harassment - It's No Joke
Business Impact Series_pc_bi_lcbi016
COMPLIANCE IMPACT: Harassment - Handling the Complaint
Business Impact Series_pc_bi_lcbi017

LEGAL COMPLIANCE COURSEWARE

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	
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
Information Security Awareness	
Course.....	fgov_01_a25_lc_enus
Pre-retirement Planning for FERS	
Course.....	fgov_01_a27_lc_enus
The Plain Writing Act	
Course.....	fgov_01_a30_lc_enus

LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

DESIGN

■ **Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore**

Class Notes
 Class Notes..... LLCS0079CN01
 Encore Session 1: Network Design Methodologies
 Expert Encore Recording LLCS0079EN01P
 Encore Session 2: Network Modeling
 Expert Encore Recording LLCS0079EN02P
 Encore Session 3: Designing WAN Connectivity
 Expert Encore Recording LLCS0079EN03P
 Encore Session 4: Designing a Routed Enterprise
 Expert Encore Recording LLCS0079EN04P
 Encore Session 5: Designing Network Security
 Expert Encore Recording LLCS0079EN05P
 Encore Session 6: Designing Voice and Wireless Networks
 Expert Encore Recording LLCS0079EN06P
 Mentoring: Designing for Cisco Internetwork Solutions (DESGN) 2.1
 Live Learning Mentoring..... LLCS0079MN01
 Post-Test 1: Network Design Methodologies
 Post-Test..... LLCS0079PO01P
 Post-Test 2: Network Modeling
 Post-Test..... LLCS0079PO02P
 Post-Test 3: Designing WAN Connectivity
 Post-Test..... LLCS0079PO03P
 Post-Test 4: Designing a Routed Enterprise
 Post-Test..... LLCS0079PO04P
 Post-Test 5: Designing Network Security
 Post-Test..... LLCS0079PO05P
 Post-Test 6: Designing Voice and Wireless Networks
 Post-Test..... LLCS0079PO06P
 Pre-Test 1: Network Design Methodologies
 Pre-Test LLCS0079PR01P
 Pre-Test 2: Network Modeling
 Pre-Test LLCS0079PR02P
 Pre-Test 3: Designing WAN Connectivity
 Pre-Test LLCS0079PR03P
 Pre-Test 4: Designing a Routed Enterprise
 Pre-Test LLCS0079PR04P
 Pre-Test 5: Designing Network Security
 Pre-Test LLCS0079PR05P
 Pre-Test 6: Designing Voice and Wireless Networks
 Pre-Test LLCS0079PR06P

Student Guide
 Printable Online Student Guide..... LLCS0079SG01
 Practice Exam
 Certification Practice Exam llcs_0079_p01_pe_enus

CISCO SYSTEMS

DATA CENTER

■ **Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore**

Mentoring: Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0
 Live Learning Mentoring LLCS0086MN01
 Encore Session 2: Cisco Nexus Switch Feature Configuration
 Expert Encore Recording LLCS0086EN02P
 Encore Session 3: Cisco Nexus Switch Advanced Feature Configuration
 Expert Encore Recording LLCS0086EN03P
 Encore Session 4: Cisco Nexus Storage Features
 Expert Encore Recording LLCS0086EN04P
 Encore Session 5: Cisco Nexus Switch Management
 Expert Encore Recording LLCS0086EN05P
 Hands-On Labs
 Hands-On Labs..... LLCS0086LB01P
 Pre-Test 1: Cisco Nexus Product Overview
 Pre-Test LLCS0086PR01P
 Pre-Test 2: Cisco Nexus Switch Feature Configuration
 Pre-Test LLCS0086PR02P
 Pre-Test 3: Cisco Nexus Switch Advanced Feature Configuration
 Pre-Test LLCS0086PR03P
 Pre-Test 4: Cisco Nexus Storage Features
 Pre-Test LLCS0086PR04P
 Pre-Test 5: Cisco Nexus Switch Management
 Pre-Test LLCS0086PR05P
 Post-Test 1: Cisco Nexus Product Overview
 Post-Test..... LLCS0086PO01P
 Post-Test 2: Cisco Nexus Switch Feature Configuration
 Post-Test..... LLCS0086PO02P
 Post-Test 3: Cisco Nexus Switch Advanced Feature Configuration
 Post-Test..... LLCS0086PO03P
 Post-Test 4: Cisco Nexus Storage Features
 Post-Test..... LLCS0086PO04P
 Post-Test 5: Cisco Nexus Switch Management
 Post-Test..... LLCS0086PO05P
 Student Guide
 Printable Online Student Guide..... LLCS0086SG01
 Class Notes
 Class Notes..... LLCS0086CN01

Encore Session 1: Cisco Nexus Product Overview
Expert Encore RecordingLLCS0086EN01P

■ Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore

Mentoring: Implementing Cisco Data Center Unified Computing (DCUCI) v5.0
Live Learning Mentoring..... LLCS0087MN01

Encore Session 1: Implement Cisco UCS C-Series Rack Servers
Expert Encore RecordingLLCS0087EN01P

Encore Session 2: Manage the Cisco UCS B-Series
Expert Encore RecordingLLCS0087EN02P

Encore Session 3: Manage and Implement Cisco UCS B-Series Connectivity
Expert Encore RecordingLLCS0087EN03P

Encore Session 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
Expert Encore RecordingLLCS0087EN04P

Encore Session 5: Provision Cisco UCS Compute Resources
Expert Encore RecordingLLCS0087EN05P

Pre-Test 3: Manage and Implement Cisco UCS B-Series Connectivity
Pre-TestLLCS0087PR03P

Pre-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
Pre-TestLLCS0087PR04P

Pre-Test 5: Provision Cisco UCS Compute Resources
Pre-TestLLCS0087PR05P

Pre-Test 6: Implement Cisco UCS Server Virtualization Features
Pre-TestLLCS0087PR06P

Encore Session 6: Implement Cisco UCS Server Virtualization Features
Expert Encore RecordingLLCS0087EN06P

Pre-Test 1: Implement Cisco UCS C-Series Rack Servers
Pre-TestLLCS0087PR01P

Pre-Test 2: Manage the Cisco UCS B-Series
Pre-TestLLCS0087PR02P

Post-Test 1: Implement Cisco UCS C-Series Rack Servers
Post-Test..... LLCS0087PO01P

Post-Test 2: Manage the Cisco UCS B-Series
Post-Test..... LLCS0087PO02P

Post-Test 3: Manage and Implement Cisco UCS B-Series Connectivity
Post-Test..... LLCS0087PO03P

Post-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
Post-Test..... LLCS0087PO04P

Post-Test 5: Provision Cisco UCS Compute Resources
Post-Test.....LLCS0087PO05P

Post-Test 6: Implement Cisco UCS Server Virtualization Features
Post-Test.....LLCS0087PO06P

Student Guide
Printable Online Student Guide..... LLCS0087SG01

Class Notes
Class Notes..... LLCS0087CN01

■ Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore

Encore Session 1: Introduction to Cisco Nexus Technologies
Expert Encore RecordingLLCS0083EN01P

Encore Session 2: Configuring Layer 2 Services on Cisco Nexus Equipment
Expert Encore RecordingLLCS0083EN02P

Encore Session 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
Expert Encore RecordingLLCS0083EN03P

Encore Session 4: Configuring Cisco Nexus Switch Management and Redundancy
Expert Encore RecordingLLCS0083EN04P

Encore Session 5: Configuring Cisco FabricPath and Introducing FCoE
Expert Encore RecordingLLCS0083EN05P

Encore Session 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
Expert Encore RecordingLLCS0083EN06P

Hands-On Labs
Hands-On Labs LLCS0083LB01P

Pre-Test 1: Introduction to Cisco Nexus Technologies
Pre-TestLLCS0083PR01P

Pre-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
Pre-TestLLCS0083PR02P

Pre-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
Pre-TestLLCS0083PR03P

Pre-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
Pre-TestLLCS0083PR04P

Pre-Test 5: Configuring Cisco FabricPath and Introducing FCoE
Pre-TestLLCS0083PR05P

Pre-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
Pre-TestLLCS0083PR06P

Post-Test 1: Introduction to Cisco Nexus Technologies
Post-Test.....LLCS0083PO01P

Post-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
 Post-Test..... LLCS0083PO02P

Post-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
 Post-Test..... LLCS0083PO03P

Post-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
 Post-Test..... LLCS0083PO04P

Post-Test 5: Configuring Cisco FabricPath and Introducing FCoE
 Post-Test..... LLCS0083PO05P

Post-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
 Post-Test..... LLCS0083PO06P

Student Guide
 Printable Online Student Guide.....LLCS0083SG01

Class Notes
 Class Notes.....LLCS0083CN01

MICROSOFT TECHNICAL

MICROSOFT SHAREPOINT SERVER 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore

Live Session 5: Advanced Exchange 2013 Monitoring and Troubleshooting
 Expert Live Class LLMS0060LV05

Live Session 6: Configuring, Managing, and Migrating Unified Messaging
 Expert Live Class LLMS0060LV06

Encore Session 1: Planning, Configuring, and Managing Site Resilience
 Expert Encore Recording LLMS0060EN01P

Live Session 3: Configuring and Managing Compliance, Archiving, and Discovery Solutions
 Expert Live Class LLMS0060LV03

Live Session 1: Planning, Configuring, and Managing Site Resilience
 Expert Live Class LLMS0060LV01

Live Session 2: Planning Configuring and Managing Advanced Security
 Expert Live Class LLMS0060LV02

Live Session 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration & Federation
 Expert Live Class LLMS0060LV04

Pre-Test 5: Advanced Exchange 2013 Monitoring and Troubleshooting
 Pre-Test LLMS0060PR05P

Pre-Test 6: Configuring, Managing, and Migrating Unified Messaging
 Pre-TestLLMS0060PR06P

Post-Test 2: Planning Configuring and Managing Advanced Security
 Post-Test..... LLMS0060PO02P

Post-Test 1: Planning, Configuring, and Managing Site Resilience
 Post-Test..... LLMS0060PO01P

Encore Session 2: Planning Configuring and Managing Advanced Security
 Expert Encore Recording.....LLMS0060EN02P

Encore Session 3: Configuring and Managing Compliance, Archiving, and Discovery Solutions
 Expert Encore Recording.....LLMS0060EN03P

Post-Test 3: Configuring and Managing Compliance, Archiving, and Discovery Solutions
 Post-Test..... LLMS0060PO03P

Post-Test 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration & Federation
 Post-Test..... LLMS0060PO04P

Encore Session 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration & Federation
 Expert Encore Recording.....LLMS0060EN04P

Pre-Test 2: Planning Configuring and Managing Advanced Security
 Pre-TestLLMS0060PR02P

Pre-Test 3: Configuring and Managing Compliance, Archiving, and Discovery Solutions
 Pre-TestLLMS0060PR03P

Pre-Test 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration & Federation
 Pre-TestLLMS0060PR04P

Hands-On Labs
 Hands-On Labs..... LLMS0060LB01P

Pre-Test 1: Planning, Configuring, and Managing Site Resilience
 Pre-TestLLMS0060PR01P

Encore Session 5: Advanced Exchange 2013 Monitoring and Troubleshooting
 Expert Encore Recording.....LLMS0060EN05P

Encore Session 6: Configuring, Managing, and Migrating Unified Messaging
 Expert Encore Recording.....LLMS0060EN06P

Post-Test 5: Advanced Exchange 2013 Monitoring and Troubleshooting
 Post-Test..... LLMS0060PO05P

Post-Test 6: Configuring, Managing, and Migrating Unified Messaging
 Post-Test..... LLMS0060PO06P

LIVE LEARNING ALL ACCESS

Student Guide	
Printable Online Student Guide	LLMS0060SG01
Class Notes	
Class Notes	LLMS0060CN01
Mentoring	
Live Learning Mentoring	LLMS0060MN01

■ **Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore**

Live Session 1: Upgrading to SharePoint Server 2013 Expert Live Class	LLMS0061LV01
Live Session 4: Creating and Configuring Service Applications Expert Live Class	LLMS0061LV04
Live Session 2: Planning for Business Continuity in SharePoint Server 2013 Expert Live Class	LLMS0061LV02
Live Session 3: Planning for Expanded Enterprise SharePoint Support Expert Live Class	LLMS0061LV03
Encore Session 1: Upgrading to SharePoint Server 2013 Expert Encore Recording	LLMS0061EN01P
Encore Session 2: Planning for Business Continuity in SharePoint Server 2013 Expert Encore Recording	LLMS0061EN02P
Encore Session 3: Planning for Expanded Enterprise SharePoint Support Expert Encore Recording	LLMS0061EN03P
Encore Session 4: Creating and Configuring Service Applications Expert Encore Recording	LLMS0061EN04P
Live Session 5: Planning for SharePoint Business Intelligence Expert Live Class	LLMS0061LV05
Encore Session 5: Planning for SharePoint Business Intelligence Expert Encore Recording	LLMS0061EN05P
Live Session 6: Managing Solutions, Apps, and Enterprise Integration Expert Live Class	LLMS0061LV06
Encore Session 6: Managing Solutions, Apps, and Enterprise Integration Expert Encore Recording	LLMS0061EN06P
Pre-Test 5: Planning for SharePoint Business Intelligence Pre-Test	LLMS0061PR05P
Post-Test 6: Managing Solutions, Apps, and Enterprise Integration Post-Test	LLMS0061PO06P
Pre-Test 6: Managing Solutions, Apps, and Enterprise Integration Pre-Test	LLMS0061PR06P
Post-Test 1: Upgrading to SharePoint Server 2013 Post-Test	LLMS0061PO01P

Post-Test 2: Planning for Business Continuity in SharePoint Server 2013 Post-Test	LLMS0061PO02P
Student Guide	
Printable Online Student Guide	LLMS0061SG01
Class Notes	
Class Notes	LLMS0061CN01
Post-Test 3: Planning for Expanded Enterprise SharePoint Support Post-Test	LLMS0061PO03P
Post-Test 4: Creating and Configuring Service Applications Post-Test	LLMS0061PO04P
Post-Test 5: Planning for SharePoint Business Intelligence Post-Test	LLMS0061PO05P
Hands-On Labs	
Hands-On Labs	LLMS0061LB01P
Pre-Test 1: Upgrading to SharePoint Server 2013 Pre-Test	LLMS0061PR01P
Pre-Test 2: Planning for Business Continuity in SharePoint Server 2013 Pre-Test	LLMS0061PR02P
Pre-Test 3: Planning for Expanded Enterprise SharePoint Support Pre-Test	LLMS0061PR03P
Pre-Test 4: Creating and Configuring Service Applications Pre-Test	LLMS0061PR04P
Mentoring	
Live Learning Mentoring	LLMS0061MN01

MICROSOFT TECHNICAL

MICROSOFT WINDOWS SERVER 2012

■ **Installing and Configuring Microsoft Windows Server 2012 Expert Encore**

Mentoring: Installing and Configuring Microsoft Windows Server 2012 Live Learning Mentoring	LLMS0049MN01
Live Session 1: (No longer available) Expert Live Class	LLMS0049LV01
Live Session 2: (No longer available) Expert Live Class	LLMS0049LV02
Live Session 3: (No longer available) Expert Live Class	LLMS0049LV03
Live Session 4: (No longer available) Expert Live Class	LLMS0049LV04
Live Session 5: (No longer available) Expert Live Class	LLMS0049LV05
Live Session 6: (No longer available) Expert Live Class	LLMS0049LV06

Encore Session 1: Install and Configure Windows Server 2012 Servers
Expert Encore Recording LLMS0049EN01P

Encore Session 2: Configure Windows Server 2012 Server Roles and Features
Expert Encore Recording LLMS0049EN02P

Encore Session 3: Configure Windows Server 2012 Hyper-V
Expert Encore Recording LLMS0049EN03P

Encore Session 4: Deploy and Configure Windows Server 2012 Core Network Services
Expert Encore Recording LLMS0049EN04P

Encore Session 5: Install and Administer Windows Server 2012 Active Directory
Expert Encore Recording LLMS0049EN05P

Encore Session 6: Create and Manage Windows Server 2012 Group Policy
Expert Encore Recording LLMS0049EN06P

Hands-On Labs
Hands-On Labs LLMS0049LB01P

Pre-Test 1: Install and Configure Windows Server 2012 Servers
Pre-Test LLMS0049PR01P

Pre-Test 2: Configure Windows Server 2012 Server Roles and Features
Pre-Test LLMS0049PR02P

Pre-Test 3: Configure Windows Server 2012 Hyper-V
Pre-Test LLMS0049PR03P

Pre-Test 4: Deploy and Configure Windows Server 2012 Core Network Services
Pre-Test LLMS0049PR04P

Pre-Test 5: Install and Administer Windows Server 2012 Active Directory
Pre-Test LLMS0049PR05P

Pre-Test 6: Create and Manage Windows Server 2012 Group Policy
Pre-Test LLMS0049PR06P

Post-Test 1: Install and Configure Windows Server 2012 Servers
Post-Test..... LLMS0049PO01P

Post-Test 2: Configure Windows Server 2012 Server Roles and Features
Post-Test..... LLMS0049PO02P

Post-Test 3: Configure Windows Server 2012 Hyper-V
Post-Test..... LLMS0049PO03P

Post-Test 4: Deploy and Configure Windows Server 2012 Core Network Services
Post-Test..... LLMS0049PO04P

Post-Test 5: Install and Administer Windows Server 2012 Active Directory
Post-Test..... LLMS0049PO05P

Post-Test 6: Create and Manage Windows Server 2012 Group Policy
Post-Test..... LLMS0049PO06P

Practice Exam
Certification Practice Exam llms_0049_p01_pe_enus
Student Guide
Printable Online Student Guide.....LLMS0049SG01
Class Notes
Class Notes.....LLMS0049CN01

■ Administering Microsoft Windows Server 2012 Expert Encore

Mentoring: Administering Microsoft Windows Server 2012 Live Learning Mentoring LLMS0050MN01

Live Session 1: (No longer available)
Expert Live Class LLMS0050LV01

Live Session 2: (No longer available)
Expert Live Class LLMS0050LV02

Live Session 3: (No longer available)
Expert Live Class LLMS0050LV03

Live Session 4: (No longer available)
Expert Live Class LLMS0050LV04

Live Session 5: (No longer available)
Expert Live Class LLMS0050LV05

Live Session 6: (No longer available)
Expert Live Class LLMS0050LV06

Encore Session 1: Deploy, Manage, and Maintain Servers
Expert Encore RecordingLLMS0050EN01P

Encore Session 2: Configure File and Print Services
Expert Encore RecordingLLMS0050EN02P

Encore Session 3: Configure Network Services and Access
Expert Encore RecordingLLMS0050EN03P

Encore Session 4: Configure a Network Policy Server Infrastructure
Expert Encore RecordingLLMS0050EN04P

Encore Session 5: Configure and Manage Active Directory
Expert Encore RecordingLLMS0050EN05P

Encore Session 6: Configure and Manage Group Policy
Expert Encore RecordingLLMS0050EN06P

Hands-On Labs
Hands-On Labs..... LLMS0050LB01P

Pre-Test 1: Deploy, Manage, and Maintain Servers
Pre-TestLLMS0050PR01P

Pre-Test 2: Configure File and Print Services
Pre-TestLLMS0050PR02P

Pre-Test 3: Configure Network Services and Access
Pre-TestLLMS0050PR03P

Pre-Test 4: Configure a Network Policy Server Infrastructure
Pre-TestLLMS0050PR04P

Pre-Test 5: Configure and Manage Active Directory
Pre-TestLLMS0050PR05P

Pre-Test 6: Configure and Manage Group Policy
Pre-TestLLMS0050PR06P

Post-Test 1: Deploy, Manage, and Maintain Servers
 Post-Test..... LLMS0050PO01P

Post-Test 2: Configure File and Print Services
 Post-Test..... LLMS0050PO02P

Post-Test 3: Configure Network Services and Access
 Post-Test..... LLMS0050PO03P

Post-Test 4: Configure a Network Policy Server Infrastructure
 Post-Test..... LLMS0050PO04P

Post-Test 5: Configure and Manage Active Directory
 Post-Test..... LLMS0050PO05P

Post-Test 6: Configure and Manage Group Policy
 Post-Test..... LLMS0050PO06P

Practice Exam
 Certification Practice Exam llms_0050_p01_pe_enu

Student Guide
 Printable Online Student Guide LLMS0050SG01

Class Notes
 Class Notes..... LLMS0050CN01

Hands-On Labs
 Hands-On Labs..... LLMS0051LB01P

Pre-Test 1: Configure and Manage High Availability
 Pre-TestLLMS0051PR01P

Pre-Test 5: Configure the Active Directory Infrastructure
 Pre-TestLLMS0051PR05P

Pre-Test 2: Configure File and Storage Solutions
 Pre-TestLLMS0051PR02P

Pre-Test 3: Implement Business Continuity and Disaster Recovery
 Pre-TestLLMS0051PR03P

Pre-Test 4: Configure Network Services
 Pre-TestLLMS0051PR04P

Post-Test 3: Implement Business Continuity and Disaster Recovery
 Post-Test..... LLMS0051PO03P

Post-Test 4: Configure Network Services
 Post-Test..... LLMS0051PO04P

Pre-Test 6: Configure Identity and Access Solutions
 Pre-TestLLMS0051PR06P

Post-Test 1: Configure and Manage High Availability
 Post-Test..... LLMS0051PO01P

Post-Test 2: Configure File and Storage Solutions
 Post-Test..... LLMS0051PO02P

Post-Test 5: Configure the Active Directory Infrastructure
 Post-Test..... LLMS0051PO05P

Post-Test 6: Configure Identity and Access Solutions
 Post-Test..... LLMS0051PO06P

Practice Exam
 Certification Practice Exam..... llms_0051_p01_pe_enu

Student Guide
 Printable Online Student Guide.....LLMS0051SG01

■ **Configuring Advanced Windows Server 2012 Services Expert Encore**

Mentoring: Configuring Advanced Windows Server 2012 Services
 Live Learning Mentoring..... LLMS0051MN01

Live Session 1: (No longer available)
 Expert Live Class LLMS0051LV01

Live Session 2: (No longer available)
 Expert Live Class LLMS0051LV02

Live Session 3: (No longer available)
 Expert Live Class LLMS0051LV03

Live Session 4: (No longer available)
 Expert Live Class LLMS0051LV04

Live Session 5: (No longer available)
 Expert Live Class LLMS0051LV05

Live Session 6: (No longer available)
 Expert Live Class LLMS0051LV06

Encore Session 1: Configure and Manage High Availability
 Expert Encore Recording LLMS0051EN01P

Encore Session 2: Configure File and Storage Solutions
 Expert Encore Recording LLMS0051EN02P

Encore Session 3: Implement Business Continuity and Disaster Recovery
 Expert Encore Recording LLMS0051EN03P

Encore Session 4: Configure Network Services
 Expert Encore Recording LLMS0051EN04P

Encore Session 5: Configure the Active Directory Infrastructure
 Expert Encore Recording LLMS0051EN05P

Encore Session 6: Configure Identity and Access Solutions
 Expert Encore Recording LLMS0051EN06P

■ **Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore**

Mentoring: Designing and Implementing a Server 2012 Infrastructure
 Live Learning Mentoring LLMS0052MN01

Encore Session 1: Active Directory Design and Implementation
 Expert Encore Recording.....LLMS0052EN01P

Pre-Test 2: OU Design and Implementation to Support Group Policy
 Pre-TestLLMS0052PR02P

Post-Test 6: Design and Implement Network Services Part 3
 Post-Test..... LLMS0052PO06P

Encore Session 2: OU Design and Implementation to Support Group Policy
 Expert Encore RecordingLLMS0052EN02P

Encore Session 3: Plan and Deploy a Server Infrastructure
 Expert Encore RecordingLLMS0052EN03P

Pre-Test 3: Plan and Deploy a Server Infrastructure
 Pre-Test LLMS0052PR03P

Student Guide
 Printable Online Student Guide LLMS0052SG01

Class Notes
 Class Notes LLMS0052CN01

Encore Session 4: Design and Implement Network Services Part 1
 Expert Encore Recording LLMS0052EN04P

Pre-Test 4: Design and Implement Network Services Part 1
 Pre-Test LLMS0052PR04P

Pre-Test 5: Design and Implement Network Services Part 2
 Pre-Test LLMS0052PR05P

Encore Session 5: Design and Implement Network Services Part 2
 Expert Encore Recording LLMS0052EN05P

Pre-Test 6: Design and Implement Network Services Part 3
 Pre-Test LLMS0052PR06P

Encore Session 6: Design and Implement Network Services Part 3
 Expert Encore Recording LLMS0052EN06P

Hands-On Labs
 Hands-On Labs LLMS0052LB01P

Pre-Test 1: Active Directory Design and Implementation
 Pre-Test LLMS0052PR01P

Post-Test 1: Active Directory Design and Implementation
 Post-Test LLMS0052PO01P

Post-Test 2: OU Design and Implementation to Support Group Policy
 Post-Test LLMS0052PO02P

Post-Test 3: Plan and Deploy a Server Infrastructure
 Post-Test LLMS0052PO03P

Post-Test 4: Design and Implement Network Services Part 1
 Post-Test LLMS0052PO04P

Post-Test 5: Design and Implement Network Services Part 2
 Post-Test LLMS0052PO05P

Live Session 1: Active Directory Design and Implementation
 Expert Live Class LLMS0052LV01

Live Session 2: OU Design and Implementation to Support Group Policy
 Expert Live Class LLMS0052LV02

Live Session 3: Plan and Deploy a Server Infrastructure
 Expert Live Class LLMS0052LV03

Live Session 4: Design and Implement Network Services Part 1
 Expert Live Class LLMS0052LV04

Live Session 5: Design and Implement Network Services Part 2
 Expert Live Class LLMS0052LV05

Live Session 6: Design and Implement Network Services Part 3
 Expert Live Class LLMS0052LV06

Practice Exam
 Certification Practice Exam llms_0052_p01_pe_enus

■ Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore

Mentoring: Implementing an Advanced Server 2012 Infrastructure
 Live Learning Mentoring LLMS0053MN01

Live Session 3: VM Administration and Business Continuity Planning
 Expert Live Class LLMS0053LV03

Live Session 4: Clustering, NLB, and Monitoring
 Expert Live Class LLMS0053LV04

Live Session 5: Certificate Services
 Expert Live Class LLMS0053LV05

Live Session 6: AD RMS and AD FS
 Expert Live Class LLMS0053LV06

Encore Session 1: The Datacenter and SCVMM
 Expert Encore Recording LLMS0053EN01P

Encore Session 2: VM Hosts, Storage, and Networks
 Expert Encore Recording LLMS0053EN02P

Encore Session 3: VM Administration and Business Continuity Planning
 Expert Encore Recording LLMS0053EN03P

Encore Session 4: Clustering, NLB, and Monitoring
 Expert Encore Recording LLMS0053EN04P

Encore Session 5: Certificate Services
 Expert Encore Recording LLMS0053EN05P

Encore Session 6: AD RMS and AD FS
 Expert Encore Recording LLMS0053EN06P

Hands-On Labs
 Hands-On Labs LLMS0053LB01P

Pre-Test 1: The Datacenter and SCVMM
 Pre-Test LLMS0053PR01P

Pre-Test 2: VM Hosts, Storage, and Networks
 Pre-Test LLMS0053PR02P

Pre-Test 3: VM Administration and Business Continuity Planning
 Pre-Test LLMS0053PR03P

Pre-Test 4: Clustering, NLB, and Monitoring
 Pre-Test LLMS0053PR04P

Pre-Test 5: Certificate Services
 Pre-Test LLMS0053PR05P

Pre-Test 6: AD RMS and AD FS
 Pre-Test LLMS0053PR06P

Post-Test 1: The Datacenter and SCVMM
 Post-Test LLMS0053PO01P

Post-Test 2: VM Hosts, Storage, and Networks
 Post-Test..... LLMS0053PO02P

Student Guide
 Printable Online Student Guide..... LLMS0053SG01

Class Notes
 Class Notes..... LLMS0053CN01

Live Session 2: VM Hosts, Storage, and Networks
 Expert Live Class LLMS0053LV02

Live Session 1: The Datacenter and SCVMM
 Expert Live Class LLMS0053LV01

Post-Test 3: VM Administration and Business Continuity
 Planning
 Post-Test..... LLMS0053PO03P

Post-Test 4: Clustering, NLB, and Monitoring
 Post-Test..... LLMS0053PO04P

Post-Test 5: Certificate Services
 Post-Test..... LLMS0053PO05P

Post-Test 6: AD RMS and AD FS
 Post-Test..... LLMS0053PO06P

Practice Exam
 Certification Practice Exam llms_0053_p01_pe_enus

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

Live Session 1: Server Roles and Remote Management
 Expert Live Class LLMS0054LV01

Live Session 2: Disks, NTFS, and Sharing
 Expert Live Class LLMS0054LV02

Live Session 3: IP Subnetting, DHCP, and NIC Teaming
 Expert Live Class LLMS0054LV03

Live Session 4: DNS and Hyper-V
 Expert Live Class LLMS0054LV04

Live Session 5: Active Directory
 Expert Live Class LLMS0054LV05

Live Session 6: Groups and GPOs
 Expert Live Class LLMS0054LV06

Encore Session 1: Server Roles and Remote
 Management
 Expert Encore Recording LLMS0054EN01P

Encore Session 2: Disks, NTFS, and Sharing
 Expert Encore Recording LLMS0054EN02P

Encore Session 3: IP Subnetting, DHCP, and NIC
 Teaming
 Expert Encore Recording LLMS0054EN03P

Encore Session 4: DNS and Hyper-V
 Expert Encore Recording LLMS0054EN04P

Encore Session 5: Active Directory
 Expert Encore Recording LLMS0054EN05P

Encore Session 6: Groups and GPOs
 Expert Encore Recording LLMS0054EN06P

Hands-On Labs
 Hands-On Labs LLMS0054LB01P

Pre-Test 1: Server Roles and Remote Management
 Pre-Test LLMS0054PR01P

Pre-Test 2: Disks, NTFS, and Sharing
 Pre-Test LLMS0054PR02P

Pre-Test 3: IP Subnetting, DHCP, and NIC Teaming
 Pre-Test LLMS0054PR03P

Pre-Test 4: DNS and Hyper-V
 Pre-Test LLMS0054PR04P

Pre-Test 5: Active Directory
 Pre-Test LLMS0054PR05P

Pre-Test 6: Groups and GPOs
 Pre-Test LLMS0054PR06P

Post-Test 1: Server Roles and Remote Management
 Post-Test..... LLMS0054PO01P

Post-Test 2: Disks, NTFS, and Sharing
 Post-Test..... LLMS0054PO02P

Post-Test 3: IP Subnetting, DHCP, and NIC Teaming
 Post-Test..... LLMS0054PO03P

Post-Test 4: DNS and Hyper-V
 Post-Test..... LLMS0054PO04P

Post-Test 5: Active Directory
 Post-Test..... LLMS0054PO05P

Post-Test 6: Groups and GPOs
 Post-Test..... LLMS0054PO06P

Practice Exam
 Certification Practice Exam llms_0054_p01_pe_enus

Student Guide
 Printable Online Student Guide..... LLMS0054SG01

Class Notes
 Class Notes..... LLMS0054CN01

Mentoring
 Live Learning Mentoring LLMS0054MN01

■ Administering Microsoft Windows Server 2012 R2 Expert Live with Encore

Mentoring: Administering Microsoft Windows Server 2012
 R2
 Live Learning Mentoring LLMS0055MN01

Live Session 1: Managing a Server Infrastructure
 Expert Live Class LLMS0055LV01

Live Session 2: Deploying and Managing Network Servers
 Expert Live Class LLMS0055LV02

Live Session 3: Remote Access Solutions
 Expert Live Class LLMS0055LV03

Live Session 4: Service Accounts, Account Policies and
 Fine Grained Password
 Policies
 Expert Live Class LLMS0055LV04

Live Session 5: Understanding and Managing Active
 Directory
 Expert Live Class LLMS0055LV05

Live Session 6: Group Policy
 Expert Live Class LLMS0055LV06

Encore Session 4: Service Accounts, Account Policies and Fine Grained Password Policies
 Expert Encore Recording LLMS0055EN04P

Encore Session 1: Managing a Server Infrastructure
 Expert Encore Recording LLMS0055EN01P

Encore Session 2: Deploying and Managing Network Servers
 Expert Encore Recording LLMS0055EN02P

Encore Session 3: Remote Access Solutions
 Expert Encore Recording LLMS0055EN03P

Encore Session 5: Understanding and Managing Active Directory
 Expert Encore Recording LLMS0055EN05P

Encore Session 6: Group Policy
 Expert Encore Recording LLMS0055EN06P

Hands-On Labs
 Hands-On Labs LLMS0055LB01P

Pre-Test 1: Managing a Server Infrastructure
 Pre-Test LLMS0055PR01P

Post-Test 4: Service Accounts, Account Policies and Fine Grained Password Policies
 Post-Test..... LLMS0055PO04P

Post-Test 5: Understanding and Managing Active Directory
 Post-Test..... LLMS0055PO05P

Post-Test 6: Group Policy
 Post-Test..... LLMS0055PO06P

Practice Exam
 Certification Practice Exam llms_0055_p01_pe_enus

Student Guide
 Printable Online Student Guide LLMS0055SG01

Class Notes
 Class Notes..... LLMS0055CN01

Pre-Test 2: Deploying and Managing Network Servers
 Pre-Test LLMS0055PR02P

Pre-Test 3: Remote Access Solutions
 Pre-Test LLMS0055PR03P

Pre-Test 4: Service Accounts, Account Policies and Fine Grained Password Policies
 Pre-Test LLMS0055PR04P

Pre-Test 5: Understanding and Managing Active Directory
 Pre-Test LLMS0055PR05P

Pre-Test 6: Group Policy
 Pre-Test LLMS0055PR06P

Post-Test 1: Managing a Server Infrastructure
 Post-Test..... LLMS0055PO01P

Post-Test 2: Deploying and Managing Network Servers
 Post-Test..... LLMS0055PO02P

Post-Test 3: Remote Access Solutions
 Post-Test..... LLMS0055PO03P

■ **Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore**

Mentoring: Configuring Advanced Windows Server 2012 R2 Services
 Live Learning Mentoring LLMS0056MN01

Post-Test 3: Configuring Storage, File Management, and DAC
 Post-Test..... LLMS0056PO03P

Live Session 1: Configuring Advanced Services
 Expert Live Class LLMS0056LV01

Live Session 2: Clustered VMs and DR
 Expert Live Class LLMS0056LV02

Live Session 3: Configuring Storage, File Management, and DAC
 Expert Live Class LLMS0056LV03

Live Session 4: DHCP, DNS & IPAM
 Expert Live Class LLMS0056LV04

Live Session 5: AD Domains and Replication
 Expert Live Class LLMS0056LV05

Live Session 6: PKI, RMS, and Federation
 Expert Live Class LLMS0056LV06

Encore Session 1: Configuring Advanced Services
 Expert Encore Recording LLMS0056EN01P

Encore Session 2: Clustered VMs and DR
 Expert Encore Recording LLMS0056EN02P

Post-Test 4: DHCP, DNS & IPAM
 Post-Test..... LLMS0056PO04P

Post-Test 5: AD Domains and Replication
 Post-Test..... LLMS0056PO05P

Post-Test 6: PKI, RMS, and Federation
 Post-Test..... LLMS0056PO06P

Practice Exam
 Certification Practice Exam llms_0056_p01_pe_enus

Student Guide
 Printable Online Student Guide..... LLMS0056SG01

Encore Session 3: Configuring Storage, File Management, and DAC
 Expert Encore Recording..... LLMS0056EN03P

Encore Session 4: DHCP, DNS & IPAM
 Expert Encore Recording..... LLMS0056EN04P

Encore Session 5: AD Domains and Replication
 Expert Encore Recording..... LLMS0056EN05P

Encore Session 6: PKI, RMS, and Federation
 Expert Encore Recording..... LLMS0056EN06P

Hands-On Labs
 Hands-On Labs LLMS0056LB01P

Pre-Test 1: Configuring Advanced Services
 Pre-Test LLMS0056PR01P

Pre-Test 2: Clustered VMs and DR
 Pre-Test LLMS0056PR02P

Pre-Test 3: Configuring Storage, File Management, and DAC
 Pre-Test LLMS0056PR03P

Pre-Test 4: DHCP, DNS & IPAM
 Pre-Test LLMS0056PR04P

Pre-Test 5: AD Domains and Replication
 Pre-Test LLMS0056PR05P

Pre-Test 6: PKI, RMS, and Federation
 Pre-Test LLMS0056PR06P

Post-Test 1: Configuring Advanced Services
 Post-Test..... LLMS0056PO01P

Post-Test 2: Clustered VMs and DR
 Post-Test..... LLMS0056PO02P

MICROSOFT TECHNICAL

SHAREPOINT SERVER 2010

■ Microsoft SharePoint 2010 Administration Expert Encore

Encore Session 1: Designing a Farm Topology
 Expert Encore Recording LLMS0043EN01P

Encore Session 2: Planning Application Services and Component Deployment
 Expert Encore Recording LLMS0043EN02P

Encore Session 3: Planning an Upgrade/Migration Strategy and Security Deployment
 Expert Encore Recording LLMS0043EN03P

Encore Session 4: Defining Operations Strategy and Business Continuity
 Expert Encore Recording LLMS0043EN04P

Encore Session 5: Planning Search Solutions
 Expert Encore Recording LLMS0043EN05P

Mentoring: SharePoint Administration
 Live Learning Mentoring..... LLMS0043MN01

Encore Session 6: Planning Business Solutions
 Expert Encore Recording LLMS0043EN06P

Pre-Test 1: Designing a Farm Topology
 Pre-Test LLMS0043PR01P

Pre-Test 2: Planning Application Services and Component Deployment
 Pre-Test LLMS0043PR02P

Pre-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment
 Pre-Test LLMS0043PR03P

Pre-Test 4: Defining Operations Strategy and Business Continuity
 Pre-Test LLMS0043PR04P

Pre-Test 5: Planning Search Solutions
 Pre-Test LLMS0043PR05P

Pre-Test 6: Planning Business Solutions
 Pre-TestLLMS0043PR06P

Post-Test 1: Designing a Farm Topology
 Post-Test..... LLMS0043PO01P

Post-Test 2: Planning Application Services and Component Deployment
 Post-Test..... LLMS0043PO02P

Post-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment
 Post-Test..... LLMS0043PO03P

Post-Test 4: Defining Operations Strategy and Business Continuity
 Post-Test..... LLMS0043PO04P

Post-Test 5: Planning Search Solutions
 Post-Test..... LLMS0043PO05P

Post-Test 6: Planning Business Solutions
 Post-Test..... LLMS0043PO06P

Practice Exam
 Certification Practice Exam llms_0043_p01_pe_enus
 Student Guide
 Printable Online Student Guide.....LLMS0043SG01

Class Notes
 Class Notes.....LLMS0043CN01

■ Configuring Microsoft SharePoint 2010 Expert Encore

Class Notes
 Class Notes.....LLMS0045CN01

Encore Session 1: Installing and Configuring Microsoft SharePoint 2010
 Expert Encore RecordingLLMS0045EN01P

Encore Session 2: Upgrading to Microsoft SharePoint 2010
 Expert Encore RecordingLLMS0045EN02P

Encore Session 3: Configuring and Administering SharePoint 2010 Search
 Expert Encore Recording.....LLMS0045EN03P

Encore Session 4: Web Applications, Authentication and Application Security Configuration
 Expert Encore RecordingLLMS0045EN04P

Encore Session 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
 Expert Encore Recording.....LLMS0045EN05P

Encore Session 6: SharePoint 2010 Operational Health and Performance
 Expert Encore Recording.....LLMS0045EN06P

Mentoring: Configuring Microsoft SharePoint 2010
 Live Learning Mentoring LLMS0045MN01

Post-Test 1: Installing and Configuring Microsoft SharePoint 2010
 Post-Test..... LLMS0045PO01P

Post-Test 2: Upgrading to Microsoft SharePoint 2010
 Post-Test..... LLMS0045PO02P

Post-Test 3: Configuring and Administering SharePoint 2010 Search
 Post-Test..... LLMS0045PO03P

Post-Test 4: Web Applications, Authentication and Application Security Configuration
 Post-Test..... LLMS0045PO04P

Post-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
 Post-Test..... LLMS0045PO05P

Post-Test 6: SharePoint 2010 Operational Health and Performance
 Post-Test..... LLMS0045PO06P

Pre-Test 1: Installing and Configuring Microsoft SharePoint 2010
 Pre-Test LLMS0045PR01P

Pre-Test 2: Upgrading to Microsoft SharePoint 2010
 Pre-Test LLMS0045PR02P

Pre-Test 3: Configuring and Administering SharePoint 2010 Search
 Pre-Test LLMS0045PR03P

Pre-Test 4: Web Applications, Authentication and Application Security Configuration
 Pre-Test LLMS0045PR04P

Pre-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
 Pre-Test LLMS0045PR05P

Pre-Test 6: SharePoint 2010 Operational Health and Performance
 Pre-Test LLMS0045PR06P

Student Guide
 Printable Online Student Guide..... LLMS0045SG01

Practice Exam
 Certification Practice Exam llms_0045_p01_pe_enus

Post-Test 3: Security
 Post-Test..... LLMS0059PO03P

Hands-On Labs
 Hands-On Labs..... LLMS0059LB01P

Pre-Test 1: SharePoint Components and Design
 Pre-Test LLMS0059PR01P

Pre-Test 2: Web and Service Applications
 Pre-Test LLMS0059PR02P

Pre-Test 3: Security
 Pre-Test LLMS0059PR03P

Post-Test 4: SharePoint Taxonomy
 Post-Test..... LLMS0059PO04P

Post-Test 5: Planning Search Solutions
 Post-Test..... LLMS0059PO05P

Post-Test 6: User Profiles Maintenance and Monitoring
 Post-Test..... LLMS0059PO06P

Live Session 2: Web and Service Applications
 Expert Live Class LLMS0059LV02

Live Session 3: Security
 Expert Live Class LLMS0059LV03

Live Session 4: SharePoint Taxonomy
 Expert Live Class LLMS0059LV04

Live Session 5: Planning Search Solutions
 Expert Live Class LLMS0059LV05

Live Session 6: User Profiles Maintenance and Monitoring
 Expert Live Class LLMS0059LV06

Encore Session 1: SharePoint Components and Design
 Expert Encore Recording..... LLMS0059EN01P

Encore Session 2: Web and Service Applications
 Expert Encore Recording..... LLMS0059EN02P

Encore Session 3: Security
 Expert Encore Recording..... LLMS0059EN03P

Encore Session 4: SharePoint Taxonomy
 Expert Encore Recording..... LLMS0059EN04P

Encore Session 5: Planning Search Solutions
 Expert Encore Recording..... LLMS0059EN05P

Pre-Test 4: SharePoint Taxonomy
 Pre-Test LLMS0059PR04P

Pre-Test 5: Planning Search Solutions
 Pre-Test LLMS0059PR05P

Pre-Test 6: User Profiles Maintenance and Monitoring
 Pre-Test LLMS0059PR06P

Student Guide
 Printable Online Student Guide..... LLMS0059SG01

Class Notes
 Class Notes..... LLMS0059CN01

MICROSOFT TECHNICAL

MICROSOFT SQL SERVER 2012

■ Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore

Mentoring: Core Solutions of Microsoft SharePoint Server 2013
 Live Learning Mentoring..... LLMS0059MN01

Live Session 1: SharePoint Components and Design
 Expert Live Class LLMS0059LV01

Encore Session 6: User Profiles Maintenance and Monitoring
 Expert Encore Recording..... LLMS0059EN06P

Post-Test 1: SharePoint Components and Design
 Post-Test..... LLMS0059PO01P

Post-Test 2: Web and Service Applications
 Post-Test..... LLMS0059PO02P

■ Administering Microsoft SQL Server 2012 Databases

Mentoring: Administering Microsoft SQL Server 2012 Databases	
Live Learning Mentoring	LLMS0058MN01
Encore Session 1: Installing SQL Server Instances and Creating Databases	
Expert Encore Recording	LLMS0058EN01P
Pre-Test 4: Recovering Databases, Configuring Mail, and Automating Tasks	
Pre-Test	LLMS0058PR04P
Live Session 1: Installing SQL Server Instances and Creating Databases	
Expert Live Class	LLMS0058LV01
Live Session 2: Manage Data in SQL 2012	
Expert Live Class	LLMS0058LV02
Live Session 3: Optimizing and Troubleshooting SQL 2012	
Expert Live Class	LLMS0058LV03
Encore Session 2: Manage Data in SQL 2012	
Expert Encore Recording	LLMS0058EN02P
Encore Session 3: Optimizing and Troubleshooting SQL 2012	
Expert Encore Recording	LLMS0058EN03P
Pre-Test 5: Implementing Security	
Pre-Test	LLMS0058PR05P
Pre-Test 6: High Availability	
Pre-Test	LLMS0058PR06P
Encore Session 4: Recovering Databases, Configuring Mail, and Automating Tasks	
Expert Encore Recording	LLMS0058EN04P
Encore Session 5: Implementing Security	
Expert Encore Recording	LLMS0058EN05P
Encore Session 6: High Availability	
Expert Encore Recording	LLMS0058EN06P
Hands-On Labs	
Hands-On Labs	LLMS0058LB01P
Post-Test 1: Installing SQL Server Instances and Creating Databases	
Post-Test	LLMS0058PO01P
Post-Test 2: Manage Data in SQL 2012	
Post-Test	LLMS0058PO02P
Post-Test 3: Optimizing and Troubleshooting SQL 2012	
Post-Test	LLMS0058PO03P
Post-Test 4: Recovering Databases, Configuring Mail, and Automating Tasks	
Post-Test	LLMS0058PO04P
Pre-Test 1: Installing SQL Server Instances and Creating Databases	
Pre-Test	LLMS0058PR01P
Live Session 4: Recovering Databases, Configuring Mail, and Automating Tasks	
Expert Live Class	LLMS0058LV04

Live Session 5: Implementing Security	
Expert Live Class	LLMS0058LV05
Live Session 6: High Availability	
Expert Live Class	LLMS0058LV06
Pre-Test 2: Manage Data in SQL 2012	
Pre-Test	LLMS0058PR02P
Pre-Test 3: Optimizing and Troubleshooting SQL 2012	
Pre-Test	LLMS0058PR03P
Post-Test 5: Implementing Security	
Post-Test	LLMS0058PO05P
Post-Test 6: High Availability	
Post-Test	LLMS0058PO06P
Practice Exam	
Certification Practice Exam	llms_0058_p01_pe_enus
Student Guide	
Printable Online Student Guide	LLMS0058SG01
Class Notes	
Class Notes	LLMS0058CN01

VMWARE

VSPHERE

■ Datacenter Virtualization with vSphere 5: Part 1 Expert Encore

Live Session 1: (No longer available)	
Expert Live Class	LLVM0001LV01
Live Session 2: (No longer available)	
Expert Live Class	LLVM0001LV02
Live Session 3: (No longer available)	
Expert Live Class	LLVM0001LV03
Live Session 4: (No longer available)	
Expert Live Class	LLVM0001LV04
Live Session 5: (No longer available)	
Expert Live Class	LLVM0001LV05
Live Session 6: (No longer available)	
Expert Live Class	LLVM0001LV06
Encore Session 1: Introduction to Virtualization with VMware vSphere 5	
Expert Encore Recording	LLVM0001EN01P
Encore Session 2: Installation and Setup	
Expert Encore Recording	LLVM0001EN02P
Encore Session 3: vCenter Server and ESXi Host Management	
Expert Encore Recording	LLVM0001EN03P
Encore Session 4: Virtual Machine Administration	
Expert Encore Recording	LLVM0001EN04P
Encore Session 5: Networking	
Expert Encore Recording	LLVM0001EN05P
Encore Session 6: Storage	
Expert Encore Recording	LLVM0001EN06P

Hands-On Labs
 Hands-On LabsLLVM0001LB01P
 Pre-Test 1: Introduction to Virtualization with VMware vSphere 5
 Pre-Test LLVM0001PR01P
 Pre-Test 2: Installation and Setup
 Pre-Test LLVM0001PR02P
 Pre-Test 3: vCenter Server and ESXi Host Management
 Pre-Test LLVM0001PR03P
 Pre-Test 4: Virtual Machine Administration
 Pre-Test LLVM0001PR04P
 Pre-Test 5: Networking
 Pre-Test LLVM0001PR05P
 Pre-Test 6: Storage
 Pre-Test LLVM0001PR06P
 Post-Test 1: Introduction to Virtualization with VMware vSphere 5
 Post-Test..... LLVM0001PO01P
 Post-Test 2: Installation and Setup
 Post-Test..... LLVM0001PO02P
 Post-Test 3: vCenter Server and ESXi Host Management
 Post-Test..... LLVM0001PO03P
 Post-Test 4: Virtual Machine Administration
 Post-Test..... LLVM0001PO04P
 Post-Test 5: Networking
 Post-Test..... LLVM0001PO05P
 Post-Test 6: Storage
 Post-Test..... LLVM0001PO06P
 Student Guide
 Printable Online Student Guide LLVM0001SG01

■ Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore

Mentoring: Datacenter Virtualization with vSphere 5: Design and Optimization
 Live Learning Mentoring..... LLVM0003MN01
 Live Session 1: (No longer available)
 Expert Live Class LLVM0003LV01
 Live Session 2: (No longer available)
 Expert Live Class LLVM0003LV02
 Live Session 3: (No longer available)
 Expert Live Class LLVM0003LV03
 Live Session 4: (No longer available)
 Expert Live Class LLVM0003LV04
 Live Session 5: (No longer available)
 Expert Live Class LLVM0003LV05
 Live Session 6: (No longer available)
 Expert Live Class LLVM0003LV06
 Encore Session 1: Install and Configure vCSA and Upgrading vSphere 4 to vSphere 5
 Expert Encore Recording LLVM0003EN01P

Encore Session 2: Introduction to Design Fundamentals
 Expert Encore Recording.....LLVM0003EN02P
 Encore Session 3: DCD Objectives: Creating a Conceptual vSphere Design
 Expert Encore Recording.....LLVM0003EN03P
 Encore Session 4: DCD Objectives: Creating a Logical vSphere Design
 Expert Encore Recording.....LLVM0003EN04P
 Encore Session 5: DCD Objectives: Creating a Physical vSphere Design
 Expert Encore Recording.....LLVM0003EN05P
 Encore Session 6: DCD Objectives: Implementation Planning
 Expert Encore Recording.....LLVM0003EN06P

■ vSphere 5.1 ICM Part Two Expert Encore

Live Session 1: (No longer available)
 Expert Live Class..... LLVM0005LV01
 Live Session 2: (No longer available)
 Expert Live Class..... LLVM0005LV02
 Live Session 3: (No longer available)
 Expert Live Class..... LLVM0005LV03
 Live Session 4: (No longer available)
 Expert Live Class..... LLVM0005LV04
 Encore Session 1: Business Continuity, Clustering and Resource Management
 Expert Encore Recording.....LLVM0005EN01P
 Encore Session 2: Performance and Monitoring
 Expert Encore Recording.....LLVM0005EN02P
 Encore Session 3: Installing and Managing Updates
 Expert Encore Recording.....LLVM0005EN03P
 Encore Session 4: Performing Upgrades of vSphere components
 Expert Encore Recording.....LLVM0005EN04P
 Pre-Test 1: Business Continuity, Clustering and Resource Management
 Pre-TestLLVM0005PR01P
 Pre-Test 2: Performance and Monitoring
 Pre-TestLLVM0005PR02P
 Pre-Test 3: Installing and Managing Updates
 Pre-TestLLVM0005PR03P
 Pre-Test 4: Performing Upgrades of vSphere components
 Pre-TestLLVM0005PR04P
 Post-Test 1: Business Continuity, Clustering and Resource Management
 Post-Test..... LLVM0005PO01P
 Post-Test 2: Performance and Monitoring
 Post-Test..... LLVM0005PO02P
 Post-Test 3: Installing and Managing Updates
 Post-Test..... LLVM0005PO03P
 Post-Test 4: Performing Upgrades of vSphere components
 Post-Test..... LLVM0005PO04P

Student Guide
 Printable Online Student Guide LLVM0005SG01
 Hands-On Labs
 Hands-On LabsLLVM0005LB01P

■ vSphere 5.5 ICM Part One Expert Live with Encore

Live Session 1: Introduction to vSphere and Installation Requirements
 Expert Live Class LLVM0007LV01
 Post-Test 4: vDistributed Switch Options and Storage Introduction
 Post-Test..... LLVM0007PO04P
 Pre-Test 3: Networking
 Pre-Test LLVM0007PR03P
 Pre-Test 4: vDistributed Switch Options and Storage Introduction
 Pre-Test LLVM0007PR04P
 Pre-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
 Pre-Test LLVM0007PR05P
 Encore Session 3: Networking
 Expert Encore Recording LLVM0007EN03P
 Encore Session 4: vDistributed Switch Options and Storage Introduction
 Expert Encore Recording LLVM0007EN04P
 Encore Session 1: Introduction to vSphere and Installation Requirements
 Expert Encore Recording LLVM0007EN01P
 Encore Session 2: Installation and Management Tools
 Expert Encore Recording LLVM0007EN02P
 Encore Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
 Expert Encore Recording LLVM0007EN05P
 Encore Session 6: Virtual Machines
 Expert Encore Recording LLVM0007EN06P
 Hands-On Labs
 Hands-On LabsLLVM0007LB01P
 Pre-Test 1: Introduction to vSphere and Installation Requirements
 Pre-Test LLVM0007PR01P
 Pre-Test 2: Installation and Management Tools
 Pre-Test LLVM0007PR02P
 Post-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
 Post-Test..... LLVM0007PO05P
 Post-Test 6: Virtual Machines
 Post-Test..... LLVM0007PO06P
 Student Guide
 Printable Online Student Guide LLVM0007SG01
 Mentoring: vSphere 5.5 ICM Part One
 Live Learning Mentoring..... LLVM0007MN01

Live Session 4: vDistributed Switch Options and Storage Introduction
 Expert Live Class LLVM0007LV04
 Live Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
 Expert Live Class LLVM0007LV05
 Live Session 6: Virtual Machines
 Expert Live Class LLVM0007LV06
 Post-Test 1: Introduction to vSphere and Installation Requirements
 Post-Test..... LLVM0007PO01P
 Live Session 2: Installation and Management Tools
 Expert Live Class LLVM0007LV02
 Live Session 3: Networking
 Expert Live Class LLVM0007LV03
 Post-Test 2: Installation and Management Tools
 Post-Test..... LLVM0007PO02P
 Post-Test 3: Networking
 Post-Test..... LLVM0007PO03P
 Pre-Test 6: Virtual Machines
 Pre-TestLLVM0007PR06P

■ vSphere 5.5 ICM Part Two Expert Live with Encore

Pre-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
 Pre-TestLLVM0008PR03P
 Live Session 1: vMotion, Clusters, HA
 Expert Live Class LLVM0008LV01
 Live Session 2: DRS, Storage DRS, Fault Tolerance
 Expert Live Class LLVM0008LV02
 Pre-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
 Pre-TestLLVM0008PR04P
 Pre-Test 5: Update Manager
 Pre-TestLLVM0008PR05P
 Pre-Test 6: Upgrading
 Pre-TestLLVM0008PR06P
 Post-Test 1: vMotion, Clusters, HA
 Post-Test..... LLVM0008PO01P
 Post-Test 2: DRS, Storage DRS, Fault Tolerance
 Post-Test..... LLVM0008PO02P
 Post-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
 Post-Test..... LLVM0008PO03P
 Live Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
 Expert Live Class LLVM0008LV03

LIVE LEARNING ALL ACCESS

Live Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Expert Live Class LLVM0008LV04

Live Session 5: Update Manager
Expert Live Class LLVM0008LV05

Live Session 6: Upgrading
Expert Live Class LLVM0008LV06

Encore Session 1: vMotion, Clusters, HA
Expert Encore Recording LLVM0008EN01P

Encore Session 2: DRS, Storage DRS, Fault Tolerance
Expert Encore Recording LLVM0008EN02P

Encore Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
Expert Encore Recording LLVM0008EN03P

Post-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Post-Test LLVM0008PO04P

Post-Test 5: Update Manager
Post-Test LLVM0008PO05P

Post-Test 6: Upgrading
Post-Test LLVM0008PO06P

Student Guide
Printable Online Student Guide LLVM0008SG01

Mentoring: vSphere 5.5 ICM Part Two
Live Learning Mentoring LLVM0008MN01

Encore Session 6: Upgrading
Expert Encore Recording LLVM0008EN06P

Encore Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Expert Encore Recording LLVM0008EN04P

Encore Session 5: Update Manager
Expert Encore Recording LLVM0008EN05P

Hands-On Labs
Hands-On Labs LLVM0008LB01P

Pre-Test 1: vMotion, Clusters, HA
Pre-Test LLVM0008PR01P

Pre-Test 2: DRS, Storage DRS, Fault Tolerance
Pre-Test LLVM0008PR02P

■ Datacenter Virtualization with vSphere 5: Part 2 Expert Encore

Live Session 1: (No longer available)
Expert Live Class LLVM0002LV01

Live Session 2: (No longer available)
Expert Live Class LLVM0002LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0002LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0002LV04

Live Session 5: (No longer available)
Expert Live Class LLVM0002LV05

Live Session 6: (No longer available)
Expert Live Class LLVM0002LV06

Encore Session 1: Clustering, High Availability and Fault Tolerance
Expert Encore Recording LLVM0002EN01P

Encore Session 2: Resource Management and Distributed Resource Scheduling
Expert Encore Recording LLVM0002EN02P

Encore Session 3: Logging and Performance Monitoring
Expert Encore Recording LLVM0002EN03P

Encore Session 4: VMware Management Assistant and RESXTOP
Expert Encore Recording LLVM0002EN04P

Encore Session 5: Security
Expert Encore Recording LLVM0002EN05P

Encore Session 6: Auto Deployment and Automatic Updates
Expert Encore Recording LLVM0002EN06P

Hands-On Labs
Hands-On Labs LLVM0002LB01P

Pre-Test 1: Clustering, High Availability and Fault Tolerance
Pre-Test LLVM0002PR01P

Pre-Test 2: Resource Management and Distributed Resource Scheduling
Pre-Test LLVM0002PR02P

Pre-Test 3: Logging and Performance Monitoring
Pre-Test LLVM0002PR03P

Pre-Test 4: VMware Management Assistant and RESXTOP
Pre-Test LLVM0002PR04P

Pre-Test 5: Security
Pre-Test LLVM0002PR05P

Pre-Test 6: Auto Deployment and Automatic Updates
Pre-Test LLVM0002PR06P

Post-Test 1: Clustering, High Availability and Fault Tolerance
Post-Test LLVM0002PO01P

Post-Test 2: Resource Management and Distributed Resource Scheduling
Post-Test LLVM0002PO02P

Post-Test 3: Logging and Performance Monitoring
Post-Test LLVM0002PO03P

Post-Test 4: VMware Management Assistant and RESXTOP
Post-Test LLVM0002PO04P

Post-Test 5: Security
Post-Test LLVM0002PO05P

Post-Test 6: Auto Deployment and Automatic Updates
Post-Test LLVM0002PO06P

Student Guide
Printable Online Student Guide LLVM0002SG01

VMWARE

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■ vSphere 5.1 ICM Part One Expert Encore

Live Session 2: (No longer available)
 Expert Live Class LLVM0004LV02

Live Session 3: (No longer available)
 Expert Live Class LLVM0004LV03

Live Session 4: (No longer available)
 Expert Live Class LLVM0004LV04

Live Session 5: (No longer available)
 Expert Live Class LLVM0004LV05

Encore Session 1: Introduction to vSphere 5.1
 Expert Encore Recording LLVM0004EN01P

Encore Session 2: Install, Configure, and Secure ESXi,
 vCenter Server, and
 Support Tools
 Expert Encore Recording LLVM0004EN02P

Encore Session 3: Install, Configure, and Manage
 Networking
 Expert Encore Recording LLVM0004EN03P

Encore Session 4: Install, Configure, and Manage Storage
 Expert Encore Recording LLVM0004EN04P

Encore Session 5: Install, Configure, and Manage Virtual
 Machines and vApps
 Expert Encore Recording LLVM0004EN05P

Pre-Test 1: Introduction to vSphere 5.1
 Pre-Test LLVM0004PR01P

Pre-Test 2: Install, Configure, and Secure ESXi, vCenter
 Server, and Support
 Tools
 Pre-Test LLVM0004PR02P

Pre-Test 3: Install, Configure, and Manage Networking
 Pre-Test LLVM0004PR03P

Pre-Test 4: Install, Configure, and Manage Storage
 Pre-Test LLVM0004PR04P

Pre-Test 5: Install, Configure, and Manage Virtual
 Machines and vApps
 Pre-Test LLVM0004PR05P

Post-Test 1: Introduction to vSphere 5.1
 Post-Test..... LLVM0004PO01P

Post-Test 2: Install, Configure, and Secure ESXi, vCenter
 Server, and Support
 Tools
 Post-Test..... LLVM0004PO02P

Post-Test 3: Install, Configure, and Manage Networking
 Post-Test..... LLVM0004PO03P

Post-Test 4: Install, Configure, and Manage Storage
 Post-Test..... LLVM0004PO04P

Post-Test 5: Install, Configure, and Manage Virtual
 Machines and vApps
 Post-Test..... LLVM0004PO05P

Student Guide
 Printable Online Student Guide.....LLVM0004SG01

Live Session 1: (No longer available)
 Expert Live Class..... LLVM0004LV01

Hands-On Labs
 Hands-On Labs..... LLVM0004LB01P

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