



Skillsoft Course Directory

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IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

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

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■ Web API Essentials

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■ Microsoft Azure

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Microsoft Azure: Publishing and Caching	Coursecl_msaz_a03_it_enus

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

■ Introduction to Ajax Development

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IT SKILLS COURSEWARE

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■ Ajax

Ajax: Requesting Data and Retrieving Responses
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■ CQRS Theory

Introduction to CQRS
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SOFTWARE DEVELOPMENT

JAVA 2 PROGRAMMING

■ Java SE7 Fundamentals

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Course.....jl_jsef_a01_it_enus

Java SE7 Fundamentals: Variables, Operators, and
Objects
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Java SE7 Fundamentals: Decision Constructs, Arrays,
and Loops
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Java SE7 Fundamentals: Overloading, Validation, and
Object-Oriented Concepts
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Java SE7 Fundamentals: Handling Errors and Deploying
Applications
Course.....jl_jsef_a05_it_enus

■ Java SE 7 New Features

Java SE7 New Features: Java Language and Technology
Enhancements
Course.....jl_jses_a01_it_enus

Java SE7 New Features: I/O, Network, and Desktop
Enhancements
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■ Java SE7 Professional

Java SE7 Professional: Syntax and Class Design
Course.....jl_jsep_a01_it_enus

Java SE7 Professional: Generics, Errors, and I/O
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Java SE7 Professional: File I/O, Concurrency, JDBC, and
Localization
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■ Introduction to Java EE 6

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■ Developing Applications Using Java Spring

Java Spring: Spring Application Basics
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Java Spring: Annotation Configuration and Java
Configuration in Spring
Coursejl_spng_a02_it_enus

Java Spring: Creating Web Applications Using Spring
MVC
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Java Spring: Working with Data in Spring
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Java Spring: Aspect-Oriented Programming Using Spring
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Java Spring: Adding Security Using the Spring Security
Project
Coursejl_spng_a06_it_enus

■ Java Hibernate

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Coursejl_hbnt_a01_it_enus

Customized Mapping and Basic Querying in Java
Hibernate
Coursejl_hbnt_a02_it_enus

Advanced Querying in Java Hibernate
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■ Java SE 8 Fundamentals

Java SE 8 Fundamentals: Introduction to Java
Coursejl_jsee_a01_it_enus

Java SE 8 Fundamentals: Classes and Objects
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Java SE 8 Fundamentals: Methods, Encapsulation, and
Conditionals
Coursejl_jsee_a03_it_enus

Java SE 8 Fundamentals: Data Manipulation and
Inheritance
Coursejl_jsee_a04_it_enus

Java SE 8 Fundamentals: Interfaces, Exceptions, and
Deployment
Coursejl_jsee_a05_it_enus

■ Java SE 8 Programming

Java SE 8 Programming: Encapsulation, Polymorphism,
and Abstraction
Coursejl_sepr_a01_it_enus

IT SKILLS COURSEWARE

Java SE 8 Programming: Interfaces, Lambda Expressions, Collections, and Generics
Course.....jl_sepr_a02_it_enus

Java SE 8 Programming: Inheritance, Interfaces, Exceptions, and Deployment
Course.....jl_sepr_a03_it_enus

Java SE 8 Programming: Date/Time API, I/O and File I/O (NIO.2), and Concurrency
Course.....jl_sepr_a04_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

■ Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

Creating Windows Applications with C# 2010
Course.....sd_wdcs_a01_it_enus

Creating User Interfaces for Windows Applications with C# 2010
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Windows Applications Content Creation and Management with C# 2010
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Windows Applications Databinding with C# 2010
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Customizing and Managing Multithreaded Applications with C# 2010
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Securing and Deploying WPF Applications with C# 2010
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■ Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

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Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
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Microsoft .NET Framework 4.0: Data Integration with VB 2010
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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
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Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010
Coursesd_masp_a06_it_enus

Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010
Coursesd_masp_a07_it_enus

Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010
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■ 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
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Microsoft.NET Framework 4: Web Form Controls with C# 2010
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Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010
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Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010
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Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010
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Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010
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Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010
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■ 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
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IT SKILLS COURSEWARE

Securing and Managing a WCF 4 Application with C# 2010
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Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010
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■ Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
Course.....sd_adcs_a01_it_enus
Managing ADO.NET 4 Connections and Commands with C# 2010
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Getting Started with ADO.NET 4 DataSets Using C# 2010
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Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
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Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
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Working with the ADO.NET Entity Framework 4 Using C# 2010
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Using LINQ and XML with ADO.NET 4 and C# 2010
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■ Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010

Getting Started with WCF 4 using VB 2010
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WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
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Securing and Managing a WCF 4 Application with Visual Basic 2010
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Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010
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■ Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

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Updating ADO.NET DataSets with Visual Basic 2010
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Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010
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Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010
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Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
Coursesd_advb_a07_it_enus
Using LINQ and XML with ADO.NET 4 and Visual Basic2010
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Customizing and Managing Multithreaded Applications with Visual Basic 2010
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■ Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud
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■ Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout
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Working With Data and Files
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Navigation and Layout in Windows Store Apps
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Working With Charms and Contracts
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Working With The App Bar, Semantic Zoom, User Input,
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Management
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Authentication, Authorization, and App Deployment
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■ Microsoft .NET Framework: WPF with XAML and C#

WPF Fundamentals with XAML and C#
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■ Architecture N-Tier/REST

Architecture N-Tier/REST: Designing and Building
Applications
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SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

■ Developing With Python

Python Language Basics
Course..... pg_dvpy_a01_it_enus

Applications of Python
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■ Software Development Fundamentals with Visual Studio

Introduction to Programming
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Beginning Windows Applications
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■ Ruby On Rails

Ruby on Rails - Fundamentals
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■ Ruby Programming

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■ Working with Clojure

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Data and State Management in Clojure
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■ Introduction to R Programming

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■ Programming with ANSI C

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SOFTWARE DEVELOPMENT

C/C++ PROGRAMMING

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■ C++11 Programming Essentials

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■ Programming in C++

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SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

■ Software Programming Fundamentals

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Introduction to Software Program Design
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SOFTWARE DEVELOPMENT

SOFTWARE DESIGN

■ Object-oriented Design

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■ Service Oriented Architecture

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■ SOLID Principles of Object-oriented Design

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SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

■ Agile Software Development

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Planning an Agile Software Development Project
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Agile Programming and Testing
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■ Best Practices for Software Programming

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Object-oriented Coding Best Practices
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Programming Techniques and Strategies
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■ Advanced Scrum

Advanced Scrum: Developing the Product and Sprint
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Advanced Scrum: Addressing Sprint Execution
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■ Software Practices (SCRUM)

Software Practices (SCRUM): SCRUM Roles
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Software Practices (SCRUM): SCRUM Meetings
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■ User Experience (UX) Design Foundations

UX Design Foundations: Design Principles and Strategies
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IT SKILLS COURSEWARE

UX Design Foundations: Techniques and Tools
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UX Design Foundations: Navigation, Layout, and Content
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■ Software Practices: Waterfall

The Waterfall Software Development Model
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SOFTWARE DEVELOPMENT

SOFTWARE TESTING FOUNDATIONS

■ Software Testing Foundations

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Testing Throughout the Software Life Cycle
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Static Techniques and Test Design in Software Testing
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Black-Box Software Testing Techniques
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Configuration Management, Risks, and Incidents in
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Tool Support in Software Testing
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■ Microsoft Visual Studio Team Foundation Server 2013 Administration

Microsoft Team Foundation Server 2013: Installation and
Configuration
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Microsoft Team Foundation Server 2013: Customization
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Microsoft Team Foundation Server 2013: Managing an
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Microsoft Team Foundation Server 2013: Clients,
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■ Selenium Automated Web Testing

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Advanced Features of Selenium Automated Web Testing
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■ Testing with JUnit

JUnit Fundamentals
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Working with JUnit Tests
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■ Software Testing with Visual Studio

Software Testing with Visual Studio: Create and Configure
Test Plans
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Software Testing with Visual Studio: Manage Test Cases
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Software Testing with Visual Studio: Manage Test
Execution Part 1
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Software Testing with Visual Studio: Manage Test
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■ Debugging Fundamentals

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Visual Studio 2013 Debugging
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Debugging Tools
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Software Debugging in Windows
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■ Software Testing Fundamentals

Creating Software Tests
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Managing, Troubleshooting, and Automating Software
Tests
Coursesd_stfm_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

■ Advanced Windows Store App Development Using C# and XAML

- Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management
Course..... wd_awsa_a01_it_enus
- Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS
Course..... wd_awsa_a02_it_enus
- Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices
Course..... wd_awsa_a03_it_enus
- Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing
Course..... wd_awsa_a04_it_enus
- Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment
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■ ASP.NET MVC Web Application Development

- Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013
Course..... wd_dwap_a01_it_enus
- Designing the User Experience in ASP.NET MVC Web Applications
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- Working with ASP.NET MVC 4 Models
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- ASP.NET MVC Databases and the Entity Framework
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- Developing the User Experience in ASP.NET MVC
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- Designing ASP.NET MVC Application Architecture
Coursewd_dwap_a06_it_enus
- Implementing ASP.NET Authentication and Authorization
Coursewd_dwap_a07_it_enus
- Debugging ASP.NET MVC Web Applications
Coursewd_dwap_a08_it_enus
- Configuring and Deploying an ASP.NET MVC Application
Coursewd_dwap_a09_it_enus
- Optimizing and Protecting Application Data
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SOFTWARE DEVELOPMENT

MICROSOFT C#

■ Programming in C#

- Programming in C#: Managing Program Flow
Coursewd_pgcs_a01_it_enus
- Programming in C#: Creating and Using Types
Coursewd_pgcs_a02_it_enus
- Programming in C#: Debugging and Security Implementation
Coursewd_pgcs_a03_it_enus
- Programming in C#: Implementing Data Access
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SOFTWARE DEVELOPMENT

ECLIPSE

■ Fundamentals of Eclipse

- Introduction to Eclipse
Course sd_eclp_a01_it_enus
- Using Eclipse
Course sd_eclp_a02_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT LINQ

■ Microsoft LINQ

- Getting Started with LINQ
Course sd_linq_a01_it_enus

SOFTWARE DEVELOPMENT

IT SKILLS COURSEWARE

MICROSOFT ENTERPRISE LIBRARY

■ Microsoft Enterprise Library

Microsoft Enterprise Library
Course.....sd_enlb_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT ORM

■ NHibernate

NHibernate Essentials
Course.....sd_nhib_a01_it_enus
NHibernate Advanced Techniques
Course.....sd_nhib_a02_it_enus

■ Microsoft Entity Framework

Getting Started With Entity Framework
Course.....sd_etyf_a01_it_enus
Advanced Entity Framework
Course.....sd_etyf_a02_it_enus

SOFTWARE DEVELOPMENT

ALGORITHMS

■ Introduction to Algorithms and Data Structures

Introduction to Algorithms and Data Structures
Course.....sd_alds_a01_it_enus

SOFTWARE DEVELOPMENT

MOBILE APPLICATION DEVELOPMENT

■ Programming Cross-Platform Applications in Visual Studio with Xamarin

Xamarin Android and iOS Projects in Cross-Platform Solutions in Visual Studio
Course.....sd_xama_a01_it_enus
Cross-Platform Shared Code and Xamarin.Forms in Visual Studio
Course.....sd_xama_a02_it_enus

SOFTWARE DEVELOPMENT

WINDOWS EMBEDDED

■ Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry
Course sd_wemb_a01_it_enus

SOFTWARE DEVELOPMENT

CONFIGURATION MANAGEMENT

■ Git Fundamentals

Beginner Git
Course sd_gitf_a01_it_enus
Advanced Git
Course sd_gitf_a02_it_enus

SOFTWARE DEVELOPMENT

DEFENSIVE PROGRAMMING

■ Defensive Programming in C#

Defensive Coding Fundamentals for C#
Course sd_dpcs_a01_it_enus
Defensive Coding for C#
Course sd_dpcs_a02_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

■ Mentoring Assets

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

IT SKILLS COURSEWARE

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 70-484 Essentials of Developing Windows Store Apps Using C#	
Mentoring Assets.....	mnt70484
Mentoring 70-486 Developing ASP.NET MVC Web Applications	
Mentoring Assets.....	mnt70486
Mentoring 70-485 Advanced Windows Store App Development Using C#	
Mentoring Assets.....	mnt70485
Mentoring 70-487 Developing Microsoft Azure and Web Services	
Mentoring Assets.....	mnt70487
Mentoring 1Z0-803 Java SE 7 Programmer I	
Mentoring Assets.....	mnt1z0803

SOFTWARE DEVELOPMENT

TEST PREPS

■ Test Preps

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_sftf_a01_tp_enus
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript	
Testprep Exams	wd_wshj_a02_tp_enus
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript	
Testprep Exams	wd_awsh_a01_tp_enus
TestPrep 70-483 Programming in C#	
Testprep Exams	wd_pgcs_a01_tp_enus
TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#	
Testprep Exams	wd_wsae_a01_tp_enus
TestPrep 98-361 Software Development Fundamentals	
Testprep Exams	sd_sdfm_a01_tp_enus
TestPrep 70-485 Advanced Windows Store App Development Using C#	
Testprep Exams	wd_awsa_a01_tp_enus
TestPrep 70-486 Developing ASP.NET MVC Web Applications	
Testprep Exams	wd_dwap_a01_tp_enus
TestPrep 70-487 Developing Microsoft Azure and Web Services	
Testprep Exams	cl_mazw_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
Coursecs_csvr_a01_it_enus
- CompTIA Server+ 2009: System Software
Coursecs_csvr_a02_it_enus
- CompTIA Server+ 2009: Server Functions and Network
Essentials
Coursecs_csvr_a03_it_enus
- CompTIA Server+ 2009: Storage
Coursecs_csvr_a04_it_enus
- CompTIA Server+ 2009: IT Environment
Coursecs_csvr_a05_it_enus
- CompTIA Server+ 2009: Disaster Recovery
Coursecs_csvr_a06_it_enus
- CompTIA Server+ 2009: Troubleshooting
Coursecs_csvr_a07_it_enus
- CompTIA Server+ 2009: Network and Storage
Troubleshooting
Coursecs_csvr_a08_it_enus

■ **CompTIA Server+ 2014**

- CompTIA Server+ SK0-004: Server Architecture
Coursecs_svpf_a01_it_enus
- CompTIA Server+ SK0-004: Server Administration I
Coursecs_svpf_a02_it_enus
- CompTIA Server+ SK0-004: Server Administration II
Coursecs_svpf_a03_it_enus
- CompTIA Server+ SK0-004: Storage
Coursecs_svpf_a04_it_enus
- CompTIA Server+ SK0-004: Security
Coursecs_svpf_a05_it_enus
- CompTIA Server+ SK0-004: Networking and Disaster
Recovery
Coursecs_svpf_a06_it_enus
- CompTIA Server+ SK0-004: Troubleshooting I
Coursecs_svpf_a07_it_enus
- CompTIA Server+ SK0-004: Troubleshooting II
Coursecs_svpf_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA LINUX+

■ **CompTIA Linux+ 2014 Powered By LPI: LX0-103**

- CompTIA Linux+ 2014 Powered By LPI: LX0-103:
Advanced GNU and Unix Commands
Coursecs_lxps_a04_it_enus
- CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices
and Filesystems
Coursecs_lxps_a05_it_enus

IT SKILLS COURSEWARE

CompTIA Linux+ 2014 Powered By LPI: LX0-103: System Architecture
Course..... cs_lxps_a01_it_enus

CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management
Course..... cs_lxps_a02_it_enus

CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands
Course..... cs_lxps_a03_it_enus

■ **CompTIA Linux+ 2014 Powered By LPI: LX0-104**

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Scripting and Administrative Tasks
Course..... cs_lxpt_a01_it_enus

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Essential System Services
Course..... cs_lxpt_a02_it_enus

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Networking Fundamentals
Course..... cs_lxpt_a03_it_enus

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Security, Data, and Accessibility
Course..... cs_lxpt_a04_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: Planning Sites
Course es_spdu_a01_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security
Course es_spdu_a02_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data
Course es_spdu_a03_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions
Course es_spdu_a04_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience
Course es_spdu_a05_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Business Processes
Course es_spdu_a06_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Create Office Apps
Course es_spdu_a07_it_enus

■ **Microsoft SharePoint Server 2013: Designing Advanced Solutions**

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Upgrading
Course es_dsas_a01_it_enus

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Continuity
Course es_dsas_a02_it_enus

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Search Services
Course es_dsas_a03_it_enus

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Content Support
Course es_dsas_a04_it_enus

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Applications
Course es_dsas_a05_it_enus

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Support Service
Course es_dsas_a06_it_enus

IT SKILLS COURSEWARE

Microsoft SharePoint Server 2013 - Designing Advanced Solutions: Solutions
Course..... es_dsas_a07_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2010

■ Microsoft SharePoint 2010: Configuring

Installing and Configuring Microsoft SharePoint 2010
Course..... es_msst_a01_it_enus

Core Configuration for SharePoint 2010
Course..... es_msst_a02_it_enus

Upgrading to Microsoft SharePoint 2010
Course..... es_msst_a03_it_enus

Configuring and Administrating SharePoint 2010 Search
Course..... es_msst_a04_it_enus

Configuring Web Applications for SharePoint 2010
Course..... es_msst_a05_it_enus

SharePoint 2010 Authentication and Web Application Security Configuration
Course..... es_msst_a06_it_enus

Configuring SharePoint 2010 Site Collections
Course..... es_msst_a07_it_enus

Managing SharePoint 2010 Features and Solutions
Course..... es_msst_a08_it_enus

SharePoint 2010 Operational Health
Course..... es_msst_a09_it_enus

SharePoint 2010 Performance
Course..... es_msst_a10_it_enus

■ Microsoft SharePoint 2010: Administration

Designing a SharePoint 2010 Physical Architecture
Course..... es_mssa_a01_it_enus

SharePoint 2010 Logical Design and Sandbox Solutions
Course..... es_mssa_a02_it_enus

SharePoint 2010 Deployment Topology and Availability
Course..... es_mssa_a03_it_enus

Planning SharePoint 2010 Service Applications and Component Strategy
Course..... es_mssa_a04_it_enus

Planning a SharePoint 2010 Upgrade
Course..... es_mssa_a05_it_enus

Designing SharePoint 2010 Security
Course..... es_mssa_a06_it_enus

SharePoint 2010 Maintenance and Provisioning
Course..... es_mssa_a07_it_enus

Backing Up, Restoring, and Monitoring SharePoint 2010
Course..... es_mssa_a08_it_enus

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

IT SKILLS COURSEWARE

SharePoint 2010 Site Branding
Course..... es_spad_a08_it_enus

Extending SharePoint 2010 Search and Document
Namespaces
Course..... es_spad_a09_it_enus

Stabilizing and Deploying SharePoint 2010 Components
Course..... es_spad_a10_it_enus

■ Microsoft SharePoint 2010 SP1: 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

Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1
Upgrade
Course..... es_mssb_a05_it_enus

Sharepoint 2010 SP1: Designing Security
Course..... es_mssb_a06_it_enus

SharePoint 2010 SP1: Maintenance and Provisioning
Course..... es_mssb_a07_it_enus

Sharepoint 2010 SP1: Backing Up, Restoring, and
Monitoring
Course..... es_mssb_a08_it_enus

Sharepoint 2010 SP1: Planning for Search
Course..... es_mssb_a09_it_enus

SharePoint 2010 SP1: Content Management, Social
Computing, and Collaboration
Course..... es_mssb_a10_it_enus

■ Microsoft SharePoint Server 2010 SP1: Configuring

Sharepoint 2010 SP1: Installation and Configuration
Course..... es_mssu_a01_it_enus

Sharepoint 2010 SP1: Core Configuration
Course..... es_mssu_a02_it_enus

Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1
Course..... es_mssu_a03_it_enus

Sharepoint 2010 SP1: Configuring and Administering
Search
Course..... es_mssu_a04_it_enus

Sharepoint 2010 SP1: Configuring Web Applications
Course..... es_mssu_a05_it_enus

SharePoint 2010 SP1: Authentication and Web Application
Security Configuration
Course..... es_mssu_a06_it_enus

Sharepoint 2010 SP1: Configuring Site Collections
Course es_mssu_a07_it_enus

Sharepoint 2010 SP1: Managing Features and Solutions
Course es_mssu_a08_it_enus

SharePoint 2010 SP1: Operational Health
Course es_mssu_a09_it_enus

SharePoint 2010 SP1: Performance
Course es_mssu_a10_it_enus

SharePoint Online
Course es_mssu_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2007

■ Microsoft Office Sharepoint Server 2007 Application Development

Managing Enterprise Content with MOSS 2007
Course es_ssad_a01_it_enus

Integrating Business Data using MOSS 2007
Course es_ssad_a02_it_enus

Creating Business Intelligence Solutions with MOSS 2007
Course es_ssad_a03_it_enus

Application Platform Services within MOSS 2007
Course es_ssad_a04_it_enus

Searching Data Using MOSS 2007
Course es_ssad_a05_it_enus

Targeting and Customizing with MOSS 2007
Course es_ssad_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SYSTEM CENTER ESSENTIALS

■ Microsoft System Center Essentials: installation and Configuration

Installing and Configuring System Center Essentials 2010
Course es_msce_a01_it_enus

Managing Computers, Devices, and Updates in System
Center Essentials 2010
Course es_msce_a02_it_enus

Monitoring and Using Reports in System Center
Essentials 2010
Course es_msce_a03_it_enus

Virtualization Management in Essentials 2010
Course es_msce_a04_it_enus

Backing up, Restoring, and Troubleshooting Essentials
2010
Course es_msce_a05_it_enus

IT SKILLS COURSEWARE

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
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
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■ Microsoft Windows: Deploying Windows Devices and Enterprise Apps

Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies Course	mw_dwde_a01_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility Course	mw_dwde_a02_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE Course	mw_dwde_a03_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI Course	mw_dwde_a04_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation Course	mw_dwde_a06_it_enus

■ Microsoft Windows: Managing Enterprise Devices and Apps

Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices Course	mw_medb_a01_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM Course	mw_medb_a02_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Client Management Course	mw_medb_a03_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets Course	mw_medb_a04_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
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■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7 Course	mw_mwcp_a01_it_enus
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Deploying Windows 7	
Course.....	mw_mwcg_a02_it_enus
Configuring Hardware and Applications in Windows 7	
Course.....	mw_mwcg_a03_it_enus
Configuring Network Connectivity in Windows 7	
Course.....	mw_mwcg_a04_it_enus
Configuring Access to Resources in Windows 7	
Course.....	mw_mwcg_a05_it_enus
Configuring Mobile Computing in Windows 7	
Course.....	mw_mwcg_a06_it_enus
Monitoring, Backing Up, and Restoring Windows 7 Systems	
Course.....	mw_mwcg_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 EXCHANGE SERVER 2013

■ Microsoft Exchange Server 2013: Advanced Solutions

Microsoft Exchange Server 2013 - Advanced Solutions: Availability	
Course	es_exca_a01_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Site-resilience Solutions	
Course	es_exca_a02_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Advanced Security	
Course	es_exca_a03_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Compliance and Discovery	
Course	es_exca_a04_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Migration and Federation	
Course	es_exca_a05_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting	
Course	es_exca_a06_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging	
Course	es_exca_a07_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: 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: File Services and Encryption
Course..... ws_admo_a03_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
Coursews_cfat_a03_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC
Coursews_cfat_a04_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS
Coursews_cfat_a05_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Domains
Coursews_cfat_a06_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: AD Replication
Coursews_cfat_a07_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI
Coursews_cfat_a08_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Federation
Coursews_cfat_a09_it_enus

■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates
Coursews_adin_a01_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests
Coursews_adin_a02_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks
Coursews_adin_a03_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration
Coursews_adin_a04_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB
Coursews_adin_a05_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity
Coursews_adin_a06_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring
Coursews_adin_a07_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services
Coursews_adin_a08_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS
Coursews_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 - 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 - DHCP Design Course.....	ws_imin_a05_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
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

IT SKILLS COURSEWARE

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
Coursews_mwse_a06_it_enus

Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
Coursews_mwse_a07_it_enus

The Certificate Services Infrastructure in Microsoft Windows Server 2008
Coursews_mwse_a08_it_enus

Software Updates and Compliance Management in Microsoft Windows Server 2008
Coursews_mwse_a09_it_enus

Designing Data Security and High Availability in Microsoft Windows Server 2008
Coursews_mwse_a10_it_enus

■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2
Coursews_mwur_a01_it_enus

Management Improvements in Windows Server 2008 R2
Coursews_mwur_a02_it_enus

Improvements to Role Services in Windows Server 2008 R2
Coursews_mwur_a03_it_enus

Access Control in Windows Server 2008 R2
Coursews_mwur_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER

■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment
Coursees_excx_a01_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management
Coursees_excx_a02_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers
Coursees_excx_a03_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity
Coursees_excx_a04_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Message Transport
Coursees_excx_a05_it_enus

IT SKILLS COURSEWARE

Microsoft Exchange Server 2013 - Core Solutions: Access Control
Course..... es_excs_a06_it_enus

Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR
Course..... es_excs_a07_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting
Course..... es_excs_a08_it_enus

■ 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

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 ESSENTIALS

■ Unix OS Fundamentals

Unix OS Fundamentals: An Introduction to Unix
Course lu_unsf_a01_it_enus

Unix OS Fundamentals: Managing Files and Directories
Course lu_unsf_a02_it_enus

Unix OS Fundamentals: Security
Course lu_unsf_a03_it_enus

Unix OS Fundamentals: Network Administration
Course lu_unsf_a04_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

IT SKILLS COURSEWARE

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

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
Linux File Sharing and Filesystem Management Course	lu_lalq_a04_it_enus
Linux Network Configuration Course	lu_lalq_a05_it_enus
Managing Resource Utilization in Linux Course	lu_lalq_a06_it_enus

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

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
Booting Linux and Installing Applications from Source Course	lu_lalr_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

■ 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_vmst_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance Course	vi_vmst_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management Course	vi_vmst_a03_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps Course	vi_vmst_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance Course	vi_vmst_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security Course	vi_vmst_a06_it_enus

IT SKILLS COURSEWARE

VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use
Course..... vi_vmpc_a07_it_enus

VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy
Course..... vi_vmpc_a08_it_enus

VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades
Course..... vi_vmpc_a09_it_enus

VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines
Course..... vi_vmpc_a10_it_enus

■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
Course..... vi_vmpp_a01_it_enus

VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
Course..... vi_vmpp_a02_it_enus

VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
Course..... vi_vmpp_a03_it_enus

VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation
Course..... vi_vmpp_a04_it_enus

■ VMware vSphere 6 Install, Configure, Manage: Part 2

VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS
Course..... vi_vhpr_a02_it_enus

■ VMware vSphere 6 Install, Configure, Manage: Part 1

VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview
Course..... vi_vhpr_a01_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation
Course..... vi_vhpr_a02_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks
Course..... vi_vhpr_a03_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs
Course..... vi_vhpr_a04_it_enus

■ VMware Workstation 11 Fundamentals

Installing and Configuring VMware Workstation 11
Coursevi_vmsu_a01_it_enus

Creating and Configuring Virtual Machines in VMware Workstation 11
Coursevi_vmsu_a02_it_enus

■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization
Coursevi_vmwa_a01_it_enus

VMware vSphere 5 - Part 1: vCenter Server Installation
Coursevi_vmwa_a02_it_enus

VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration
Coursevi_vmwa_a03_it_enus

VMware vSphere 5 - Part 1: ESXi Installation and Configuration
Coursevi_vmwa_a04_it_enus

VMware vSphere 5 – Part 1: vCenter Server Inventory
Coursevi_vmwa_a05_it_enus

VMware vSphere 5 - Part 1: vCenter Server Administration
Coursevi_vmwa_a06_it_enus

VMware vSphere 5 - Part 1: vCenter Server Management
Coursevi_vmwa_a07_it_enus

VMware vSphere 5 - Part 1: Creating Virtual Machines
Coursevi_vmwa_a08_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines
Coursevi_vmwa_a09_it_enus

VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation
Coursevi_vmwa_a10_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks
Coursevi_vmwa_a11_it_enus

VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts
Coursevi_vmwa_a12_it_enus

VMware vSphere 5 – Part 1: Storage Configuration and Management
Coursevi_vmwa_a13_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OFFICE 365

■ Managing Identities and Requirements in Office 365

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

■ Enabling Office 365 Services

- Office 365 Services: Managing Clients and End-User Devices Course..... mo_ensv_a01_it_enus
- Office 365 Services: SharePoint Online Site Collections Course..... mo_ensv_a02_it_enus
- Office 365 Services: Planning for Exchange Online and Lync Online Course..... mo_ensv_a03_it_enus
- Office 365 Services: Configuring Exchange Online and Lync Online Course..... mo_ensv_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS POWERSHELL

■ Microsoft PowerShell and Exchange Server

- Microsoft PowerShell and Exchange Server: Getting Started Course..... mw_pses_a01_it_enus
- Microsoft PowerShell and Exchange Server: Managing Mailboxes Course..... mw_pses_a02_it_enus
- Microsoft PowerShell and Exchange Server: Distribution Groups and Databases Course..... mw_pses_a03_it_enus

■ Microsoft PowerShell and SharePoint

- Microsoft PowerShell and SharePoint: Getting Started Course..... mw_pssp_a01_it_enus
- Microsoft PowerShell and SharePoint: Managing Sites Course..... mw_pssp_a02_it_enus

■ Microsoft PowerShell and SQL Server

- Microsoft PowerShell and SQL Server: Introduction Coursemw_pssq_a01_it_enus
- Microsoft PowerShell and SQL Server: Database Management Coursemw_pssq_a02_it_enus

■ Microsoft PowerShell for Windows

- Microsoft PowerShell for Windows: Getting Started with PowerShell Coursemw_psws_a01_it_enus
- Microsoft PowerShell for Windows: Aliases, Providers, and Objects Coursemw_psws_a02_it_enus
- Microsoft PowerShell for Windows: Remoting and Modules Coursemw_psws_a03_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT LYNC SERVER 2013

■ Microsoft Lync Server 2013

- Microsoft Lync Server 2013: Configuration and Maintenance Coursees_lyct_a02_it_enus
- Microsoft Lync Server 2013: Administration and Data Resiliency Overview Coursees_lyct_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 10

■ Microsoft Windows 10: Exploring the Technical Preview

- First Encounters with Windows 10 Coursemw_wtpp_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT INTERNET INFORMATION SERVICES 8.5

■ Microsoft Internet Information Services

Installing and Configuring a Microsoft IIS Server Service Course.....ws_inis_a01_it_enu

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 N10-006 CompTIA Network+
Mentoring Assets mntn10006

Mentoring 70-347 Enabling Office 365 Services
Mentoring Assets mnt70347

Mentoring LX0-104 CompTIA Linux+ Powered by LPI Exam 2
Mentoring Assets mntlx0104

Mentoring 70-695 Deploying Windows Devices and Enterprise Apps
Mentoring Assets mnt70695

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_enu

IT SKILLS COURSEWARE

TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
Testprep Examsws_mwci_a01_tp_enus

TestPrep 70-680 TS: Windows 7, Configuring
Testprep Examsmw_mwgc_a01_tp_enus

TestPrep SK0-003 Server+
Testprep Examscs_csvr_a01_tp_enus

TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator
Testprep Examsmw_mwda_a01_tp_enus

TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
Testprep Examsmw_mwet_a01_tp_enus

TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator
Testprep Examsws_mwse_a01_tp_enus

TestPrep 70-646 PRO: Windows Server 2008, Server Administrator
Testprep Examsws_wsad_a01_tp_enus

TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring
Testprep Examses_msst_a01_tp_enus

TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
Testprep Examses_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 Examses_mesc_a01_tp_enus

TestPrep 220-801 CompTIA A+
Testprep Examscs_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 Examsws_admn_a02_tp_enus

TestPrep 70-410 Installing and Configuring Windows Server 2012
Testprep Examsws_icfg_a02_tp_enus

TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
Testprep Examsws_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 Examses_excs_a01_tp_enus

TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
Testprep Examses_cosp_a01_tp_enus

TestPrep 70-414 Implementing an Advanced Server Infrastructure
Testprep Examsws_adin_a01_tp_enus

TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
Testprep Examses_dsas_a01_tp_enus

TestPrep 70-346 Managing Office 365 Identities and Requirements
Testprep Examsmo_clda_a01_tp_enus

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
Testprep Examses_exca_a01_tp_enus

TestPrep 70-347 Enabling Office 365 Services
Testprep Examsmo_envs_a01_tp_enus

TestPrep SK0-004 CompTIA Server+
Testprep Examscs_svpf_a01_tp_enus

TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1
Testprep Examscs_lxps_a01_tp_enus

TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2
Testprep Examscs_lxpt_a01_tp_enus

TestPrep 70-695 Deploying Windows Devices and Enterprise Apps
Testprep Examsmw_dwde_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

■ Social Networking for Users

Social Networking for Users
Coursesn_snts_a01_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

■ CompTIA Security+ SY0-401

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

IT SKILLS COURSEWARE

CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls	
Course.....	cs_styq_a05_it_enus
CompTIA Security+ SY0-401: Securing a Networked Environment	
Course.....	cs_styq_a06_it_enus
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security	
Course.....	cs_styq_a07_it_enus
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures	
Course.....	cs_styq_a08_it_enus
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud	
Course.....	cs_styq_a09_it_enus
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics	
Course.....	cs_styq_a10_it_enus

■ CompTIA Network+ 2012

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

■ CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats	
Course.....	cs_styp_a01_it_enus
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses	
Course.....	cs_styp_a02_it_enus

CompTIA Security+ 2011: Securing Networks and Performing Security Assessments	
Course	cs_styp_a03_it_enus
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

■ CompTIA Network+ N10-006

CompTIA Network+ N10-006: Network Architecture Part 1	
Course	cs_ctne_a01_it_enus
CompTIA Network+ N10-006: Network Architecture Part 2	
Course	cs_ctne_a02_it_enus
CompTIA Network+ N10-006: Network Operations Part 1	
Course	cs_ctne_a03_it_enus
CompTIA Network+ N10-006: Network Operations Part 2	
Course	cs_ctne_a04_it_enus
CompTIA Network+ N10-006: Network Security	
Course	cs_ctne_a05_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 1	
Course	cs_ctne_a06_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 2	
Course	cs_ctne_a07_it_enus
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory	
Course	cs_ctne_a08_it_enus

■ CompTIA Mobility+ MB0-001

CompTIA Mobility+ MB0-001: Network Infrastructure	
Course	cs_mobl_a02_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 1	
Course	cs_mobl_a03_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 2	
Course	cs_mobl_a04_it_enus

IT SKILLS COURSEWARE

CompTIA Mobility+ MB0-001: Security Course.....	cs_mobl_a05_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 1 Course.....	cs_mobl_a06_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 2 Course.....	cs_mobl_a07_it_enus
CompTIA Mobility+ MB0-001: Over The Air Technologies Course.....	cs_mobl_a01_it_enus

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

■ Networking Fundamentals

Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls Course.....	dt_ntfd_a01_it_enus
Networking Fundamentals: Remote Connections, Shares, and Mac OSX Networking Course.....	dt_ntfd_a02_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

■ Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems - Part 1 Course.....	sp_cisa_a01_it_enus
CISA Domain: The Process of Auditing Information Systems - Part 2 Course.....	sp_cisa_a02_it_enus
CISA Domain: Governance and Management of IT - Part 1 Course.....	sp_cisa_a03_it_enus
CISA Domain: Governance and Management of IT - Part 2 Course.....	sp_cisa_a04_it_enus
CISA Domain: IS Acquisition, Development, and Implementation - Part 1 Course.....	sp_cisa_a05_it_enus
CISA Domain: IS Acquisition, Development and Implementation - Part 2 Course.....	sp_cisa_a06_it_enus

CISA Domain: IS Operations, Maintenance and Support - Part 1 Course	sp_cisa_a07_it_enus
CISA Domain: IS Operations, Maintenance, and Support - Part 2 Course	sp_cisa_a08_it_enus
CISA Domain: Protection of Information Assets - Part 1 Course	sp_cisa_a09_it_enus
CISA Domain: Protection of Information Assets - Part 2 Course	sp_cisa_a10_it_enus
CISA Domain: IS Acquisition, Development and Implementation - Part 3 Course	sp_cisa_a11_it_enus

■ Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing Course	sp_ceth_a01_it_enus
Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance Course	sp_ceth_a02_it_enus
Certified Ethical Hacker (CEH) v8: Network Scanning Course	sp_ceth_a03_it_enus
Certified Ethical Hacker (CEH) v8: Enumeration and Cryptography Course	sp_ceth_a04_it_enus
Certified Ethical Hacker (CEH) v8: System Hacking Course	sp_ceth_a05_it_enus
Certified Ethical Hacker (CEH) v8: Malware Course	sp_ceth_a06_it_enus
Certified Ethical Hacker (CEH) v8: Sniffing Course	sp_ceth_a07_it_enus
Certified Ethical Hacker (CEH) v8: Social Engineering Course	sp_ceth_a08_it_enus
Certified Ethical Hacker (CEH) v8: Denial of Service and Session Hijacking Course	sp_ceth_a09_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Servers Course	sp_ceth_a10_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Applications Course	sp_ceth_a11_it_enus
Certified Ethical Hacker (CEH) v8: SQL Injection Course	sp_ceth_a12_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks Course	sp_ceth_a13_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms Course	sp_ceth_a14_it_enus
Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeypots Course	sp_ceth_a15_it_enus

IT SKILLS COURSEWARE

Certified Ethical Hacker (CEH) v8: Buffer Overflow
Course.....sp_ceth_a16_it_enus

■ Certified Information Security Manager (CISM)

CISM: Information Security Governance (Part 1)
Course..... sp_ciso_a01_it_enus
CISM: Information Security Governance (Part 2)
Course..... sp_ciso_a02_it_enus
CISM: Information Security Governance (Part 3)
Course..... sp_ciso_a03_it_enus
CISM: Information Risk Management and Compliance
(Part 1)
Course..... sp_ciso_a04_it_enus
CISM: Information Security Incident Management (Part 1)
Course..... sp_ciso_a11_it_enus
CISM: Information Risk Management and Compliance
(Part 2)
Course..... sp_ciso_a05_it_enus
CISM: Information Security Incident Management (Part 2)
Course..... sp_ciso_a12_it_enus
CISM: Information Security Program Development and
Management (Part 1)
Course..... sp_ciso_a06_it_enus
CISM: Information Security Program Development and
Management (Part 2)
Course..... sp_ciso_a07_it_enus
CISM: Information Security Program Development and
Management (Part 3)
Course..... sp_ciso_a08_it_enus
CISM: Information Security Program Development and
Management (Part 4)
Course..... sp_ciso_a09_it_enus
CISM: Information Security Program Development and
Management (Part 5)
Course..... sp_ciso_a10_it_enus

■ CompTIA Advanced Security Practitioner CAS-002

CompTIA CASP CAS-002: Cryptography and Enterprise
Storage Concerns
Course.....sp_capr_a01_it_enus
CompTIA CASP CAS-002: Advanced Network Design,
Management, and Controls
Course.....sp_capr_a02_it_enus
CompTIA CASP CAS-002: Security Controls for Hosts
Course.....sp_capr_a03_it_enus
CompTIA CASP CAS-002: Application Vulnerabilities and
Security Controls
Course.....sp_capr_a04_it_enus
CompTIA CASP CAS-002: Industry Influences, Risk
Planning, Strategy, and Control
Course.....sp_capr_a05_it_enus

CompTIA CASP CAS-002: Privacy Policies & Procedures
and Incident Recovery
Course sp_capr_a06_it_enus
CompTIA CASP CAS-002: Research, Analysis and
Assessment
Course sp_capr_a07_it_enus
CompTIA CASP CAS-002: Integration of Computing,
Communications, and Disciplines
Course sp_capr_a08_it_enus
CompTIA CASP CAS-002: Technical Integration of
Enterprise Components
Course sp_capr_a09_it_enus

■ Microsoft Security Fundamentals

Microsoft Security Fundamentals: Security Layers
Course sp_mtas_a01_it_enus
Microsoft Security Fundamentals: Operating System
Security
Course sp_mtas_a02_it_enus
Microsoft Security Fundamentals: Network Security
Course sp_mtas_a03_it_enus
Microsoft Security Fundamentals: Security Software
Course sp_mtas_a04_it_enus

■ Certified Secure Software Lifecycle Professional (CSSLP)

CSSLP: Secure Software Concepts
Coursesp_slcp_a01_it_enus
CSSLP: Secure Software Requirements
Coursesp_slcp_a02_it_enus

■ What's New in CISSP 2015

Changes to CISSP 2015
Coursesp_csst_a01_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CISCO

■ CAPPs 8.0: Integrating Cisco Unified Communications Applications

Cisco CAPPs 8.0: Introduction to Voice-Mail
Coursecc_caps_a01_it_enus
Cisco CAPPs 8.0: Integrating Cisco Unity Connection with
CUCM
Coursecc_caps_a02_it_enus
Cisco CAPPs 8.0: Configuring the CUC System and Dial
Plan Components
Coursecc_caps_a03_it_enus

IT SKILLS COURSEWARE

Cisco CAPPS 8.0: Implementing Cisco Unity Connection Course.....	cc_caps_a04_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment Course.....	cc_caps_a05_it_enus
Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendant Course.....	cc_caps_a06_it_enus
Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express Course.....	cc_caps_a07_it_enus
Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation Course.....	cc_caps_a08_it_enus
Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation Course.....	cc_caps_a09_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Components Course.....	cc_caps_a10_it_enus

■ CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager Course.....	cc_cptz_a01_it_enus
Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration Course.....	cc_cptz_a02_it_enus
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling Course.....	cc_cptz_a03_it_enus
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager Course.....	cc_cptz_a04_it_enus
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges Course.....	cc_cptz_a05_it_enus
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges Course.....	cc_cptz_a06_it_enus
Cisco CIPT1 8.0: Implementing Call Coverage Course.....	cc_cptz_a07_it_enus
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager Course.....	cc_cptz_a08_it_enus
Cisco CIPT1 8.0: Feature and Application Implementation Course.....	cc_cptz_a09_it_enus
Cisco CIPT1 8.0: Cisco Unified Mobility Course.....	cc_cptz_a10_it_enus

■ CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

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

■ ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

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

■ Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways Course	cc_voic_a01_it_enus
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IT SKILLS COURSEWARE

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
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

IT SKILLS COURSEWARE

Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT Course.....	CSCO0066EN11
Cisco TSHOOT 1.0 eLT: Troubleshooting DHCP Course.....	CSCO0066EN12
Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng Course.....	CSCO0066EN13
Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services Course.....	CSCO0066EN14
Cisco TSHOOT 1.0 eLT: Troubleshooting Branch Office and Remote Worker Problems Course.....	CSCO0066EN15

■ SWITCH 1.0: Implementing Cisco IP Switched Networks

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

■ IINS 2.0: Implementing Cisco IOS Network Security

Cisco IINS 2.0: Introducing Networking Security Fundamentals Course.....	cc_cins_a01_it_enus
Cisco IINS 2.0: Security Policies and Strategies Course.....	cc_cins_a02_it_enus
Cisco IINS 2.0: Cisco Network Foundation Protection Course.....	cc_cins_a03_it_enus
Cisco IINS 2.0: Securing the Management Plane and AAA Configuration Course.....	cc_cins_a04_it_enus

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

■ DESGN 2.1: Designing for Cisco Internetwork Solutions

Cisco DESGN 2.1: Network Design Methodology Overview Course	cc_desg_a01_it_enus
Cisco DESGN 2.1: Structuring and Modularizing the Network Course	cc_desg_a02_it_enus
Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks Course	cc_desg_a03_it_enus
Cisco DESGN 2.1: Identifying WAN Technology Considerations Course	cc_desg_a04_it_enus
Cisco DESGN 2.1: Designing the Enterprise WAN and Branch Course	cc_desg_a05_it_enus
Cisco DESGN 2.1: Designing IP Addressing Course	cc_desg_a06_it_enus
Cisco DESGN 2.1: Selecting Routing Protocols Course	cc_desg_a07_it_enus
Cisco DESGN 2.1: Defining Network Security Course	cc_desg_a08_it_enus
Cisco DESGN 2.1: Security Solutions for the Network Course	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures Course	cc_desg_a10_it_enus
Cisco DESGN 2.1: Voice and Video Technology Requirements Course	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking Course	cc_desg_a12_it_enus

■ TVOICE 8.0: Troubleshooting Cisco Unified Communications

Cisco TVOICE 8.0: Troubleshooting Unified Communications Solutions Overview	Course..... cc_tcuc_a01_it_enus
Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting	Course..... cc_tcuc_a02_it_enus
Cisco TVOICE 8.0: Troubleshooting Call Setup Issues	Course..... cc_tcuc_a03_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 Device and Extension Mobility	Course..... cc_tcuc_a06_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence	Course..... cc_tcuc_a07_it_enus
Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues	Course..... cc_tcuc_a08_it_enus
Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues	Course..... cc_tcuc_a09_it_enus
Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues	Course..... cc_tcuc_a10_it_enus

■ ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Networking, Communications, and LANs	Course..... cc_icne_a01_it_enus
ICND1 2.0: Operating Cisco IOS Software	Course..... cc_icne_a02_it_enus
ICND1 2.0: Switch Operations	Course..... cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations	Course..... cc_icne_a04_it_enus
ICND1 2.0: Understanding IPv4 Addresses	Course..... cc_icne_a05_it_enus
ICND1 2.0: Address Blocks and VLSM	Course..... cc_icne_a06_it_enus
ICND1 2.0: The Transport Layer and Router Configuration	Course..... cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing	Course..... cc_icne_a08_it_enus
ICND1 2.0: Access Control Lists and Network Address Translation	Course..... cc_icne_a09_it_enus

ICND1 2.0: Managing Network Device Security	Coursecc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP	Coursecc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols	Coursecc_icne_a12_it_enus
ICND1 2.0: IPv6	Coursecc_icne_a13_it_enus

■ ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

ICND2 2.0: VLANs and Spanning-Tree	Coursecc_icnf_a01_it_enus
ICND2 2.0: EtherChannel and Layer 3 Redundancy	Coursecc_icnf_a02_it_enus
ICND2 2.0: Troubleshooting Basic Connectivity	Coursecc_icnf_a03_it_enus
ICND2 2.0: Implementing an EIGRP Based Solution	Coursecc_icnf_a04_it_enus
ICND2 2.0: An Overview of OSPF	Coursecc_icnf_a05_it_enus
ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution	Coursecc_icnf_a06_it_enus
ICND2 2.0: Wan Technology Overview and Serial Connections	Coursecc_icnf_a07_it_enus
ICND2 2.0: Establishing a WAN Connection Using Frame Relay	Coursecc_icnf_a08_it_enus
ICND2 2.0: VPN Solutions and GRE Tunnels	Coursecc_icnf_a09_it_enus
ICND2 2.0: Network Device Management	Coursecc_icnf_a10_it_enus

■ Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles	Coursecc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls	Coursecc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods	Coursecc_sens_a03_it_enus
SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls	Coursecc_sens_a04_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA	Coursecc_sens_a05_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration	Coursecc_sens_a06_it_enus

SENSS 1.0: Deploying Advanced Cisco ASA Access Policies	
Course.....	cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies	
Course.....	cc_sens_a08_it_enus
SENSS 1.0: Threat Controls Deployment on Cisco IOS Software	
Course.....	cc_sens_a09_it_enus

■ ROUTE 2.0: Implementing Cisco IP Routing

Cisco ROUTE 2.0: Basic Network and Routing Concepts	
Course.....	cc_rout_a01_it_enus
Cisco ROUTE 2.0: Understanding the RIP and EIGRP Routing Protocols	
Course.....	cc_rout_a02_it_enus
Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing EIGRP Behavior	
Course.....	cc_rout_a03_it_enus
Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP	
Course.....	cc_rout_a04_it_enus
Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships	
Course.....	cc_rout_a05_it_enus
Cisco ROUTE 2.0: Link-State Database and Optimizing OSPF Behavior	
Course.....	cc_rout_a06_it_enus
Cisco ROUTE 2.0: Configuring OSPFv3	
Course.....	cc_rout_a07_it_enus
Cisco ROUTE 2.0: Configuring Routing Protocol Redistribution	
Course.....	cc_rout_a08_it_enus
Cisco ROUTE 2.0: Redistribution Using Distribute and Prefix Lists	
Course.....	cc_rout_a09_it_enus
Cisco ROUTE 2.0: Path Control Implementation	
Course.....	cc_rout_a10_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity I	
Course.....	cc_rout_a11_it_enus
Cisco ROUTE 2.0: Implementing Basic BGP Operations	
Course.....	cc_rout_a12_it_enus
Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment	
Course.....	cc_rout_a13_it_enus
Cisco ROUTE 2.0: Routers and Routing Protocol Hardening	
Course.....	cc_rout_a14_it_enus
Cisco ROUTE 2.0: Redistribution Using Route Maps and Tags	
Course.....	cc_rout_a15_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity II	
Course.....	cc_rout_a16_it_enus

Cisco ROUTE 2.0: Optimizing and Tuning OSPF	
Course.....	cc_rout_a17_it_enus
Cisco ROUTE 2.0: Network Principles and Layer 2 Technologies	
Course.....	cc_rout_a18_it_enus
Cisco ROUTE 2.0: Layer 3 Technologies	
Course.....	cc_rout_a19_it_enus
Cisco ROUTE 2.0: VPN Technologies	
Course.....	cc_rout_a20_it_enus
Cisco ROUTE 2.0: Securing Access	
Course.....	cc_rout_a21_it_enus
Cisco ROUTE 2.0: Infrastructure Services	
Course.....	cc_rout_a22_it_enus

■ SWITCH 2.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 2.0: Basic Concepts and Network Design	
Course.....	cc_swch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture I	
Course.....	cc_swch_a02_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II	
Course.....	cc_swch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation	
Course.....	cc_swch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Tuning and MST Implementation	
Course.....	cc_swch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing	
Course.....	cc_swch_a06_it_enus
Cisco SWITCH 2.0: High-Availability Networks	
Course.....	cc_swch_a07_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP	
Course.....	cc_swch_a08_it_enus
Cisco SWITCH 2.0: Campus Network Security I	
Course.....	cc_swch_a09_it_enus
Cisco SWITCH 2.0: Campus Network Security II	
Course.....	cc_swch_a10_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation	
Course.....	cc_swch_a11_it_enus
Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP	
Course.....	cc_swch_a12_it_enus
Cisco SWITCH 2.0: Campus Network Security III	
Course.....	cc_swch_a13_it_enus

■ TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 2.0: Tools and Methodologies of Troubleshooting	
Course.....	cc_trst_a01_it_enus

IT SKILLS COURSEWARE

Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing	Course.....cc_trst_a02_it_enus
Cisco TSHOOT 2.0: Troubleshooting OSPF	Course.....cc_trst_a03_it_enus
Cisco TSHOOT 2.0: Troubleshooting EIGRP and BGP	Course.....cc_trst_a04_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPv2	Course.....cc_trst_a05_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPng	Course.....cc_trst_a06_it_enus
Cisco TSHOOT 2.0: Troubleshooting Redistribution	Course.....cc_trst_a07_it_enus
Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing	Course.....cc_trst_a08_it_enus
Cisco TSHOOT 2.0: Troubleshooting FHRP	Course.....cc_trst_a09_it_enus
Cisco TSHOOT 2.0: Troubleshooting Security Issues	Course.....cc_trst_a10_it_enus
Cisco TSHOOT 2.0: Troubleshooting Router Features	Course.....cc_trst_a11_it_enus

■ Cisco SITCS 1.0: Implementing Cisco Threat Control Solutions

Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services I	Course.....cc_sitc_a01_it_enus
Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services II	Course.....cc_sitc_a02_it_enus
Cisco SITCS 1.0: Cisco Web Security Appliance	Course.....cc_sitc_a03_it_enus
Cisco SITCS 1.0: Configuring Cisco Web Security Appliance	Course.....cc_sitc_a04_it_enus
Cisco SITCS 1.0: Cisco Cloud Web Security	Course.....cc_sitc_a05_it_enus
Cisco SITCS 1.0: Cisco Email Security Appliance	Course.....cc_sitc_a06_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems I	Course.....cc_sitc_a07_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems II	Course.....cc_sitc_a08_it_enus
Cisco SITCS 1.0: Configuring Cisco Email Security	Course.....cc_sitc_a09_it_enus

■ Implementing Cisco Secure Access Solutions (SISAS) 1.0

Cisco SISAS 1.0: Identity Services Overview and 802.1X	Course.....cc_siss_a01_it_enus
Cisco SISAS 1.0: EAP and Logging into Cisco Identity Services Engine (ISE)	Course.....cc_siss_a02_it_enus

Cisco SISAS 1.0: Cisco ISE Technologies	Course.....cc_siss_a03_it_enus
Cisco SISAS 1.0: Certificate-based Authentication and Authorization	Course.....cc_siss_a04_it_enus
Cisco SISAS 1.0: Cisco TrustSec, MACsec, and WebAuth Access	Course.....cc_siss_a05_it_enus
Cisco SISAS 1.0: Endpoint Access Control Enhancements and Troubleshooting	Course.....cc_siss_a06_it_enus

■ CIDC 1.0: Implementing Cisco Collaboration Devices

CIDC 1.0: Cisco Unified Communications Solutions	Course.....cc_cicd_a01_it_enus
CIDC 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs	Course.....cc_cicd_a04_it_enus
CIDC 1.0: Cisco UCM and Cisco UCM Express Endpoint Implementation Options	Course.....cc_cicd_a08_it_enus

■ DCICN 1.0: Introducing Cisco Data Center Networking

DCICN 1.0 - Ethernet Networks	Course.....cc_cicn_a01_it_enus
DCICN 1.0 - Simple Networks	Course.....cc_cicn_a02_it_enus
DCICN 1.0 - Switched Networks	Course.....cc_cicn_a03_it_enus
DCICN 1.0 - VLANs and Trunks	Course.....cc_cicn_a04_it_enus
DCICN 1.0 - Redundant Switched Topology	Course.....cc_cicn_a05_it_enus
DCICN 1.0 - IPv4 and the Routing Process	Course.....cc_cicn_a06_it_enus
DCICN 1.0 - IPv6 and Packet Delivery	Course.....cc_cicn_a07_it_enus
DCICN 1.0 - Routing and ACLs on Cisco Nexus Switches	Course.....cc_cicn_a08_it_enus

■ SIMOS 1.0: Implementing Cisco Secure Mobility Solutions

SIMOS 1.0: Fundamentals of VPN Technologies and Cryptography	Course.....cc_smos_a01_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 1)	Course.....cc_smos_a02_it_enus

IT SKILLS COURSEWARE

SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 2)	
Course.....	cc_smos_a03_it_enus
SIMOS 1.0: Deploying Cisco IOS Site-to-Site FlexVPN Solutions	
Course.....	cc_smos_a04_it_enus
SIMOS 1.0: Deploying Clientless SSL VPNs	
Course.....	cc_smos_a05_it_enus
SIMOS 1.0: Deploying Cisco AnyConnect VPNs	
Course.....	cc_smos_a07_it_enus
SIMOS 1.0: Clientless SSL VPNs, Endpoint Security, and Dynamic Access Policies	
Course.....	cc_smos_a06_it_enus

■ Certified Information Systems Security Professional (CISSP)

CISSP: Security Principles, Governance, and Guidelines	
Course.....	sp_cisp_a01_it_enus
CISSP: Risk Management	
Course.....	sp_cisp_a02_it_enus
CISSP: Asset Security	
Course.....	sp_cisp_a03_it_enus
CISSP: Security Engineering Part 1	
Course.....	sp_cisp_a04_it_enus
CISSP: Security Engineering Part 2	
Course.....	sp_cisp_a05_it_enus
CISSP: Communication & Network Security Design	
Course.....	sp_cisp_a06_it_enus
CISSP: Identity and Access Management	
Course.....	sp_cisp_a07_it_enus
CISSP: Security Assessment and Testing	
Course.....	sp_cisp_a08_it_enus
CISSP: Security Operations Part 1	
Course.....	sp_cisp_a09_it_enus
CISSP: Security Operations Part 2	
Course.....	sp_cisp_a10_it_enus
CISSP: Security Operations Part 3	
Course.....	sp_cisp_a11_it_enus
CISSP: Software Development Security	
Course.....	sp_cisp_a12_it_enus

■ DCICT 1.0: Introducing Cisco Data Center Technologies

Cisco DCICT 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch	
Course.....	cc_cicc_a01_it_enus
Cisco DCICT 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families	
Course.....	cc_cicc_a02_it_enus

Cisco DCICT 1.0 - Monitoring the Cisco Nexus 7000 and 5000 Series Switches	
Course	cc_cicc_a03_it_enus
Cisco DCICT 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter	
Course	cc_cicc_a04_it_enus
Cisco DCICT 1.0 - Virtualizing Network Devices and FEX Operations	
Course	cc_cicc_a05_it_enus
Cisco DCICT 1.0 - Virtualizing Storage and Servers	
Course	cc_cicc_a06_it_enus
Cisco DCICT 1.0 - Using the Cisco Nexus 1000V Series Switch	
Course	cc_cicc_a07_it_enus
Cisco DCICT 1.0 - Comparing Storage Connectivity Options in the Data Center	
Course	cc_cicc_a08_it_enus
Cisco DCICT 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration	
Course	cc_cicc_a09_it_enus
Cisco DCICT 1.0 - Cisco Data Center Unified Fabric	
Course	cc_cicc_a10_it_enus
Cisco DCICT 1.0 - The Cisco UCS Series Product Family	
Course	cc_cicc_a11_it_enus
Cisco DCICT 1.0 - RAID Options and B-Series Blades and Cluster Options	
Course	cc_cicc_a12_it_enus
Cisco DCICT 1.0 - UCS Management Operations	
Course	cc_cicc_a13_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

IT SKILLS COURSEWARE

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

■ Microsoft System Center 2012 R2: Monitoring and Operating a Private Cloud

Microsoft System Center 2012 R2 – Monitor and Operate:
Monitoring Cloud
Services
Course..... ws_mopc_a03_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Private Cloud Overview
Course..... ws_mopc_a01_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Deploying Cloud Services
Course..... ws_mopc_a02_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Service Management
Course..... ws_mopc_a04_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Problem Management
Course..... ws_mopc_a05_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Backup and Recovery
Course..... ws_mopc_a06_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate:
Compliance
Course..... ws_mopc_a07_it_enus

Microsoft System Center 2012 R2 – Monitor and Operate:
SLAs Widgets &
Dashboards
Coursews_mopc_a08_it_enus

■ CompTIA Cloud+

CompTIA Cloud+ CV0-001: Cloud Fundamentals
Coursecl_cdps_a01_it_enus
CompTIA Cloud+ CV0-001: Virtualization
Coursecl_cdps_a02_it_enus
CompTIA Cloud+ CV0-001: Data Center Infrastructure
Coursecl_cdps_a03_it_enus
CompTIA Cloud+ CV0-001: Cloud Management
Coursecl_cdps_a04_it_enus
CompTIA Cloud+ CV0-001: Cloud Security
Coursecl_cdps_a05_it_enus
CompTIA Cloud+ CV0-001: Managing Cloud Systems
Coursecl_cdps_a06_it_enus

■ Microsoft System Center 2012 R2: Configuring and Deploying a Private Cloud

Microsoft System Center 2012 R2 – Configure and
Deploy: VMM Overview
Coursews_cdpc_a01_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Extending & Maintaining
Coursews_cdpc_a02_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Application Delivery
Coursews_cdpc_a03_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Building Private Clouds
Coursews_cdpc_a04_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Monitoring
Coursews_cdpc_a05_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Service Management
Coursews_cdpc_a06_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: DPM
Coursews_cdpc_a07_it_enus
Microsoft System Center 2012 R2 – Configure and
Deploy: Automation
Coursews_cdpc_a08_it_enus

■ Managing Citrix XenDesktop 7 Solutions

Administrating XenDesktop 7.5 and Hypervisor
Management
Course cl_ctx_a01_it_enus
Managing XenDesktop 7.5 Desktops and Applications
Course cl_ctx_a02_it_enus

IT SKILLS COURSEWARE

■ OpenStack Fundamentals

Implementing OpenStack Course.....	cl_opst_a01_it_enus
Configuring OpenStack Course.....	cl_opst_a02_it_enus

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP) Mentoring Assets.....	mntcissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM) Mentoring Assets.....	mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE) Mentoring Assets.....	mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1) Mentoring Assets.....	mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2) Mentoring Assets.....	mntes642457
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS) Mentoring Assets.....	mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE) Mentoring Assets.....	mntes642427
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN) Mentoring Assets.....	mnt640864
Mentoring Certified Information Systems Auditor (CISA) Mentoring Assets.....	mntcisa
Mentoring Systems Security Certified Practitioner (SSCP) Mentoring Assets.....	mntsscp2ed
Mentoring Certified Information Security Manager (CISM) Mentoring Assets.....	mntcismu
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS) Mentoring Assets.....	mnt640554
Mentoring E10-001 Information Storage and Management Mentoring Assets.....	mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1) Mentoring Assets.....	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2) Mentoring Assets.....	mnt200101

Mentoring 200-120 Cisco Certified Network Associate (CCNA) Mentoring Assets	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH) Mentoring Assets	mnt31250v8
Mentoring SY0-401 CompTIA Security+ Mentoring Assets	mntsy0401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH) Mentoring Assets	mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE) Mentoring Assets	mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Mentoring Assets	mnt300135
Mentoring 300-206 Implementing Cisco Edge Network Security Solutions (SENSS) Mentoring Assets	mnt300206
Mentoring 70-246 Monitoring and Operating a Private Cloud, System Center 2012 Mentoring Assets	mnt70246
Mentoring 70-247 Configuring and Deploying a Private Cloud, System Center 2012 Mentoring Assets	mnt70247
Mentoring CV0-001 CompTIA Cloud+ Mentoring Assets	mntcv0001
Mentoring N10-006 CompTIA Network+ Mentoring Assets	mntn10006
Mentoring 300-207 Implementing Cisco Threat Control Solutions (SITCS) Mentoring Assets	mnt300207
Mentoring 300-208 Implementing Cisco Secure Access Solutions (SISAS) Mentoring Assets	mnt300208
Mentoring CAS-002 CompTIA Advanced Security Practitioner Mentoring Assets	mntcas002
Mentoring 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS) Mentoring Assets	mnt300209
Mentoring LX0-103 CompTIA Linux+ Powered by LPI Exam 1 Mentoring Assets	mntlx0103
Mentoring SK0-004 CompTIA Server+ Mentoring Assets	mntsk0004
Mentoring 640-911 Introducing Cisco Data Center Networking (DCICN) Mentoring Assets	mnt640911
Mentoring 640-916 Introducing Cisco Data Center Technologies (DCICT) Mentoring Assets	mnt640916
Mentoring 98-367 MTA Security Fundamentals Mentoring Assets	mnt98367

IT SKILLS COURSEWARE

Mentoring MB0-001 CompTIA Mobility+
Mentoring Assets.....mntmb0001
Mentoring N10-005 Network+
Mentoring Assets.....mntn10005

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

■ Test Preps

TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
Testprep Exams cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)
Testprep Exams sp_cssp_a01_tp_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)
Testprep Exams cc_desg_a01_tp_enus
TestPrep Certified Information Security Manager (CISM)
Testprep Exams sp_cisn_a01_tp_enus
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)
Testprep Exams cc_cins_a01_tp_enus
TestPrep E10-001 Information Storage and Management
Testprep Exams dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
Testprep Exams cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
Testprep Exams cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)
Testprep Exams cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)
Testprep Exams sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+
Testprep Exams cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)
Testprep Exams cc_rout_a01_tp_enus
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)
Testprep Exams cc_swch_a01_tp_enus
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENS)
Testprep Exams cc_sens_a01_tp_enus
TestPrep CV0-001 CompTIA Cloud+
Testprep Exams cl_cdps_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012
Testprep Exams ws_mopc_a01_tp_enus

TestPrep N10-006 CompTIA Network+
Testprep Exams cs_ctne_a01_tp_enus
TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012
Testprep Exams ws_cdpc_a01_tp_enus
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Testprep Exams cc_trst_a01_tp_enus
TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)
Testprep Exams cc_siss_a01_tp_enus
TestPrep 300-207 Implementing Cisco Threat Control Solutions (SITCS)
Testprep Exams cc_sitc_a01_tp_enus
TestPrep CAS-002 CompTIA Advanced Security Practitioner
Testprep Exams sp_capr_a01_tp_enus
TestPrep 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)
Testprep Exams cc_smos_a01_tp_enus
TestPrep 640-916 Introducing Cisco Data Center Technologies (DCICT)
Testprep Exams cc_cicc_a01_tp_enus
TestPrep 640-911 Introducing Cisco Data Center Networking (DCICN)
Testprep Exams cc_cicn_a01_tp_enus
TestPrep MB0-001 CompTIA Mobility+
Testprep Exams cs_mobl_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 PDB, and Data Optimization
Course od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
Course od_nfad_a03_it_enus
Oracle Database 12c: Managing Security
Course od_nfad_a04_it_enus

Oracle Database 12c: High Availability and Database Management
Course..... od_nfad_a05_it_enus

Oracle Database 12c: Tuning SQL and Using ADDM
Course..... od_nfad_a06_it_enus

Oracle Database 12c: Resource Manager, Online Operations, and ADR
Course..... od_nfad_a07_it_enus

Oracle Database 12c: Transporting Databases and Managing Data
Course..... od_nfad_a08_it_enus

■ Oracle Database 12c: Install and Upgrade

Oracle Database 12c – Install and Upgrade: Database Architecture
Course.....od_inup_a01_it_enus

Oracle Database 12c – Install and Upgrade: Installation
Course.....od_inup_a02_it_enus

Oracle Database 12c – Install and Upgrade: Upgrading
Course.....od_inup_a03_it_enus

■ Oracle Database 12c: Administration

Oracle Database 12c - Administration: Database Architecture and Management Tools
Course..... od_oadm_a01_it_enus

Oracle Database 12c – Administration: Manage the Database Instance
Course..... od_oadm_a02_it_enus

Oracle Database 12c – Administration: The Network Environment and User Security
Course..... od_oadm_a03_it_enus

Oracle Database 12c – Administration: Storage structures and Undo Data
Course..... od_oadm_a04_it_enus

Oracle Database 12c – Administration: Data Concurrency and Auditing
Course..... od_oadm_a05_it_enus

Oracle Database 12c – Administration: Backup, Recover, and Move Data
Course..... od_oadm_a06_it_enus

Oracle Database 12c – Administration: Maintenance and Performance Tuning
Course..... od_oadm_a07_it_enus

Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support
Course..... od_oadm_a08_it_enus

■ Oracle Database 12c: Backup and Recovery

Oracle Database 12c - Backup and Recovery: Configuring for Recoverability
Course..... od_bkpr_a01_it_enus

Oracle Database 12c - Backup and Recovery: Performing and Managing Backups
Courseod_bkpr_a02_it_enus

Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts
Courseod_bkpr_a03_it_enus

Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup
Courseod_bkpr_a04_it_enus

Oracle Database 12c - Backup and Recovery: Using Flashback Technologies
Courseod_bkpr_a05_it_enus

Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR
Courseod_bkpr_a06_it_enus

Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN
Courseod_bkpr_a07_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

IT SKILLS COURSEWARE

Oracle Database 11g: New Security Features Course.....	255444_ENG
Oracle Database 11g: SecureFiles and Miscellaneous New Features Course.....	255451_ENG

■ Oracle Database 11g: Administration Workshop I

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

IT SKILLS COURSEWARE

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

IT SKILLS COURSEWARE

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
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

IT SKILLS COURSEWARE

■ Oracle Database 10g: New Features II

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

■ Oracle Database 10g: Administration Workshop I Release 2

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

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2014

■ Microsoft SQL Server 2014: Designing Database Solutions

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

■ Microsoft SQL Server 2014: Designing Business Intelligence Solutions

Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design Course	md_dbis_a01_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load Course	md_dbis_a02_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Data Models Course	md_dbis_a03_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services Course	md_dbis_a04_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration Course	md_dbis_a05_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance Course	md_dbis_a06_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Availability and Recovery Course	md_dbis_a07_it_enus

■ Microsoft SQL Server 2014: Implementing Data Models and Reports

Microsoft SQL Server 2014: Design and Install Analysis Services and Tools Course.....	md_idmr_a01_it_enus
Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources Course.....	md_idmr_a02_it_enus
Microsoft SQL Server: Implement and Configure Cubes Course.....	md_idmr_a03_it_enus
Microsoft SQL Server 2014: Design and Implement Dimensions Course.....	md_idmr_a04_it_enus
Microsoft SQL Server: Implement Partitions and Custom Logic Course.....	md_idmr_a05_it_enus
Microsoft SQL Server 2014: MDX Queries, Process Models, and Deploy Databases Course.....	md_idmr_a06_it_enus
Microsoft SQL Server 2014: Manage, Maintain, and Troubleshoot SSAS Course.....	md_idmr_a07_it_enus
Microsoft SQL Server 2014: Create and Manage Tabular Data Models Course.....	md_idmr_a08_it_enus
Microsoft SQL Server 2014: Design Reports and Create Data Sources and Datasets Course.....	md_idmr_a09_it_enus
Microsoft SQL Server 2014: Report Formatting and Interactivity Course.....	md_idmr_a10_it_enus
Microsoft SQL Server 2014: Manage Reporting Services Course.....	md_idmr_a11_it_enus
Microsoft SQL Server 2014: Process Report and Create Subscriptions and Schedules Course.....	md_idmr_a12_it_enus

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

■ Database Fundamentals

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

■ Database Design Fundamentals

Introduction to Designing a Relational Database Course.....	df_dbds_a01_it_enus
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The Logical and Physical Database Design Methodologies Course	df_dbds_a02_it_enus
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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
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 2014 - Developing Databases: New Features
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■ 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
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
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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
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Managing SSIS Packages in SQL Server 2008
Coursemd_mqbm_a10_it_enus

Implementing SQL Server 2008 Reporting Services Solutions
Coursemd_mqbm_a04_it_enus

Deploying and Delivering SQL Server 2008 Reporting Services Reports
Coursemd_mqbm_a05_it_enus

Maintaining SQL Server 2008 Reporting Services
Coursemd_mqbm_a06_it_enus

Implementing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a07_it_enus

Querying Cubes and Working with Data Mining in SSAS
Coursemd_mqbm_a08_it_enus

Managing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a09_it_enus

■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation
Coursemd_mcir_a01_it_enus

SQL Server 2008 R2: Instance and Database Configuration
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SQL Server 2008 R2: Security Management
Coursemd_mcir_a03_it_enus

SQL Server 2008 R2: Database Management
Coursemd_mcir_a04_it_enus

SQL Server 2008 R2: Data Management
Coursemd_mcir_a05_it_enus

IT SKILLS COURSEWARE

SQL Server 2008 R2: Database Monitoring and Performance
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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

MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery
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MySQL: Performance Monitoring, Database Health and Integrity, and Security
Coursedf_mysq_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

BIG DATA

■ 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
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SQL Server 2008 R2: Querying and Managing XML Data
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SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes
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SQL Server 2008 R2: Gathering Performance Data
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■ Big Data Fundamentals

The Big Data Technology Wave
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Big Data Opportunities and Challenges
Coursedf_bgdt_a02_it_enus

■ Apache Spark Fundamentals

Programming and Deploying Apache Spark Applications
Coursedf_apsf_a01_it_enus

■ Apache Hadoop and MapReduce Essentials

MapReduce Essentials
Coursedf_ahmr_a02_it_enus

Apache Hadoop
Coursedf_ahmr_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

MYSQL

■ MySQL Essentials

MySQL: Database Concepts, Design, and Installation
Course.....df_mysq_a01_it_enus

MySQL: Querying Data Using the SELECT Statement
Course.....df_mysq_a02_it_enus

MySQL: Using the Data Manipulation and Definition Statements
Course.....df_mysq_a03_it_enus

MySQL: General Syntax, Advanced Queries, and Stored Programs
Course.....df_mysq_a04_it_enus

MySQL: Advanced Routines, Optimization, and DCL
Course.....df_mysq_a05_it_enus

MySQL: Storage Engines, Advanced Indexing, and Maintenance
Course.....df_mysq_a06_it_enus

ENTERPRISE DATABASE SYSTEMS

BUSINESS INTELLIGENCE

■ Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Microsoft SQL Server Data Warehousing and Business Intelligence Overview
Course md_dwbi_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

DATA SCIENCE

■ Data Science Fundamentals in R

Fundamental Methods for Data Science in R
Coursedf_dsfd_a01_it_enus

Machine Learning Examples for Data Science in R
Coursedf_dsfd_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

IT SKILLS COURSEWARE

NO SQL

■ MongoDB

MongoDB: Indexing, Replication, and Security
Course..... df_mgdb_a02_it_enus

MongoDB: Concepts, Installation, and Querying
Course..... df_mgdb_a01_it_enus

■ NoSQL

NoSQL Concepts and Background
Course..... df_nsql_a01_it_enus

NoSQL Models and Applications
Course..... df_nsql_a02_it_enus

Programming with NoSQL
Course..... df_nsql_a03_it_enus

In Depth with NoSQL
Course..... df_nsql_a04_it_enus

■ RavenDB Fundamentals

RavenDB Overview
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RavenDB Integration
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ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

■ Mentoring Assets

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 1Z0-052 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

IT SKILLS COURSEWARE

TestPrep 1Z0-047 Oracle Database SQL Expert
Testprep Exams od_odse_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

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

MICROSOFT DYNAMICS

■ Microsoft Dynamics CRM 2013: Applications

Application Skills in Microsoft Dynamics CRM 2013
Course..... er_dcrm_a01_it_enus
Sales Automation in Microsoft Dynamics CRM 2013
Course..... er_dcrm_a02_it_enus
Marketing Automation in Microsoft Dynamics CRM 2013
Course..... er_dcrm_a03_it_enus
Customer Service Automation in Microsoft Dynamics CRM 2013
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■ Microsoft Dynamics CRM 2013: Customization and Configuration

Microsoft Dynamics CRM 2013 - Customization and Configuration: Introduction
Course..... er_dcrc_a01_it_enus
Microsoft Dynamics CRM 2013 - Customization and Configuration: Entities
Course..... er_dcrc_a02_it_enus
Microsoft Dynamics CRM 2013 - Customization and Configuration: Relationships
Course..... er_dcrc_a03_it_enus

■ Business Intelligence with Microsoft Dynamics CRM 2013

Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes
Courseer_dcrb_a01_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 Forms
Course wd_htme_a03_it_enus
HTML5 APIs and Media
Course wd_htme_a04_it_enus
HTML5 and CSS3
Course wd_htme_a05_it_enus
HTML5 Layout with CSS3
Course wd_htme_a06_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

■ Drupal 8

Drupal 8 First Look
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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
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■ Responsive Web Design

- Responsive Web Design: Flexible Grids, Images, and Media Queries
Course..... wd_rwds_a01_it_enus
- Responsive Web Design: Flexible Data and UIs, Devices, Process and Performance
Course..... wd_rwds_a02_it_enus

■ WordPress

- WordPress Introduction and Basic Configuration
Course..... wd_wrdp_a01_it_enus
- WordPress Networking and Security
Course..... wd_wrdp_a02_it_enus
- WordPress Advanced Themes and Administration
Course..... wd_wrdp_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 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
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■ Adobe Dreamweaver CC

- Adobe Dreamweaver CC - Essentials
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■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic Tools
Course.....at_fscc_a01_dt_enus

Adobe Flash Professional CC - Working with ActionScript
Course.....at_fscc_a02_dt_enus

Adobe Flash Professional CC - Additional Tools and Features
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■ Adobe Illustrator CC

Adobe Illustrator CC Fundamentals
Course.....at_icsc_a01_dt_enus

Adobe Illustrator CC Tools and Techniques
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Adobe Illustrator CC Modifying with Effects
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Adobe Illustrator CC Advanced Tools and Effects
Course.....at_icsc_a04_dt_enus

■ Adobe InDesign CC

Adobe InDesign CC Essentials
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Adobe InDesign CC Essential Tools
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Adobe InDesign CC Advanced Features
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■ Adobe CC Overview New Features

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

■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals
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Adobe Photoshop CC Essential Elements
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Adobe Photoshop CC Color and Transforming
Course.....at_pcsc_a03_dt_enus

Adobe Photoshop CC Tools and Features
Course.....at_pcsc_a04_dt_enus

Adobe Photoshop CC Advanced Tools and Features
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■ Adobe Premiere Elements 12

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

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
Courseat_cfus_a01_it_enus

WEB DESIGN

SCRIPTING AND WEB LANGUAGES

■ JavaScript - JsRender

JsRender Fundamentals
Coursesl_jsrd_a01_it_enus

Advanced JsRender Features
Coursesl_jsrd_a02_it_enus

■ JavaScript Single Page Apps

JavaScript SPA: Getting Started with SPA in Visual Studio 2013
Coursesl_jssp_a01_it_enus

JavaScript SPA: SPA Views and Routes
Coursesl_jssp_a02_it_enus

JavaScript SPA: Durandal Modules and Lifecycle events.
Coursesl_jssp_a03_it_enus

JavaScript SPA: Adding Views and Handling View Navigation in Durandal
Coursesl_jssp_a04_it_enus

JavaScript SPA: Connecting to and Managing Data
Coursesl_jssp_a05_it_enus

JavaScript SPA: Working with Rich Application Data
Coursesl_jssp_a06_it_enus

JavaScript SPA: Managing Application Data
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JavaScript SPA: Working With Validation
Coursesl_jssp_a08_it_enus

■ Building Apps with jQuery Mobile

jQuery Mobile – App Basics, UI Controls and Navigation
Coursesl_jqry_a01_it_enus

jQuery Mobile – Forms, Lists, Sets and Tables
Coursesl_jqry_a02_it_enus

Optimizing jQuery Mobile Apps
Coursesl_jqry_a03_it_enus

Integrating jQuery Mobile with PhoneGap
Coursesl_jqry_a04_it_enus

■ Developing with Kendo UI

Kendo UI: Installation and Overview
Coursesl_kndo_a01_it_enus

Kendo UI: HTML Helpers for ASP.NET MVC
Coursesl_kndo_a02_it_enus

IT SKILLS COURSEWARE

Kendo UI: Mobile API
Course..... sl_kndo_a03_it_enus

■ JavaScript - Ember.js

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

■ JavaScript - Knockout

Knockout Fundamentals
Course..... sl_jsko_a01_it_enus
Configuring Forms with Knockout
Course..... sl_jsko_a02_it_enus
Working with Knockout
Course..... sl_jsko_a03_it_enus
Advanced Knockout Techniques
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■ JavaScript Essentials

JavaScript Essentials: Getting Started
Course..... sl_jsce_a01_it_enus
JavaScript Essentials: Language Features
Course..... sl_jsce_a02_it_enus
JavaScript Essentials: JavaScript In Depth
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JavaScript Essentials: Basic Browser Interaction
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JavaScript Essentials: Date and Math Functions
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JavaScript Essentials: Working with Strings
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JavaScript Essentials: Working with Page Elements
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JavaScript Essentials: Dynamic Content and HTML5
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JavaScript Essentials: Dynamic JavaScript Code
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JavaScript Essentials: Input and the Mouse
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■ Angular JS

Getting Started with AngularJS
Course..... sl_anjs_a01_it_enus
Working with Directives in AngularJS
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Services in AngularJS
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Testing in AngularJS
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AngularJS Controllers and Directives
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■ JavaScript Sencha

JavaScript Sencha: Ext JS
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JavaScript Sencha: Sencha Touch
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■ TypeScript Essentials

TypeScript Essentials: Getting Started
Course sl_tpse_a01_it_enus
TypeScript Essentials: Advanced TypeScript
Course sl_tpse_a02_it_enus

■ Underscore.js

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

■ Javascript: Backbone.js

Getting Started with Backbone.js
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Complex Application Development with Backbone.js
Course sl_bkbn_a02_it_enus

■ CSS3, Sass and Less

Creating Styles with CSS3 and Styling Text
Course wd_cssh_a01_it_enus
Styling Page Elements using CSS3
Course wd_cssh_a02_it_enus
Navigation Elements and Animations with CSS3
Course wd_cssh_a03_it_enus
Forms, Positioning, and Layout with CSS3
Course wd_cssh_a04_it_enus
Advanced Options, Responsive Web Design, and
Management with CSS3
Course wd_cssh_a05_it_enus
Extending CSS3 with Sass and Less
Course wd_cssh_a06_it_enus

■ Introduction to Bootstrap

Bootstrap Elements
Course sl_btsp_a02_it_enus
Bootstrap Introduction
Course sl_btsp_a01_it_enus

IT SKILLS COURSEWARE

jQuery

jQuery: Basic Setup and Features
Course..... sl_qery_a01_it_enus
jQuery: Using Essential Features and Functions
Course..... sl_qery_a02_it_enus
jQuery: Advanced Features and Functions
Course..... sl_qery_a03_it_enus

Building Web Applications with Node.js

Node.js Fundamentals
Course..... sl_jsnd_a01_it_enus
Node.js: Files, Data Stores, Networked, and WebSocket Applications
Course..... sl_jsnd_a02_it_enus
Node.js: Express Applications and the MEAN Stack
Course..... sl_jsnd_a03_it_enus
Optimizing and Securing Node.js Applications
Course..... sl_jsnd_a04_it_enus
Node.js: Debugging, Testing, Deploying, and Maintaining Node Applications
Course..... sl_jsnd_a05_it_enus

Application Development with Node.js and the .NET Framework

Working with Node.js and .NET
Course..... sl_adnj_a01_it_enus
Edge.js, Node.js, and ASP.NET MVC
Course..... sl_adnj_a02_it_enus
Azure, Node.js, and SQL Server
Course..... sl_adnj_a03_it_enus

WEB DESIGN

WEB SERVICES

Apache Web Services

Fundamentals of Apache Web Services
Course..... sd_apch_a01_it_enus
Apache Web Services Advanced
Course..... sd_apch_a02_it_enus

WEB DESIGN

TEST PREPS

Test Preps

TestPrep 70-486 Developing ASP.NET MVC Web Applications
Testprep Exams..... wd_dwap_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

Information Security for End Users

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

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 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 Event Management
Course ib_iosb_a02_it_enus

IT 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

■ 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
Final Exam: IT Strategy Essentials Final Exams	stgy_06_a01_fe_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT SKILLS COURSEWARE

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
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

IT SKILLS COURSEWARE

Developing and Controlling the Project Schedule
(PMBOK® Guide Fifth Edition)
Course..... proj_22_a03_bs_enus

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a01_bs_enus
Controlling Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a02_bs_enus

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

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

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

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

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

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

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

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

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
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

■ Mentoring Assets

- PRINCE2® is a Registered Trade Mark of AXELOS Limited
- Mentoring PRINCE2: Foundation
Mentoring Assets..... mntprince2f
- Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Mentoring Assets..... mntmp5ed

- Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Mentoring Assets mntcapm5ed
- Mentoring PRINCE2: Practitioner
Mentoring Assets mntprince2p

■ PRINCE2®: 2009 Foundation

- Overview of Project Management (PRINCE2®: 2009-aligned)
Courseib_prin_a01_it_enus
- Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
Courseib_prin_a02_it_enus
- Project Quality, Change and Progress (PRINCE2: 2009-aligned)
Courseib_prin_a03_it_enus
- Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
Courseib_prin_a04_it_enus
- Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
Courseib_prin_a05_it_enus
- Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
Courseib_prin_a06_it_enus

■ 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
Courseprin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

- Being an Effective Team Member
Courseteam_02_a01_bs_enus
- Establishing Team Goals and Responsibilities
Courseteam_02_a02_bs_enus
- Elements of a Cohesive Team
Courseteam_02_a03_bs_enus

IT SKILLS COURSEWARE

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_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

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 Examsib_buap_a01_fe_enus

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

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

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

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

■ Adobe Illustrator CC

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

■ Adobe InDesign CC

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

DESKTOP SKILLS COURSEWARE

■ Adobe CC Overview New Features

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

■ Adobe Photoshop CC

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

■ Adobe Premiere Elements 12

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

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
Course.....at_cfus_a01_it_enus

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ Information Security for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

■ Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013
Course.....mo_bgwo_a01_dt_enus
Editing and Formatting in Word 2013
Course.....mo_bgwo_a02_dt_enus
Structuring a Document in Word 2013
Course.....mo_bgwo_a03_dt_enus

Adding Lists and Objects in Word 2013
Coursemo_bgwo_a04_dt_enus
Using Tables in Word 2013
Coursemo_bgwo_a05_dt_enus

■ Microsoft Office 2013: Beginning Access

Creating and Populating a Database in Access 2013
Coursemo_bgas_a01_dt_enus
Modifying Tables in Access 2013
Coursemo_bgas_a02_dt_enus
Creating and Modifying Queries in Access 2013
Coursemo_bgas_a03_dt_enus
Creating and Modifying Forms in Access 2013
Coursemo_bgas_a04_dt_enus
Creating and Modifying Reports in Access 2013
Coursemo_bgas_a05_dt_enus

■ Microsoft Project 2013

Setting up a Project in Project 2013
Coursemo_bgpj_a01_dt_enus
Task-based Scheduling in Project 2013
Coursemo_bgpj_a02_dt_enus
Resource Management in Project 2013
Coursemo_bgpj_a03_dt_enus
Tools for Tracking Project Performance in Project 2013
Coursemo_bgpj_a04_dt_enus
Communicate and Finalize Project Information Using
Project 2013
Coursemo_bgpj_a05_dt_enus

■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in
Outlook 2013
Coursemo_adou_a01_dt_enus
Management and Customization in Outlook 2013
Coursemo_adou_a02_dt_enus
Mail Automation, Cleanup, and Storage in Outlook 2013
Coursemo_adou_a03_dt_enus
Collaboration and Customization with the Calendar,
Contacts and Tasks in
Outlook 2013
Coursemo_adou_a04_dt_enus

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to
Excel 2013
Coursemo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013
Coursemo_puel_a02_dt_enus

DESKTOP SKILLS COURSEWARE

Advanced Formats and Layouts in Excel 2013
Course..... mo_puel_a03_dt_enus

Advanced Formulas and Functions in Excel 2013
Course..... mo_puel_a04_dt_enus

Using Financial Functions and What-If Analysis in Excel 2013
Course..... mo_puel_a05_dt_enus

Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013
Course..... mo_puel_a06_dt_enus

■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013
Course..... mo_sppu_a01_dt_enus

Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013
Course..... mo_sppu_a02_dt_enus

Managing Templates, Views, and Versioning in SharePoint 2013
Course..... mo_sppu_a03_dt_enus

Managing Web Parts, Users, and Groups in SharePoint 2013
Course..... mo_sppu_a04_dt_enus

Using and Configuring Search in SharePoint 2013
Course..... mo_sppu_a05_dt_enus

Workflows, Collaboration, and Analysis in SharePoint 2013
Course..... mo_sppu_a06_dt_enus

■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013
Course..... mo_adel_a01_dt_enus

Customizing Options and Views in Excel 2013
Course..... mo_adel_a02_dt_enus

Manipulating Data in Excel 2013
Course..... mo_adel_a03_dt_enus

Data Search, Data Validation, and Macros in Excel 2013
Course..... mo_adel_a04_dt_enus

■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013
Course..... mo_adpw_a01_dt_enus

Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013
Course..... mo_adpw_a02_dt_enus

■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013
Course..... mo_adwo_a01_dt_enus

Customizing Document Layout in Word 2013
Course mo_adwo_a02_dt_enus

Advanced Table Customization in Word 2013
Course mo_adwo_a03_dt_enus

Inserting and Formatting Graphics in Word 2013
Course mo_adwo_a04_dt_enus

Navigating and Reviewing Documents in Word 2013
Course mo_adwo_a05_dt_enus

Reference Tools and Mail Merge in Word 2013
Course mo_adwo_a06_dt_enus

Adjusting Document Views and Customizing the Appearance of Word 2013
Course mo_adwo_a07_dt_enus

Sharing and Collaboration in Word 2013
Course mo_adwo_a08_dt_enus

■ Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013
Course mo_bgel_a01_dt_enus

Saving and Printing Data in Excel 2013
Course mo_bgel_a02_dt_enus

Formatting Cells and Worksheets in Excel 2013
Course mo_bgel_a03_dt_enus

Formatting Data in Excel 2013
Course mo_bgel_a04_dt_enus

Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course mo_bgel_a05_dt_enus

Performing Calculations Using Functions in Excel 2013
Course mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course mo_bgou_a01_dt_enus

Managing E-mail in Outlook 2013
Course mo_bgou_a02_dt_enus

Working with Contacts in Outlook 2013
Course mo_bgou_a03_dt_enus

Scheduling with Appointments, Events, and Tasks in Outlook 2013
Course mo_bgou_a04_dt_enus

Working with Meetings in Outlook 2013
Course mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course mo_bgpw_a01_dt_enus

Enhancing PowerPoint 2013 Presentations
Course mo_bgpw_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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
Course..... mo_speu_a02_dt_enus
Community Sites, Search, and Office Integration in SharePoint 2013
Course..... mo_speu_a03_dt_enus

■ Microsoft Office Online and Office 365

Introducing Microsoft Office Online for Personal Use
Course..... mo_oone_a01_dt_enus
Using the Microsoft Office Online Applications
Course..... mo_oone_a02_dt_enus
Introducing Microsoft Office 365 Applications
Course..... mo_oone_a03_dt_enus
Working with Documents in Microsoft Office 365
Course..... mo_oone_a04_dt_enus

■ Microsoft OneNote 2013

The Microsoft OneNote 2013 Interface
Course..... mo_onnt_a01_dt_enus
Getting Started with Microsoft OneNote 2013
Course..... mo_onnt_a02_dt_enus
Working With and Sharing Content in Microsoft OneNote 2013
Course..... mo_onnt_a03_dt_enus
OneNote 2013 Integration with Other Microsoft Applications
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■ Microsoft Lync 2013

Microsoft Lync 2013
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DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

Office 2010 New Core Features
Course..... mo_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

■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users
Coursemo_nspe_a01_dt_enus

■ Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010
Coursemo_ospe_a01_dt_enus
Using SharePoint 2010 with Office 2010
Coursemo_ospe_a02_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft SharePoint 2010: New Features for Power Users

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

■ Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries
Course..... mo_ospp_a01_dt_enus
Managing SharePoint 2010 Pages and Components
Course..... mo_ospp_a02_dt_enus
SharePoint 2010 Security and Business Intelligence
Course..... mo_ospp_a03_dt_enus

■ Microsoft Office 2010: Beginning Excel

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

■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010
Course..... mo_bout_a01_dt_enus
Managing Conversations and Organizing E-mail in Outlook 2010
Course..... mo_bout_a02_dt_enus
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010
Course..... mo_bout_a03_dt_enus

Using the Calendar for Appointments, Events, and Meetings in Outlook 2010
Course..... mo_bout_a04_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010
Course..... mo_bout_a05_dt_enus
Outlook 2010 Social Connector and Messaging
Course..... mo_bout_a06_dt_enus
Working with Contacts in Outlook 2010
Course..... mo_bout_a07_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010
Course..... mo_bout_a08_dt_enus

■ Microsoft Office 2010: Advanced Word

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

■ Microsoft Office 2010: Advanced Excel

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

■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010 Course.....	mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts Course.....	mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010 Course.....	mo_aout_a03_dt_enus
Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010 Course.....	mo_aout_a04_dt_enus
Data Files, Archiving, and Send/Receive Groups in Outlook 2010 Course.....	mo_aout_a05_dt_enus
Implementing Security with Outlook 2010 Course.....	mo_aout_a06_dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010 Course.....	mo_aout_a07_dt_enus

■ Microsoft Office 2010: Beginning PowerPoint

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

■ Microsoft Office 2010: Advanced PowerPoint

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

■ Microsoft Office 2010: Beginning Access

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

Introduction to Queries in Access 2010 Course.....	mo_bacc_a06_dt_enus
Introduction to Reports in Access 2010 Course.....	mo_bacc_a07_dt_enus

■ Microsoft Office 2010: Beginning Project

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

■ Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010 Course.....	mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010 Course.....	mo_aacc_a02_dt_enus
Retrieving, Validating, and Attaching Data in Access 2010 Course.....	mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010 Course.....	mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010 Course.....	mo_aacc_a05_dt_enus
Using Access 2010 with SharePoint and Access Services Course.....	mo_aacc_a06_dt_enus
Access 2010 Macros and VBA Course.....	mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing Access 2010 Databases Course.....	mo_aacc_a08_dt_enus

■ Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network Course.....	mo_pexl_a01_dt_enus
Using Excel 2010 to Collaborate Online and with Other Office Applications Course.....	mo_pexl_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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
Courseom_bemc_a01_dt_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting
Courseom_bemc_a02_dt_enus

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

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

Microsoft Excel for Mac 2011: Using Basic Formulas
Courseom_bemc_a05_dt_enus

Microsoft Excel for Mac 2011: Using Basic Functions
Courseom_bemc_a06_dt_enus

Microsoft Excel for Mac 2011: Inserting Basic Charts
Courseom_bemc_a07_dt_enus

Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Courseom_bemc_a08_dt_enus

■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started
Courseom_bomc_a01_dt_enus

Microsoft Outlook for Mac 2011: Managing Conversations and E-mail
Courseom_bomc_a02_dt_enus

Microsoft Outlook for Mac 2011: Mastering E-mail
Courseom_bomc_a03_dt_enus

DESKTOP SKILLS COURSEWARE

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: 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

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

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2007: Advanced PowerPoint

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

■ 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 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and
Communicator
Course mo_ncmg_a01_dt_enus

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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

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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

■ Microsoft Windows 8.1 Update 1: End User

Windows 8.1 Update 1: Navigating the UI
Course mw_etew_a01_dt_enus
Windows 8.1 Update 1: Working with Files and Apps
Course mw_etew_a02_dt_enus
Windows 8.1 Update 1: Windows Management and Customization Features
Course mw_etew_a03_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

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

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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

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DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011
Course..... cr_crre_a01_dt_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
SAP Project Planning and Implementation
Course..... sa_ospt_a06_it_enus
SAP NetWeaver Platform
Course..... sa_ospt_a07_it_enus

■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)
Course..... sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM)
Course..... sa_bseu_a02_dt_enus
SAP Product Lifecycle Management
Course..... sa_bseu_a03_dt_enus
SAP Supply Chain Management
Course..... sa_bseu_a04_dt_enus
SAP Supplier Relationship Management
Course..... sa_bseu_a05_dt_enus

■ SAP Business One for End Users

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

■ SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview
Course..... sa_bobi_a01_dt_enus
SAP BusinessObjects: Crystal Reports
Course..... sa_bobi_a02_dt_enus

SAP BusinessObjects: Web Intelligence
Course sa_bobi_a03_dt_enus
SAP BusinessObjects: Dashboards and Analytics
Course sa_bobi_a04_dt_enus
SAP BusinessObjects: InfoView
Course sa_bobi_a05_dt_enus
SAP BusinessObjects: Business Intelligence
Course sa_bobi_a06_dt_enus

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

■ Apple Safari for End Users

Getting Started with Safari
Course id_apsa_a01_dt_enus
Up and Running with Safari 5.1
Course id_apsa_a02_dt_enus
Sharing Content and Browsing the Web Privately and
Securely using Safari
Course id_apsa_a03_dt_enus

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

■ Mac OS X Lion for End Users

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

■ Getting Started with Mac OS X Yosemite

Introducing Mac OS X Yosemite
Course ds_macos_a01_dt_enus
Working with Mac OS X Yosemite
Course ds_macos_a02_dt_enus

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

■ Social Networking for Users

Social Networking for Users
Course sn_snts_a01_dt_enus

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

MOBILE DEVICES

■ Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad
Course.....ds_ipae_a01_dt_enus

■ Getting Started with iOS 8 for iPhone

Introducing iOS 8 for iPhone
Course.....ds_iphn_a01_dt_enus

DESKTOP COMPUTER SKILLS

GOOGLE

■ Google Apps Fundamentals

Google Apps: Gmail and Calendar
Course..... ds_goap_a02_dt_enus

Google Apps: Google Drive
Course..... ds_goap_a01_dt_enus

Google Apps: Docs and Sheets
Course..... ds_goap_a03_dt_enus

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring 77-881 Word 2010
Mentoring Assets..... mnt77881

Mentoring 77-882 Excel 2010
Mentoring Assets..... mnt77882

Mentoring Using Word 2007
Mentoring Assets..... mntwd2007

Mentoring Using Excel 2007
Mentoring Assets..... mntex2007

Mentoring Using PowerPoint 2007
Mentoring Assets..... mntpp2007

Mentoring Using Access 2007
Mentoring Assets..... mntac2007

Mentoring Using Outlook 2007
Mentoring Assets..... mntol2007

Mentoring 77-883 PowerPoint 2010
Mentoring Assets..... mnt77883

Mentoring 77-884 Outlook 2010
Mentoring Assets..... mnt77884

Mentoring 77-885 Access 2010
Mentoring Assets..... mnt77885

Mentoring 77-888 Excel 2010 Expert
Mentoring Assets mnt77888

Mentoring 70-178 Microsoft Project 2010, Managing
Projects

Mentoring Assets mnt70178

Mentoring 77-418 Word 2013
Mentoring Assets mnt77418

Mentoring 77-420 Excel 2013
Mentoring Assets mnt77420

Mentoring 77-422 PowerPoint 2013
Mentoring Assets mnt77422

Mentoring 77-423 Outlook 2013
Mentoring Assets mnt77423

Mentoring 77-427 Excel 2013 Expert Part One
Mentoring Assets mnt77427

Mentoring 77-428 Excel 2013 Expert Part Two
Mentoring Assets mnt77428

Mentoring 77-419 SharePoint 2013
Mentoring Assets mnt77419

DESKTOP COMPUTER SKILLS

TEST PREPS

■ Test Preps

TestPrep Using Word 2007
Testprep Exams..... TPWD2007_ENG

TestPrep Using Excel 2007
Testprep Exams..... TPEX2007_ENG

TestPrep Using PowerPoint 2007
Testprep Exams..... TPPP2007_ENG

TestPrep Using Outlook 2007
Testprep Exams..... TPOL2007_ENG

TestPrep Using Access 2007
Testprep Exams..... TPAC2007_ENG

TestPrep 77-881 Word 2010
Testprep Exams..... mo_bwrd_a01_tp_enus

TestPrep 77-882 Excel 2010
Testprep Exams..... mo_bexl_a01_tp_enus

TestPrep 77-883 PowerPoint 2010
Testprep Exams..... mo_bppt_a01_tp_enus

TestPrep 77-885 Access 2010
Testprep Exams..... mo_bacc_a01_tp_enus

TestPrep 77-884 Outlook 2010
Testprep Exams..... mo_bout_a01_tp_enus

TestPrep 77-888 Excel 2010 Expert
Testprep Exams..... mo_aexl_a01_tp_enus

TestPrep 70-178 Microsoft Project 2010, Managing
Projects

Testprep Exams..... mo_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

■ Six Sigma Green Belt: Six Sigma and the Organization

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

■ Six Sigma Green Belt: Define

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

■ Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma
Courseoper_26_a01_bs_enus
Basic Probability and Statistical Distributions in Six Sigma
Courseoper_26_a02_bs_enus
Data Classification, Sampling, and Collection in Six Sigma
Courseoper_26_a03_bs_enus
Statistics and Graphical Presentation in Six Sigma
Courseoper_26_a04_bs_enus
Measurement System Analysis in Six Sigma
Courseoper_26_a05_bs_enus
Process and Performance Capability Measurement in Six Sigma
Courseoper_26_a06_bs_enus

■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
Courseoper_27_a01_bs_enus
Introduction to Hypothesis Testing and Tests for Means in Six Sigma
Courseoper_27_a02_bs_enus
Hypothesis Tests for Variances and Proportions in Six Sigma
Courseoper_27_a03_bs_enus

BUSINESS SKILLS COURSEWARE

■ Six Sigma Green Belt: Improve

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

■ Six Sigma Green Belt: Control

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

■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles
Course..... oper_30_a01_bs_enus
Six Sigma Team Basics, Roles, and Responsibilities
Course..... oper_30_a02_bs_enus
Six Sigma Quality Tools
Course..... oper_30_a03_bs_enus
Six Sigma Metrics
Course..... oper_30_a04_bs_enus

■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma
Course..... oper_32_a01_bs_enus
Data Types and Data Collection in Six Sigma
Course..... oper_32_a02_bs_enus

■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects
Course..... oper_31_a01_bs_enus
Six Sigma Project Management Basics
Course..... oper_31_a02_bs_enus

■ Mentoring Asset

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

■ Test Preps

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

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability
Course stgy_04_a01_bs_enus
Green Business: Planning Sustainability Strategies
Course stgy_04_a02_bs_enus
Green Business: Implementing Sustainability Strategies
Course stgy_04_a03_bs_enus
Final Exam: Leading and Implementing Sustainable Green
Business Strategies
Final Exams stgy_04_a01_fe_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_spbi015
Evaluating Globalization Opportunities
Challenge Series..... _pc_ch_lach019
Final Exam: The Fundamentals of Globalization
Final Exams stgy_05_a01_fe_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
Final Exam: IT Strategy Essentials
Final Exams stgy_06_a01_fe_enus

■ Business Law Essentials

Business Law Basic Concepts
Course stgy_07_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Business Law and Ethics
Course.....stgy_07_a02_bs_enus
Business Law and the Manager's Responsibilities
Course.....stgy_07_a03_bs_enus
Final Exam: Business Law Essentials
Final Examsstgy_07_a01_fe_enus

■ Developing Strategic Thinking Acumen

Developing the Capacity to Think Strategically
Course.....stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture
Course.....stgy_08_a02_bs_enus
Using Strategic Thinking Skills
Course.....stgy_08_a03_bs_enus
Effective Critical Analysis of Business Reports
Business Impact Series....._pc_bi_pfb004
Returning to Core Competencies
Business Impact Series....._pc_bi_lsb014
Competitive Awareness and Strategy
Challenge Series....._pc_ch_lach022
Final Exam: Developing Strategic Thinking Acumen
Final Examsstgy_08_a01_fe_enus

■ 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
Final Exam: Risk Management
Final Examsstgy_09_a01_fe_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
Final Exam: Business Planning Essentials
Final Examsstgy_10_a01_fe_enus

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Marketing Essentials

Marketing Essentials: Introduction to Marketing
Coursemkt_01_a01_bs_enus
Marketing Essentials: Planning and People
Coursemkt_01_a02_bs_enus
Marketing Essentials: Product and Price
Coursemkt_01_a03_bs_enus
Marketing Essentials: Place
Coursemkt_01_a04_bs_enus
Marketing Essentials: Promotion
Coursemkt_01_a05_bs_enus
Marketing Essentials: Marketing and Ethics
Coursemkt_01_a06_bs_enus
Designing Products to Fit the Channel
Business Impact Series_pc_bi_spbi005
Using Web Analytics to Increase Sales
Business Impact Series_pc_bi_spbi012
Trade Show Marketing - Planning Ahead
Business Impact Series_pc_bi_spbi013

■ 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 Course.....	fin_02_a01_bs_enus
Cash Flow Management Essentials for Non-financial Professionals Course.....	fin_02_a02_bs_enus
The Time Value of Money and Investment Decisions for Non-financial Professionals Course.....	fin_02_a03_bs_enus
The Essentials of Budgeting for Non-financial Professionals Course.....	fin_02_a04_bs_enus
Financial Statements for Non-financial Professionals Course.....	fin_02_a05_bs_enus
Analyzing Financial Statements for Non-financial Professionals Course.....	fin_02_a06_bs_enus
Increasing Cash Flow in Times of Need Business Impact Series.....	_pc_bi_fabi003
Attracting New Investors - Keeping Presentations Focused Business Impact Series.....	_pc_bi_fabi004
What's Your Gross Profit Margin Really Saying? Business Impact Series.....	_pc_bi_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

BUSINESS SKILLS COURSEWARE

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

■ Bank Branch Operations Management

Bank Branch Management: Mortgage and Auto Loans Course.....	fini_01_a01_bs_enus
Bank Branch Management: Payment and Settlement Systems Course.....	fini_01_a02_bs_enus
Bank Branch Management: Teller Roles and Credit Card Operations Course.....	fini_01_a03_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks Course.....	fini_01_a04_bs_enus
Bank Branch Management: Internal Controls and Banking Technology Course.....	fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud Course.....	fini_01_a06_bs_enus

■ Commodity and Energy Markets, Futures, and Forwards

Commodity and Energy Markets and Derivatives Course.....	fini_02_a01_bs_enus
Futures Fundamentals: Commodity, Equity, and Currency Futures Course.....	fini_02_a02_bs_enus
Interest Rate Futures and Forward Rate Agreements Course.....	fini_02_a03_bs_enus

■ Insurance Concepts, Types, and Annuities

Insurance Basics, Underwriting, and Actuarial Practices Course.....	fini_03_a01_bs_enus
Life, Health, and General Insurance Course.....	fini_03_a02_bs_enus
Special Insurance Arrangements: Group Insurance, Reinsurance, and Annuities Course.....	fini_03_a03_bs_enus

■ Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types Course.....	fini_04_a01_bs_enus
Mutual Funds: Portfolio Management and Accounting Course.....	fini_04_a02_bs_enus

Mutual Funds: Performance Evaluation and Regulations Course	fini_04_a03_bs_enus
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■ Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance Course	fini_05_a01_bs_enus
Internal Control and Audits in Banks Course	fini_05_a02_bs_enus
Special Banking Risks and their Management Course	fini_05_a03_bs_enus
Anti-money Laundering and Global Initiatives Course	fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework Course	fini_05_a05_bs_enus

■ Bank Risks and Capital Adequacy Planning

Basel Regulations and Capital Adequacy Requirements Course	fini_06_a01_bs_enus
Capital Adequacy Planning Approaches Course	fini_06_a02_bs_enus

■ Basel Regulations and Bank Risk Management

Basel II and Basel III: An Overview Course	fini_07_a01_bs_enus
IRB Framework and Risk-rating System Course	fini_07_a02_bs_enus
IRB Approach for Corporate and Retail Exposures Course	fini_07_a03_bs_enus
Quantification of IRB Systems Course	fini_07_a04_bs_enus
Data Maintenance and Oversight for IRB Systems Course	fini_07_a05_bs_enus
Basel Regulations and Operational Risk Management Course	fini_07_a06_bs_enus
Operational Risk and Advanced Measurement Approach Course	fini_07_a07_bs_enus
Operational Risk Identification, Assessment, and Quantification Course	fini_07_a08_bs_enus
Operational Risk Management Framework, Process, and Applications Course	fini_07_a09_bs_enus

■ Basel III and Liquidity Risk Management

Management and Supervision of Liquidity Risk Course	fini_08_a01_bs_enus
Liquidity Risk Measurement, Monitoring, and Application of Standards Course	fini_08_a02_bs_enus

Counterparty Credit Risk and Credit Rating

Derivative Contracts: Futures, Forwards, Swaps, and Options
 Course.....fini_09_a01_bs_enus

Measuring Credit Risk of Derivative Contracts
 Course.....fini_09_a02_bs_enus

Mitigating Credit Risk
 Course.....fini_09_a03_bs_enus

Credit Rating Systems and Capital Reserves
 Course.....fini_09_a04_bs_enus

Credit Risk Analysis

Credit Analysis and Loan Pricing and Regulations
 Course.....fini_10_a01_bs_enus

Financial Analysis for Credit Risk Determination
 Course.....fini_10_a02_bs_enus

Nonfinancial Credit and Asset Analysis
 Course.....fini_10_a03_bs_enus

Problem Loans and Risk Analysis for Common Loans
 Course.....fini_10_a04_bs_enus

Risk Analysis for Specialized Loans
 Course.....fini_10_a05_bs_enus

Credit Derivative Instruments

Credit Derivatives and Credit Risk
 Course.....fini_11_a01_bs_enus

Classical Credit Derivatives and Total Return Swaps
 Course.....fini_11_a02_bs_enus

Securitization and Asset-backed Securities
 Course.....fini_11_a03_bs_enus

Credit-linked and Repackaged Notes
 Course.....fini_11_a04_bs_enus

Credit Default Swaps and Credit Spread Options
 Course.....fini_11_a05_bs_enus

Credit Derivatives Applications
 Course.....fini_11_a06_bs_enus

Credit Derivatives: Pricing and Operational Issues
 Course.....fini_11_a07_bs_enus

Credit Derivatives: Regulatory, Legal, and Taxation Issues
 Course.....fini_11_a08_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

Recruiting and Retention Strategies

Recruiting Talent
 Course.....hr_05_a01_bs_enus

Retaining Your Talent Pool
 Coursehr_05_a02_bs_enus

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

Final Exam: Recruiting and Retention Strategies
 Final Examshr_05_a01_fe_enus

Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
 Coursehr_06_a01_bs_enus

Essentials of Interviewing and Hiring: Preparing to Interview
 Coursehr_06_a02_bs_enus

Essentials of Interviewing and Hiring: Conducting an Effective Interview
 Coursehr_06_a03_bs_enus

Essentials of Interviewing and Hiring: Behavioral Interview Techniques
 Coursehr_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

Final Exam: Essentials of Interviewing and Hiring
 Final Examshr_06_a01_fe_enus

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

BUSINESS SKILLS COURSEWARE

HR as Business Partner: Managing Talent for Organizational Success
Course..... hr_07_a03_bs_enus

HR as Business Partner: Using Metrics and Designing Strategic Initiatives
Course..... hr_07_a04_bs_enus

Final Exam: The role of HR as a Business Partner
Final Exams hr_07_a01_fe_enus

■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual
Course..... hr_08_a01_bs_enus

Fundamentals of Organizations – Groups
Course..... hr_08_a02_bs_enus

Understanding Organizational Power and Politics
Course..... hr_08_a03_bs_enus

Organizational Structure and Employee Behavior
Course..... hr_08_a04_bs_enus

Organizational Behavior: Dynamics of a Positive Organizational Culture
Course..... hr_08_a05_bs_enus

Final Exam: Organizational Behavior
Final Exams hr_08_a01_fe_enus

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

Human Resources Core Knowledge: Skills, Concepts, and Tools
Course..... hr_09_a01_bs_enus

Human Resources Core Knowledge: Functions and Activities
Course..... hr_09_a02_bs_enus

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

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

Business Management and Strategy: The HR Function and Business Environment
Course..... hr_10_a01_bs_enus

Business Management and Strategy: HR and the Strategic Planning Process
Course..... hr_10_a02_bs_enus

Business Management and Strategy: HR Functions and Roles
Course..... hr_10_a03_bs_enus

Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Final Exams hr_10_a01_fe_enus

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

Workforce Planning and Employment: Employment Legislation
Coursehr_11_a01_bs_enus

Workforce Planning and Employment: Recruitment Strategies
Coursehr_11_a02_bs_enus

Workforce Planning and Employment: Sourcing and Selecting Candidates
Coursehr_11_a03_bs_enus

Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
Coursehr_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
Coursehr_12_a01_bs_enus

Human Resource Development: Employee Training
Coursehr_12_a02_bs_enus

Human Resource Development: Performance Appraisal and Talent Management
Coursehr_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
Coursehr_13_a01_bs_enus

Compensation and Benefits: Managing Policies, Programs, and Activities
Coursehr_13_a02_bs_enus

Compensation and Benefits: Organizational Responsibilities
Coursehr_13_a03_bs_enus

Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
Final Exams hr_13_a01_fe_enus

BUSINESS SKILLS COURSEWARE

■ 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

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks
Course..... ad_01_a02_bs_enus

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

Administrative Professionals: Interacting with Others
Course ad_01_a04_bs_enus

Administrative Professionals: Putting Your Best Foot Forward
Course ad_01_a05_bs_enus

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

BUSINESS SKILLS COURSEWARE

■ Management Essentials

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

Management Essentials: Delegating
Course..... mgmt_15_a02_bs_enus

Management Essentials: Developing Your Direct Reports
Course..... mgmt_15_a03_bs_enus

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

Management Essentials: Managing a Diverse Team
Course..... mgmt_15_a05_bs_enus

Management Essentials: Treating Your Direct Reports Fairly
Course..... mgmt_15_a06_bs_enus

Management Essentials: Caring about Your Direct Reports
Course..... mgmt_15_a07_bs_enus

Acting Decisively
Challenge Series....._pc_ch_lach034

Employee Dismissal
Challenge Series....._pc_ch_lach038

Managing Fairly
Business Impact Series....._pc_bi_mgbi016

■ First Time Manager Essentials

First Time Manager: Understanding a Manager's Role
Course..... mgmt_16_a01_bs_enus

First Time Manager: Challenges
Course..... mgmt_16_a02_bs_enus

First Time Manager: Meeting Expectations
Course..... mgmt_16_a03_bs_enus

Making the Move Into Management
Challenge Series....._pc_ch_lach029

■ Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals
Course..... mgmt_17_a01_bs_enus

Performance Appraisal Essentials: Conducting Traditional Appraisals
Course..... mgmt_17_a02_bs_enus

Performance Appraisal Essentials: 360-degree Appraisals
Course..... mgmt_17_a03_bs_enus

Preparing for Your Performance Appraisal
Business Impact Series....._pc_bi_pfb017

■ Talent Management Essentials

Talent Management: Basics
Course..... mgmt_18_a01_bs_enus

Talent Management: Planning
Course..... mgmt_18_a02_bs_enus

Talent Management: Acquiring Talent
Course..... mgmt_18_a03_bs_enus

Talent Management: Developing and Engaging Talent
Course..... mgmt_18_a04_bs_enus

Talent Management: Retaining Talent
Course..... mgmt_18_a05_bs_enus

Attracting and Retaining Talent
Challenge Series....._pc_ch_lach021

■ Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management
Course..... mgmt_19_a01_bs_enus

Strategies for Transitioning to Technical Management
Course..... mgmt_19_a02_bs_enus

Managing Technical Professionals
Course..... mgmt_19_a03_bs_enus

■ Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees
Course..... mgmt_20_a01_bs_enus

Managing Workforce Generations: Working with a Multigenerational Team
Course..... mgmt_20_a02_bs_enus

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

Managing an Aging Workforce
Business Impact Series....._pc_bi_mgbi005

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

BUSINESS SKILLS COURSEWARE

Cross-functional Strategic Management
Course..... mgmt_23_a02_bs_enus

Managing for Rapid Change and Uncertainty
Course..... mgmt_23_a03_bs_enus

Managing High Performers
Course..... mgmt_23_a04_bs_enus

Managing New Managers
Course..... mgmt_23_a05_bs_enus

Managing Experienced Managers
Course..... mgmt_23_a06_bs_enus

Developing Adaptable Managers
Business Impact Series....._pc_bi_mgbi013

Employee Engagement
Challenge Series....._pc_ch_mgch006

Delivering Bad News Effectively
Challenge Series....._pc_ch_lach033

Building Upward Relationships
Challenge Series....._pc_ch_lach039

■ Strategies for Successful Employee On-boarding

Strategies for Successful Employee Onboarding: An Introduction
Course..... mgmt_24_a01_bs_enus

Strategies for Successful Employee Onboarding: Getting Started
Course..... mgmt_24_a02_bs_enus

Strategies for Successful Employee Onboarding: Assessing Program Success
Course..... mgmt_24_a03_bs_enus

■ Managing during Difficult Times

Communicating during Difficult Times
Course..... mgmt_25_a01_bs_enus

Managing Resources during Difficult Times
Course..... mgmt_25_a02_bs_enus

Managing Attitudes during Difficult Times
Course..... mgmt_25_a03_bs_enus

■ Dismissing an Employee

Preparing to Dismiss an Employee
Course..... mgmt_26_a01_bs_enus

Managing the Dismissal of an Employee
Course..... mgmt_26_a02_bs_enus

■ Delegation Essentials

Delegation Essentials: An Introduction to Delegating
Course..... mgmt_27_a01_bs_enus

Delegation Essentials: The Delegation Process
Course..... mgmt_27_a02_bs_enus

Delegation Essentials: Overcoming Delegation Problems
Coursemgmt_27_a03_bs_enus

Delegating Appropriate Tasks
Business Impact Series_pc_bi_mgbi007

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

■ Business Execution

Business Execution: Understanding the Fundamentals
Coursemgmt_28_a01_bs_enus

Business Execution: Crafting a Business Strategy that Executes
Coursemgmt_28_a02_bs_enus

Business Execution: Linking Strategy to People and Operations
Coursemgmt_28_a03_bs_enus

Business Execution: Monitoring and Evaluating Initiatives
Coursemgmt_28_a04_bs_enus

Fostering a Business Execution Culture
Business Impact Series_pc_bi_lsbi008

Performance Dashboard or Scorecard?
Business Impact Series_pc_bi_mgbi012

■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals
Coursemgmt_29_a01_bs_enus

Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Coursemgmt_29_a02_bs_enus

Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
Coursemgmt_29_a03_bs_enus

Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Coursemgmt_29_a04_bs_enus

■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Coursemgmt_30_a01_bs_enus

Thinking Like a CFO: Making Financial Decisions
Coursemgmt_30_a02_bs_enus

Thinking Like a CFO: Preparing and Presenting a Business Case
Coursemgmt_30_a03_bs_enus

Thinking Like a CFO: Managing Risk
Coursemgmt_30_a04_bs_enus

■ Essentials of Facilitating

Using Facilitation Skills as a Manager
Coursemgmt_31_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Facilitating Collaborative Processes
Course..... mgmt_31_a02_bs_enus
Challenges of Facilitating
Course..... mgmt_31_a03_bs_enus

■ Effectively Managing Top Performers

Engaging Top Performers
Course..... mgmt_33_a01_bs_enus
Retaining Top Performers
Course..... mgmt_33_a02_bs_enus
Overcoming Challenges of Managing Top Performers
Course..... mgmt_33_a03_bs_enus

■ Managing Problem Performance

Recognizing and Diagnosing Problem Performance
Course..... mgmt_34_a01_bs_enus
First Steps for Turning Around a Performance Problem
Course..... mgmt_34_a02_bs_enus
Using Progressive Discipline to Correct Problem
Performance
Course..... mgmt_34_a03_bs_enus
Preventing Problem Performance
Course..... mgmt_34_a04_bs_enus
Underperforming Employee – Now What?
Business Impact Series..... _pc_bi_hrbi010
Managing Performance
Challenge Series..... _pc_ch_lach002

■ Difficult Conversations

Preparing for a Difficult Conversation
Course..... mgmt_36_a01_bs_enus
Having a Difficult Conversation
Course..... mgmt_36_a02_bs_enus
Handling Difficult Conversations Effectively
Course..... mgmt_36_a03_bs_enus

■ Performance Management

Planning for Performance
Course..... mgmt_37_a01_bs_enus
Monitoring and Improving Performance
Course..... mgmt_37_a02_bs_enus
Reviewing and Rewarding Performance
Course..... mgmt_37_a03_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ Leadership Essentials

Leadership Essentials: Motivating Employees
Course lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision
Course lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a
Leader
Course lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional
Intelligence
Course lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution
Course lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation
Course lead_05_a06_bs_enus
Leadership Essentials: Leading Change
Course lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership
Development Plan
Course lead_05_a08_bs_enus
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

BUSINESS SKILLS COURSEWARE

■ 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_lschi004

■ 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
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 SKILLS COURSEWARE

■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose
Course.....comm_19_a01_bs_enus

Business Writing: How to Write Clearly and Concisely
Course.....comm_19_a02_bs_enus

Business Writing: Editing and Proofreading
Course.....comm_19_a03_bs_enus

Writing for Business
Business Impact Series....._pc_bi_pabi012

Written Communication
Challenge Series....._pc_ch_pach015

Final Exam: Business Writing Basics
Final Exams comm_19_a01_fe_enus

■ Business Grammar Basics

Business Grammar: Parts of Speech
Course.....comm_20_a01_bs_enus

Business Grammar: Working with Words
Course.....comm_20_a02_bs_enus

Business Grammar: The Mechanics of Writing
Course.....comm_20_a03_bs_enus

Business Grammar: Punctuation
Course.....comm_20_a04_bs_enus

Business Grammar: Sentence Construction
Course.....comm_20_a05_bs_enus

Business Grammar: Common Usage Errors
Course.....comm_20_a06_bs_enus

Final Exam: Business Grammar Basics
Final Exams comm_20_a01_fe_enus

■ Interpersonal Communication

Interpersonal Communication: Communicating with
Confidence
Course.....comm_21_a01_bs_enus

Interpersonal Communication: Targeting Your Message
Course.....comm_21_a02_bs_enus

Interpersonal Communication: Listening Essentials
Course.....comm_21_a03_bs_enus

Interpersonal Communication: Communicating Assertively
Course.....comm_21_a04_bs_enus

Interpersonal Communication: Being Approachable
Course.....comm_21_a05_bs_enus

Making Yourself Approachable
Business Impact Series....._pc_bi_pabi011

Asserting Yourself in the Workplace
Challenge Series....._pc_ch_pach016

Final Exam: Interpersonal Communication
Final Exams comm_21_a01_fe_enus

■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to
Conflict
Course comm_22_a01_bs_enus

Workplace Conflict: Strategies for Resolving Conflicts
Course comm_22_a02_bs_enus

Confrontation: What's the Best Approach
Business Impact Series_pc_bi_mgbi009

Personal Conflict Styles
Business Impact Series_pc_bi_pabi002

Coping with Accusations in the Workplace
Challenge Series....._pc_ch_lsch003

Managing Conflict
Challenge Series....._pc_ch_lach009

Conflict: Avoid, Confront, or Delay?
Challenge Series....._pc_ch_pach004

■ Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People
Course comm_23_a01_bs_enus

Working with Difficult People: How to Work with
Aggressive People
Course comm_23_a02_bs_enus

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

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

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_pabi003

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

BUSINESS SKILLS COURSEWARE

Negotiation Essentials: Persuading
Course.....comm_24_a04_bs_enus
Negotiation Essentials: Avoiding Pitfalls in Negotiations
Course.....comm_24_a05_bs_enus
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
How High Is Your EQ?
Business Impact Series....._pc_bi_pfb009
Emotional Intelligence at Work
Challenge Series....._pc_ch_pach014

■ Fundamentals of Cross Cultural Communication

Culture and Its Effect on Communication
Course.....comm_26_a01_bs_enus
Communicating Across Cultures
Course.....comm_26_a02_bs_enus
Improving Communication in Cross-cultural Relationships
Course.....comm_26_a03_bs_enus
Communicating with a Cross-cultural Audience
Business Impact Series....._pc_bi_pfb020
Dispute Resolution in International Contracts
Challenge Series....._pc_ch_lsch005

■ Getting Results without Direct Authority

Getting Results without Direct Authority: Building
Relationships and
Credibility
Course.....comm_27_a01_bs_enus
Getting Results without Direct Authority: Persuasive
Communication
Course.....comm_27_a02_bs_enus
Getting Results without Direct Authority: Reciprocity
Course.....comm_27_a03_bs_enus
Getting Results without Direct Authority: Influencing Your
Boss
Course.....comm_27_a04_bs_enus
Influencing Key Decision Makers
Business Impact Series....._pc_bi_lsb015

Influence and Persuasion
Challenge Series....._pc_ch_lach016

■ Listening Essentials

Listening Essentials: The Basics of Listening
Course.....comm_28_a01_bs_enus
Listening Essentials: Improving Your Listening Skills
Course.....comm_28_a02_bs_enus
Listening to Improve Conversation
Business Impact Series....._pc_bi_pabi001
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

BUSINESS SKILLS COURSEWARE

Managing Effective Business Meetings
Course.....comm_32_a02_bs_enus

Dealing with Common Meeting Problems
Course.....comm_32_a03_bs_enus

When Too Many Meetings Are Just Too Much
Business Impact Series....._pc_bi_pfb008

Making Meetings Work
Business Impact Series....._pc_bi_pfb018

Managing Meetings for Productivity and Effectiveness
Challenge Series....._pc_ch_lach031

■ Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation
Course.....comm_33_a01_bs_enus

Basic Presentation Skills: Creating a Presentation
Course.....comm_33_a02_bs_enus

Basic Presentation Skills: Delivering a Presentation
Course.....comm_33_a03_bs_enus

Handling Difficult Questions as a Presenter
Business Impact Series....._pc_bi_pabi007

■ Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating
with Diplomacy and Tact
Course.....comm_34_a01_bs_enus

Strategies for Communicating with Tact and Diplomacy
Course.....comm_34_a02_bs_enus

Delivering a Difficult Message with Diplomacy and Tact
Course.....comm_34_a03_bs_enus

■ Professional Networking Essentials

Professional Networking Essentials: Finding Opportunities
To Make Connections
Course.....comm_38_a01_bs_enus

Professional Networking Essentials: Developing
Confidence
Course.....comm_38_a02_bs_enus

■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and
Planning
Course.....ib_wstp_a01_it_enus

Writing for Technical Professionals: Effective Writing
Techniques
Course.....ib_wstp_a02_it_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

■ Basic Business Math

Basic Business Math: Using Whole Numbers and
Decimals
Course.....fnd_01_a01_bs_enus

Basic Business Math: Percentages and Ratios
Course.....fnd_01_a02_bs_enus

Basic Business Math: Averages and Equations
Course.....fnd_01_a03_bs_enus

Basic Business Math: Charts and Graphs
Course.....fnd_01_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability
Course.....pd_05_a01_bs_enus

Managing from Within: Self-empowerment
Course.....pd_05_a02_bs_enus

Goals and Setting Goals
Course.....pd_05_a03_bs_enus

Creating a Positive Attitude
Course.....pd_05_a04_bs_enus

Pursuing Successful Lifelong Learning
Course.....pd_05_a05_bs_enus

■ 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

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

BUSINESS SKILLS COURSEWARE

Diversity on the Job: Diversity and You
Course..... pd_07_a02_bs_enus
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
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

■ Effective Time Management

Time Management: Analyzing Your Use of Time
Coursepd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time
Coursepd_11_a02_bs_enus
Time Management: Avoiding Time Stealers
Coursepd_11_a03_bs_enus
The Dangers of Multitasking
Business Impact Series _pc_bi_pabi003
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
Coursepd_12_a01_bs_enus
Problem Solving: Determining and Building Your Strengths
Coursepd_12_a02_bs_enus
Problem Solving: Digging Deeper
Coursepd_12_a03_bs_enus
Decision Making: The Fundamentals
Coursepd_12_a04_bs_enus
Decision Making: Tools and Techniques
Coursepd_12_a05_bs_enus
Decision Making: Making Tough Decisions
Coursepd_12_a06_bs_enus
Uncovering the Root Problem
Challenge Series....._pc_ch_lach003
Playing the Devil's Advocate in Decision Making
Business Impact Series _pc_bi_pfb005
Turning Problems Around with Reverse Brainstorming
Business Impact Series _pc_bi_lsbi017

BUSINESS SKILLS COURSEWARE

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

■ Dealing with Organizational Change

Understanding Organizational Change
Course..... pd_13_a01_bs_enus
Preparing for Organizational Change
Course..... pd_13_a02_bs_enus
Embracing Organizational Change
Course..... pd_13_a03_bs_enus
Managing the Stress of Organizational Change
Business Impact Series....._pc_bi_mgbi004
The Importance of Flexibility in the Workplace
Business Impact Series....._pc_bi_pfb007
Developing Organizational Agility
Challenge Series....._pc_ch_pach024

■ Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?
Course..... pd_14_a01_bs_enus
Critical Thinking Essentials: Applying Critical Thinking Skills
Course..... pd_14_a02_bs_enus
Critical Thinking
Challenge Series....._pc_ch_lach025

■ Building and Maintaining Trust

Building Trust
Course..... pd_15_a01_bs_enus
Rebuilding Trust
Course..... pd_15_a02_bs_enus
Rebuilding Trust
Business Impact Series....._pc_bi_pabi005
The Fruits of Integrity: Building Trust at Work
Challenge Series....._pc_ch_pach012

■ Personal Productivity Improvement

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

■ Peer Relationships

The Value of Peer Relationships
Coursepd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your Organization
Coursepd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work
Coursepd_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
Coursepd_18_a01_bs_enus
Developing a Code of Ethical Conduct
Coursepd_18_a02_bs_enus
Ethical Decision-making in the Workplace
Coursepd_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
Coursepd_19_a01_bs_enus
Key Aspects of the American Work Environment
Coursepd_19_a02_bs_enus
Communicating Successfully in the American Workplace
Coursepd_19_a03_bs_enus
Succeeding in the American Workplace
Coursepd_19_a04_bs_enus

■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Coursepd_21_a01_bs_enus
Making a Positive Impression in an Internal Interview
Coursepd_21_a02_bs_enus

BUSINESS SKILLS COURSEWARE

■ Campus to Corporate

Campus to Corporate: Meeting New Expectations
Course..... pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image
Course..... pd_22_a02_bs_enus

■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches
Course..... pd_23_a01_bs_enus
Public Speaking Strategies: Confident Public Speaking
Course..... pd_23_a02_bs_enus

■ Performance under Pressure

Developing the Right Attitude for Performing under
Pressure
Course..... pd_24_a01_bs_enus
Taking Action for Performing under Pressure
Course..... pd_24_a02_bs_enus
Performing with Others under Pressure
Course..... pd_24_a03_bs_enus

■ Business Etiquette and Professionalism

Developing Your Reputation of Professionalism with
Business Etiquette
Course..... pd_25_a01_bs_enus
Professionalism, Business Etiquette, and Personal
Accountability
Course..... pd_25_a02_bs_enus
Communicating with Professionalism and Etiquette
Course..... pd_25_a03_bs_enus
Using Business Etiquette to Build Professional
Relationships
Course..... pd_25_a04_bs_enus
Disciplines of Organizational Learning: Personal Mastery
Business Impact Series....._pc_bi_pfb011
Safe Small Talk
Business Impact Series....._pc_bi_pfb012
Reframing Negative Situations
Business Impact Series....._pc_bi_hrbi008
Managing Goals
Challenge Series....._pc_ch_lach027
Broadening Your Learning Horizons
Business Impact Series....._pc_bi_pabi013
Targeting Personal Learning
Challenge Series....._pc_ch_pach022

■ Perseverance and Resilience

Developing Character for Perseverance and Resilience
Course..... pd_26_a01_bs_enus

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

■ Decisiveness

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

■ Writing Under Pressure

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

PROJECT EFFECTIVENESS

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
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

BUSINESS SKILLS COURSEWARE

Anticipating and Solving Problems as a Project Champion
Business Impact Series....._pc_bi_pmbi007

Addressing Stakeholder Conflicts
Business Impact Series....._pc_bi_pmbi008

Portfolios, Programs, and Projects: What's the Difference?
Business Impact Series....._pc_bi_pmbi009

Controlling Project Cost
Business Impact Series....._pc_bi_pmbi010

Project Management Essentials
Challenge Series....._pc_ch_lach041

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Course..... proj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition)
Course..... proj_19_a02_bs_enus

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

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

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

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Course..... proj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Course..... proj_20_a03_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Course..... proj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
Course..... proj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Course..... proj_21_a03_bs_enus

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

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

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

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

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Courseproj_23_a01_bs_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)
Courseproj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
Courseproj_24_a01_bs_enus

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

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

Planning Project Human Resources (PMBOK® Guide Fifth Edition)
Courseproj_25_a01_bs_enus

Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Courseproj_25_a02_bs_enus

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

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
Courseproj_26_a01_bs_enus

Control Project Communications (PMBOK® Guide Fifth Edition)
Courseproj_26_a02_bs_enus

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

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

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

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

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition) Course.....	proj_29_a01_bs_enus
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition) Course.....	proj_29_a02_bs_enus

■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management Course.....	proj_16_a01_bs_enus
Program Life Cycle and Benefits Management Course.....	proj_16_a02_bs_enus

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

The Role of Ethics in Project Management Course.....	proj_15_a01_bs_enus
Core PMI® Values and Ethical Standards Course.....	proj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management Course.....	proj_17_a01_bs_enus
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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

BUSINESS SKILLS COURSEWARE

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

■ Mentoring Assets

Mentoring PRINCE2: Foundation
Mentoring Assets..... mntprince2f
Mentoring Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Mentoring Assets..... mntmp5ed
Mentoring Certified Associate in Project Management
(CAPM) PMBOK Guide 5th Ed.
Mentoring Assets..... mntcapm5ed
Mentoring PRINCE2: Practitioner
Mentoring Assets..... mntprince2p

■ 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

■ Test Preps

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

■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information
Course..... prin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

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

■ Leading Teams

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

BUSINESS SKILLS COURSEWARE

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

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

Introduction to Business Analysis and Essential Competencies Course.....	ib_buap_a01_it_enus
Introduction to Business Analysis Planning Course.....	ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring Course.....	ib_buap_a03_it_enus
Business Analysis Requirements Elicitation Course.....	ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication Course.....	ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis Course.....	ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis Course.....	ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements Course.....	ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation Course.....	ib_buap_a09_it_enus
Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned Final Exams	ib_buap_a01_fe_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Sales Foundations

Introduction to Sales Course.....	sale_01_a01_bs_enus
Strategic Sales Planning Course.....	sale_01_a02_bs_enus
Preparing for Successful Sales Course.....	sale_01_a03_bs_enus
Developing Strong Customer Relationships Course.....	sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization Course.....	sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach Course.....	sale_01_a06_bs_enus
Don't Only Go for the Big Fish Business Impact Series.....	_pc_bi_spb009

The Ethics of Gift Giving Business Impact Series	_pc_bi_spb014
Using Persuasion Techniques to Boost Sales Business Impact Series	_pc_bi_spb018
Get it Together: Organizing Your Sales Approach Business Impact Series	_pc_bi_sabi002
Presentations That Get People Talking Business Impact Series	_pc_bi_sabi003
Initiating Discovery Meetings Challenge Series.....	_pc_ch_sach001
The Proof Is in the Proposal Challenge Series.....	_pc_ch_sach003
Educating and Collaborating with Customers Business Impact Series	_pc_bi_sabi006
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_enu

Solution Selling: Meeting an Active Need
Course..... sale_03_a02_bs_enu

Solution Selling: Creating New Opportunities
Course..... sale_03_a03_bs_enu

Turning Potential Customers into Allies
Challenge Series..... _pc_ch_sach008

Preparing to Implement Solutions
Challenge Series..... _pc_ch_sach010

Managing Implementation Problems
Business Impact Series..... _pc_bi_sabi010

Connecting Customers and Solutions
Business Impact Series..... _pc_bi_sabi008

■ Strategic Account Sales Skills

Selling to Key Players
Business Impact Series..... _pc_bi_spbi001

Planning for Effective Selling
Business Impact Series..... _pc_bi_spbi004

Building Profitable Customer Relationships
Business Impact Series..... _pc_bi_spbi017

Crafting Sales Strategies
Challenge Series..... _pc_ch_spch002

Performance Payout Plans
Challenge Series..... _pc_ch_spch004

Sales and Marketing: Two Sides of the Same Coin?
Business Impact Series..... _pc_bi_spbi011

Connecting the Dots: Insightful Account Management
Business Impact Series..... _pc_bi_sabi016

Succeeding in Account Management
Challenge Series..... _pc_ch_sach015

■ Sales Management

Storming: Developing and Leading Your Sales Team
Business Impact Series..... _pc_bi_spbi003

Sales Support Roles for Better Customer Interaction
Business Impact Series..... _pc_bi_spbi007

Succeeding in Account Management
Challenge Series..... _pc_ch_sach015

Gaining Access through Cold Calls
Challenge Series..... _pc_ch_sach019

Overcoming Resistance to Coaching
Business Impact Series..... _pc_bi_sabi021

■ Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling
Course..... sale_05_a01_bs_enu

Essential Selling Skills: Qualifying Sales Prospects
Course..... sale_05_a02_bs_enu

Essential Selling Skills: Closing the Sale
Course..... sale_05_a03_bs_enu

Effective Cold Calling
Business Impact Series..... _pc_bi_sabi007

Prompting Action through Focused Communication
Business Impact Series..... _pc_bi_sabi014

Regaining Your Customer's Trust
Business Impact Series..... _pc_bi_sabi015

Getting Organized to Meet Your Sales Goals
Challenge Series..... _pc_ch_sach002

Making Contact: Access Strategies
Challenge Series..... _pc_ch_sach007

Managing a Sales Pipeline
Challenge Series..... _pc_ch_sach012

Demonstrating Business Acumen
Challenge Series..... _pc_ch_sach013

Talking about the Competition
Business Impact Series..... _pc_bi_sabi017

Responding to Bad News
Business Impact Series..... _pc_bi_sabi018

Communicating a High-impact Business Case
Business Impact Series..... _pc_bi_sabi019

Selling with Trust
Challenge Series..... _pc_ch_sach014

Using Competitive Selling Skills
Challenge Series..... _pc_ch_sach016

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

BUSINESS SKILLS COURSEWARE

Managing Your Call Center More Efficiently Business Impact Series.....	_pc_bi_ctbi002
Customer Service Training - The Interview and Beyond Business Impact Series.....	_pc_bi_ctbi004
Disaster Recovery - Keeping the Lines Open Business Impact Series.....	_pc_bi_ctbi005
Preventing Agent Absenteeism through Better Working Conditions Business Impact Series.....	_pc_bi_ctbi006
Prioritizing Rewards and Recognition in Call Centers Business Impact Series.....	_pc_bi_ctbi011

■ ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle Course.....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

■ ITIL® 2011 Edition Overview

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

■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

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

BUSINESS SKILLS COURSEWARE

■ Customer Service Representative, Skills

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

■ Customer Service Representative, Process

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

■ Customer Service Fundamentals

Customer Service Fundamentals: Building Rapport in
Customer Relationships
Course..... cust_09_a01_bs_enus
Customer Service in the Field
Course..... cust_09_a02_bs_enus
Customer Service over the Phone
Course..... cust_09_a03_bs_enus
Internal Customer Service
Course..... cust_09_a04_bs_enus
Customer Service Confrontation and Conflict
Course..... cust_09_a05_bs_enus
Shaping the Direction of Customer Service in Your
Organization
Course..... cust_09_a06_bs_enus
Aligning Performance to Key Indicators
Business Impact Series....._pc_bi_ctbi007
The Angry Caller: What's Your Plan?
Business Impact Series....._pc_bi_spbi016

■ Customer Focus

Identifying and Managing Customer Expectations
Course..... cust_10_a01_bs_enus
Creating and Sustaining a Customer-focused Organization
Course..... cust_10_a02_bs_enus
Customer-focused Interaction
Course..... cust_10_a03_bs_enus
Listening to Your Customers
Business Impact Series....._pc_bi_spbi002
Creating a Customer-focused Organization
Challenge Series....._pc_ch_lach020

Developing Your Customer Focus
Challenge Series....._pc_ch_pach009

■ Customer Advocacy

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

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

■ Industry Overviews

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

BUSINESS SKILLS COURSEWARE

The Aerospace & Defense Industry Overview: Version 1
Course.....indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 1
Course.....indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3
Course.....indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 3
Course.....indo_01_a30_bs_enus
The Agriculture Industry Overview
Course.....indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Exams ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring ITIL Foundation
Mentoring Assets..... mntitv3f

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Workplace Health and Safety

Access to Employee Medical and Exposure Records Course.....	esh_sah_a35_sh_enus
Accident Investigation - Canada 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
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 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 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
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: 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 Stress Recognition and Prevention Course	esh_sah_a39_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hexavalent Chromium Course.....esh_sah_a41_sh_enus	OSHA 300 Recordkeeping Courseesh_sah_a83_sh_enus
Hot Work Permits - Canada Course.....esh_sah_a51_sh_enus	Pandemic Flu Awareness Courseesh_sah_a10_sh_enus
Hydrogen Sulfide Course.....esh_sah_a86_sh_enus	Portable Fire Extinguishers Courseesh_sah_a42_sh_enus
Indoor Hoisting and Rigging Course.....esh_sah_a60_sh_enus	Powered Industrial Truck Safety Courseesh_sah_b84_sh_enus
Industrial Ergonomics Course.....esh_sah_b30_sh_enus	PPE: Body Protection Courseesh_sah_a66_sh_enus
Injury and Illness Prevention Program (I2P2) Course.....esh_sah_b50_sh_enus	PPE: Eye and Face Protection Courseesh_sah_a68_sh_enus
Introduction to Industrial Hygiene Course.....esh_sah_a15_sh_enus	PPE: Foot and Leg Protection Courseesh_sah_a67_sh_enus
Isocyanates Course..... Esh_sah_b89_sh_enus	PPE: Hand Protection Courseesh_sah_a70_sh_enus
Job Hazard Analysis Course.....esh_sah_b29_sh_enus	PPE: Head Protection Courseesh_sah_a69_sh_enus
Laboratory Safety - Canada Course.....esh_sah_a85_sh_enus	PPE: Personal Protective Equipment Courseesh_sah_a17_sh_enus
Ladder Safety Course.....esh_sah_b31_sh_enus	Radiation Safety Courseesh_sah_a90_sh_enus
Laser Safety Training Course.....esh_sah_a87_sh_enus	Radio Frequency Safety for Communications Workers Courseesh_sah_b49_sh_enus
Lead and Cadmium Course.....esh_sah_a02_sh_enus	Regulatory Information Courseesh_sah_a91_sh_enus
Lead Awareness in Construction Course.....esh_sah_b93_sh_enus	Respiratory Protection Courseesh_sah_b26_sh_enus
Lead Awareness in General Industry Course..... Esh_sah_b88_sh_enus	Rigging Equipment and Inspection - Canada Courseesh_sah_b82_sh_enus
Liquefied Petroleum Gas (LPG) Safety Course.....esh_sah_a89_sh_enus	Safe Work Practices Courseesh_sah_a52_sh_enus
Lockout/Tagout Course.....esh_sah_b17_sh_enus	Safety Data Sheets Courseesh_sah_a77_sh_enus
Lockout/Tagout for Authorized Persons Course.....esh_sah_a08_sh_enus	Scaffolding and Ladder Safety Courseesh_sah_a32_sh_enus
Machine Guarding Course.....esh_sah_b16_sh_enus	Scissor Lifts Courseesh_sah_b65_sh_enus
Mobile Crane Operator Safety Course.....esh_sah_b68_sh_enus	Signs and Tags Courseesh_sah_a45_sh_enus
Mold Awareness Course.....esh_sah_a01_sh_enus	Silica Courseesh_sah_b80_sh_enus
NFPA 70E Electrical Safety in the Workplace 2015 Edition Course.....ehs_hsf_a01_sh_enus	Slips, Trips, and Falls Courseesh_sah_b32_sh_enus
Non-Ionizing Radiation Safety Course.....esh_sah_a09_sh_enus	Sprains and Strains Courseesh_sah_a11_sh_enus
Office Ergonomics Course.....esh_sah_a64_sh_enus	Trenching and Excavation Safety Courseesh_sah_a54_sh_enus
Office Safety Course.....esh_sah_b83_sh_enus	Tuberculosis: Prevention and Control Courseesh_sah_a92_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Warehouse Safety
Course.....esh_sah_b81_sh_enus
Welding, Cutting, and Brazing - Canada
Course.....esh_sah_a61_sh_enus
Workplace Inspections - Canada
Course.....esh_sah_a40_sh_enus
Workplace Safety Orientation
Course.....esh_sah_a65_sh_enus

■ Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module

Decontamination (HAZWOPER)
Course.....esh_sah_b06_sh_enus
Emergency Response and Spill Control (HAZWOPER)
Course.....esh_sah_b07_sh_enus
Fire and Explosion Hazards (HAZWOPER)
Course.....esh_sah_b08_sh_enus
Hazard Communication (HAZWOPER)
Course.....esh_sah_a80_sh_enus
Heat and Cold Exposure Management (HAZWOPER)
Course.....esh_sah_b09_sh_enus
Personal Protective Equipment (HAZWOPER)
Course.....esh_sah_b14_sh_enus
Regulatory Overview (HAZWOPER)
Course.....esh_sah_b10_sh_enus
Site Control (HAZWOPER)
Course.....esh_sah_b11_sh_enus
Site Safety and Health Plan Procedures (HAZWOPER)
Course.....esh_sah_b12_sh_enus
Toxicology (HAZWOPER)
Course.....esh_sah_b13_sh_enus

■ 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

■ Transportation - Safe Driving

Accident Procedures Involving Large Vehicles
Courseesh_sah_b52_sh_enus
Collision Avoidance
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Defensive Driving
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Distracted Driving
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Emergency Situations While Driving
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Ergonomics and Injury Prevention for Commercial Vehicle Operators
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Flagging Safety
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Flatbed Cargo Securement
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Hazardous Weather Driving for Commercial Vehicle Operators
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Loading Dock Safety
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Negotiating Hazards for Commercial Vehicles
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Safe Vehicle Backing
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Trailer Coupling and Uncoupling
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Urban Driving
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■ Federal Motor Carrier Safety

DOT: Air Brakes
Courseesh_sah_b53_sh_enus
DOT: CSA Fundamentals
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DOT: Drug and Alcohol Awareness
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DOT: Hours of Service
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DOT: Inspections
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ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

■ Hazardous Materials Transportation by Road

DOT: Security for Shipment of Hazardous Materials Course.....	esh_trns_a02_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

■ Hazardous Materials Transportation by Air

IATA 1: Hazard Class Identification/Classification Course.....	esh_sah_a94_sh_enus
IATA 2: Marking and Labeling Course.....	esh_sah_a95_sh_enus
IATA 3: Packaging Course.....	esh_sah_a96_sh_enus
IATA 4: Documentation Course.....	esh_sah_a97_sh_enus
IATA 5: Limitations and Shipment Review Course.....	esh_sah_a98_sh_enus

■ Dangerous Goods Shipment by Sea

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

■ Security

Active Shooter Course.....	esh_sah_b92_sh_enus
NFPA 1600 Disaster/Emergency Management Course.....	esh_sec_a01_sh_enus
NFPA 1600 Business Continuity Programs Course.....	esh_sec_a02_sh_enus
Workplace Security Awareness Course.....	esh_sah_a93_sh_enus

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CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

■ Safety and Health

Confined Space Entry – Canada Course	esh_sah_b35_sh_enus
Fall Prevention Awareness - Canada Course	esh_sah_b38_sh_enus
Hearing Conservation - Canada Course	esh_sah_b37_sh_enus
Ladder and Scaffolding Safety - Canada Course	esh_sah_b40_sh_enus
Lockout/Tagout – Canada Course	esh_sah_b36_sh_enus
Occupational Health and Safety Awareness: Ontario Reg. 297/13 – Canada Course	Esh_sah_b90_sh_enus
Respiratory Protection - Canada Course	esh_sah_b39_sh_enus
Workplace Hazardous Materials Information System - Canada Course	esh_sah_b85_sh_enus

■ Transportation

Transport Canada TDG: Introduction and Responsibilities Course	esh_sah_b61_sh_enus
Transport Canada TDG: Documents, Markings, and Containers Course	esh_sah_b62_sh_enus
Transport Canada TDG: Special Situations and Emergency Actions Course	esh_sah_b63_sh_enus
Transport Canada TDG: Related Regulations and Standards Course	esh_sah_b64_sh_enus
Defensive Driving Fundamentals – Canada Course	esh_sah_b86_sh_enus

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Global Antitrust Course.....	lchr_01_a50_lc_enus
Global Conflicts of Interest Course.....	lchr_01_a58_lc_enus
Global Export Compliance Course.....	lchr_01_a87_lc_enus
Global Insider Dealing Course.....	lchr_01_a57_lc_enus
Global Privacy and Information Security Course.....	lchr_01_a51_lc_enus
Preventing Harassment in the Global Workplace – Employee Edition Course.....	lchr_01_a18_lc_enus
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■ Ethics & Code of Conduct

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Code of Conduct Awareness Course.....	lchr_01_a38_lc_enus
Conflicts of Interest in the Workplace Course.....	lchr_01_a07_lc_enus
Financial Integrity Course.....	lchr_01_a86_lc_enus
Integrity in the Workplace Course.....	lchr_01_a16_lc_enus
Preventing Fraud and Abuse Course.....	lchr_01_a17_lc_enus

■ Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course	lchr_01_a56_lc_enus
Bullying and Violence in the Workplace Course	lchr_01_a55_lc_enus
EEO and Lawful Hiring Course	lchr_01_a70_lc_enus
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Government Contracting Essentials Course	lchr_01_a75_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course	lchr_01_a20_lc_enus
Independent Contractors and Temporary Employees Course	lchr_01_a31_lc_enus
Insider Trading Course	lchr_01_a32_lc_enus
Intellectual Property Overview Course	lchr_01_a29_lc_enus
Interviewing: Doing it Right Course	lchr_01_a65_lc_enus
A Manager's Guide to Discipline and Documentation Course	lchr_01_a53_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course	lchr_01_a52_lc_enus
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Promoting a Substance-free Workplace Course	lchr_01_a14_lc_enus
Record Retention Course	lchr_01_a77_lc_enus
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Sarbanes-Oxley: What You Need to Know Course	lchr_01_a19_lc_enus
Supply Chain Transparency Course	lchr_01_a80_lc_enus
Union Awareness Course	lchr_01_a64_lc_enus
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US Export Controls Course	lchr_01_a81_lc_enus

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■ Harassment

Sexual Harassment Prevention for Employees
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Workplace Harassment Prevention for Managers
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Course.....lch_01_a08_lc_enus
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■ Health Insurance Portability and Accountability Act

HIPAA Privacy Essentials
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HIPAA – Privacy Rule for Business Associates
Course.....lchp_01_a02_lc_enus
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■ Gaming Compliance

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Title 31: Identifying Suspicious Activity
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■ State/Local Government and Higher Education

Campus Security Obligations Under Federal Law
Course.....lchr_01_a93_lc_enus
Code of Conduct Awareness – Higher Education Edition
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FERPA for Higher Education
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Harassment Prevention for Employees - State and Local Government Edition
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Harassment Prevention for Managers - Higher Education Edition
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Harassment Prevention for Employees - Higher Education Edition
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Harassment Prevention for Managers - State and Local Government Sector Edition
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Title IX for Higher Education
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Student Rights Overview
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■ Canadian Compliance

The AODA: Customer Service and Accessibility Standard
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Preventing Harassment and Violence in the Canadian Workplace
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■ German Compliance

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■ 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
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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
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FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

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CISCO SYSTEMS

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CISCO SYSTEMS

DATA CENTER

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

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Encore Session 3: Manage and Implement Cisco UCS B-Series Connectivity
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Encore Session 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
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Encore Session 5: Provision Cisco UCS Compute Resources
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Pre-Test 3: Manage and Implement Cisco UCS B-Series Connectivity
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Pre-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
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Post-Test 3: Manage and Implement Cisco UCS B-Series Connectivity
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Post-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
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Post-Test 5: Provision Cisco UCS Compute Resources
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Post-Test 6: Implement Cisco UCS Server Virtualization Features
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Encore Session 2: Configuring Layer 2 Services on Cisco Nexus Equipment
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Encore Session 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
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Encore Session 4: Configuring Cisco Nexus Switch Management and Redundancy
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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
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Pre-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
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Pre-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
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Pre-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
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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
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Post-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
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Post-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
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Post-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
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Post-Test 5: Configuring Cisco FabricPath and Introducing FCoE
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Post-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
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Encore Session 1: Networking Fundamentals
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Encore Session 2: Switching on the Nexus Products
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Encore Session 6: Implementing Dynamic Routing on Nexus Products
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Post-Test 5: Routing Fundamentals on Nexus Products
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Encore Session 1: Planning, Configuring, and Managing Site Resilience
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Live Session 3: Configuring and Managing Compliance, Archiving, and Discovery Solutions
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Pre-Test 5: Advanced Exchange 2013 Monitoring and Troubleshooting
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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

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
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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

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Encore Session 3: Configuring Storage, File Management, and DAC
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Encore Session 4: DHCP, DNS & IPAM
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Encore Session 5: AD Domains and Replication
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Pre-Test 6: PKI, RMS, and Federation
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Post-Test 2: Clustered VMs and DR
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■ Windows Powershell 101 Expert Live with Encore

Encore Session 1: Windows PowerShell Foundations
 Expert Encore Recording LLMS0062EN01P

Encore Session 2: Windows PowerShell-The Next Level
 Expert Encore Recording LLMS0062EN02P

Pre-Test 1: Windows PowerShell Foundations
 Pre-Test LLMS0062PR01P

Post-Test 1: Windows PowerShell Foundations
 Post-Test..... LLMS0062PO01P

Post-Test 2: Windows PowerShell-The Next Level
 Post-Test..... LLMS0062PO02P

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Pre-Test 2: Windows PowerShell-The Next Level
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Live Session 1: Windows PowerShell Foundations
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Live Session 2: Windows PowerShell-The Next Level
 Expert Live Class LLMS0062LV02

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

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

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Pre-Test 6: Planning Business Solutions
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Post-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment
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Post-Test 6: Planning Business Solutions
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■ Configuring Microsoft SharePoint 2010 Expert Encore

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Encore Session 1: Installing and Configuring Microsoft SharePoint 2010
Expert Encore Recording LLMS0045EN01P

Encore Session 2: Upgrading to Microsoft SharePoint 2010
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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 Recording LLMS0045EN04P

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
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Post-Test..... LLMS0045PO01P

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Post-Test 3: Configuring and Administering SharePoint 2010 Search
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Post-Test 4: Web Applications, Authentication and Application Security Configuration
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Post-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
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Post-Test 6: SharePoint 2010 Operational Health and Performance
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Pre-Test 3: Configuring and Administering SharePoint 2010 Search
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Pre-Test 4: Web Applications, Authentication and Application Security Configuration
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■ Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore

Mentoring: Core Solutions of Microsoft SharePoint Server 2013	
Live Learning Mentoring	LLMS0059MN01
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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
Post-Test 3: Security	
Post-Test	LLMS0059PO03P
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Hands-On Labs	LLMS0059LB01P
Pre-Test 1: SharePoint Components and Design	
Pre-Test	LLMS0059PR01P
Pre-Test 2: Web and Service Applications	
Pre-Test	LLMS0059PR02P
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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	
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Live Session 2: Web and Service Applications	
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Live Session 4: SharePoint Taxonomy	
Expert Live Class	LLMS0059LV04
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Expert Live Class	LLMS0059LV06
Encore Session 1: SharePoint Components and Design	
Expert Encore Recording	LLMS0059EN01P
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Expert Encore Recording	LLMS0059EN02P
Encore Session 3: Security	
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Encore Session 4: SharePoint Taxonomy	
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MICROSOFT TECHNICAL

MICROSOFT SQL SERVER 2012

■ 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
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 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
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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
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 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
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 Hands-On Labs
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 Pre-Test 1: Introduction to Virtualization with VMware vSphere 5
 Pre-TestLLVM0001PR01P
 Pre-Test 2: Installation and Setup
 Pre-TestLLVM0001PR02P
 Pre-Test 3: vCenter Server and ESXi Host Management
 Pre-TestLLVM0001PR03P
 Pre-Test 4: Virtual Machine Administration
 Pre-TestLLVM0001PR04P
 Pre-Test 5: Networking
 Pre-TestLLVM0001PR05P
 Pre-Test 6: Storage
 Pre-TestLLVM0001PR06P
 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
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■ 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
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 Live Session 6: (No longer available)
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 Encore Session 1: Install and Configure vCSA and Upgrading vSphere 4 to vSphere 5
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 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
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 Encore Session 6: DCD Objectives: Implementation Planning
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■ vSphere 5.1 ICM Part Two Expert Encore

Live Session 1: (No longer available)
 Expert Live Class LLVM0005LV01
 Live Session 2: (No longer available)
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 Live Session 3: (No longer available)
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 Live Session 4: (No longer available)
 Expert Live Class LLVM0005LV04
 Encore Session 1: Business Continuity, Clustering and Resource Management
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 Encore Session 3: Installing and Managing Updates
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 Pre-Test 1: Business Continuity, Clustering and Resource Management
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 Post-Test 1: Business Continuity, Clustering and Resource Management
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■ vSphere 5.5 ICM Part One Expert Live with Encore

Live Session 1: Introduction to vSphere and Installation Requirements
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 Post-Test 4: vDistributed Switch Options and Storage Introduction
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 Pre-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
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 Encore Session 3: Networking
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 Encore Session 1: Introduction to vSphere and Installation Requirements
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 Encore Session 2: Installation and Management Tools
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Encore Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
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Live Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
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Live Session 2: Installation and Management Tools
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Post-Test 3: Networking
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Pre-Test 6: Virtual Machines
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Live Session 2: DRS, Storage DRS, Fault Tolerance
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Pre-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
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Post-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
Post-Test..... LLVM0008PO03P

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Live Session 4: Network Configuration and Basic Storage Concepts
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 Live Session 1: Introduction to Virtualization and VMware's ESXi
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 Live Session 2: VMware Component Installation for vSphere 6.0
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 Encore Session 6: Introduction to Virtual Machine Configuration and Management
 Expert Encore Recording LLVM0009EN06P
 Live Session 5: Configuring and Managing Storage in vSphere 6.0
 Expert Live Class LLVM0009LV05
 Live Session 6: Introduction to Virtual Machine Configuration and Management
 Expert Live Class LLVM0009LV06
 Encore Session 1: Introduction to Virtualization and VMware's ESXi
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 Pre-Test 6: Introduction to Virtual Machine Configuration and Management
 Pre-Test LLVM0009PR06P
 Post-Test 1: Introduction to Virtualization and VMware's ESXi
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Post-Test 2: VMware Component Installation for vSphere 6.0
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■ vSphere 6.0 ICM Part Two Expert Live with Encore

Encore Session 3: Cluster Monitoring and Profiles
 Expert Encore RecordingLLVM0010EN03P
 Encore Session 4: Advanced Resource Management and Basic Design
 Expert Encore RecordingLLVM0010EN04P
 Encore Session 5: Update Manager
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 Pre-Test 2: Distributed Resource Scheduler
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 Pre-Test 3: Cluster Monitoring and Profiles
 Pre-TestLLVM0010PR03P

Pre-Test 4: Advanced Resource Management and Basic Design
 Pre-Test LLVM0010PR04P

Pre-Test 5: Update Manager
 Pre-Test LLVM0010PR05P

Pre-Test 6: The Upgrade Process
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Post-Test 2: Distributed Resource Scheduler
 Post-Test..... LLVM0010PO02P

Post-Test 3: Cluster Monitoring and Profiles
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Live Session 4: Advanced Resource Management and Basic Design
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Encore Session 1: Introduction to Clustering and HA
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Encore Session 2: Distributed Resource Scheduler
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■ 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

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Student Guide
Printable Online Student Guide LLVM0002SG01

VMWARE

VCLOUD

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

■ 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

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Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore Live Learning Course	LLCS0065
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore Live Learning Course	LLCS0066
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Encore Live Learning Course	LLCS0077
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Encore Live Learning Course	LLCS0078
Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore Live Learning Course	LLCS0084
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore Live Learning Course	LLCS0085
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■ Wireless Technologies

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(ISC)2

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Live Learning Course LLCT0018

■ Security

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MICROSOFT TECHNICAL

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Windows Powershell 101 Expert Live with Encore
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Optimization Expert Encore
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vSphere 5.5 ICM Part Two Expert Live with Encore
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vSphere 6.0 ICM Part Two Expert Live with Encore
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Datacenter Virtualization with vSphere 5: Part 2 Expert
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Live Learning CourseLLVM0002

■ vCloud

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Live Learning CourseLLVM0004

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PROJECT MANAGEMENT

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