



## Skillsoft Course Directory

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January 2015

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## IT SKILLS COURSEWARE

### SOFTWARE DEVELOPMENT

#### MICROSOFT WEB APPLICATIONS

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

- Microsoft Windows Store App Essentials with HTML5: Overview  
Course.....wd\_wshj\_a01\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls  
Course.....wd\_wshj\_a02\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: PLM and Contracts  
Course.....wd\_wshj\_a03\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles  
Course.....wd\_wshj\_a04\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch  
Course.....wd\_wshj\_a05\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: Managing Data  
Course.....wd\_wshj\_a06\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: Security  
Course.....wd\_wshj\_a07\_it\_enus
- Microsoft Windows Store App Essentials with HTML5: Deployment  
Course.....wd\_wshj\_a08\_it\_enus

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

- Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3  
Course..... wd\_hjsc\_a01\_it\_enus
- Microsoft Visual Studio 2012: HTML5 and JavaScript  
Course..... wd\_hjsc\_a02\_it\_enus
- Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript  
Course..... wd\_hjsc\_a03\_it\_enus
- Microsoft Visual Studio 2012: HTML5 APIs and Local Storage  
Course..... wd\_hjsc\_a04\_it\_enus
- Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs  
Course..... wd\_hjsc\_a05\_it\_enus
- Microsoft Visual Studio 2012: HTML5 Graphics and Animation  
Course..... wd\_hjsc\_a06\_it\_enus

- Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5  
Course .....wd\_hjsc\_a07\_it\_enus
- Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers  
Course .....wd\_hjsc\_a08\_it\_enus

##### ■ Microsoft Azure and Web Services

- Creating and Consuming WCF Web Services  
Course .....cl\_mazw\_a03\_it\_enus

### SOFTWARE DEVELOPMENT

#### WEB DEVELOPMENT TECHNOLOGIES

##### ■ Introduction to Ajax Development

- Ajax Basics  
Course .....wt\_ajax\_a01\_it\_enus
- Ajax API Essentials  
Course .....wt\_ajax\_a02\_it\_enus
- Ajax Applications and Server Communication  
Course .....wt\_ajax\_a03\_it\_enus

### SOFTWARE DEVELOPMENT

#### JAVA 2 PROGRAMMING

##### ■ Java SE7 Fundamentals

- Java SE7 Fundamentals: Introduction to Java  
Course .....jl\_jsef\_a01\_it\_enus
- Java SE7 Fundamentals: Variables, Operators, and Objects  
Course .....jl\_jsef\_a02\_it\_enus
- Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops  
Course .....jl\_jsef\_a03\_it\_enus
- Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts  
Course .....jl\_jsef\_a04\_it\_enus
- 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  
Course .....jl\_jses\_a02\_it\_enus

## ■ Java SE7 Professional

Java SE7 Professional: Syntax and Class Design Course..... jl\_jsep\_a01\_it\_enus  
 Java SE7 Professional: Generics, Errors, and I/O Course..... jl\_jsep\_a02\_it\_enus  
 Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization Course..... jl\_jsep\_a03\_it\_enus

## ■ Introduction to Java EE 6

Introduction to Java EE 6 Course..... jl\_jteo\_a01\_it\_enus

## ■ Java Programming with Java SE 6.0

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

## ■ Java Programming with J2SE 5.0

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

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

## SOFTWARE DEVELOPMENT

### MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

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

Creating Windows Applications with C# 2010 Course ..... sd\_wdcs\_a01\_it\_enus  
 Creating User Interfaces for Windows Applications with C# 2010 Course ..... sd\_wdcs\_a02\_it\_enus  
 Windows Applications Content Creation and Management with C# 2010 Course ..... sd\_wdcs\_a03\_it\_enus  
 Windows Applications Databinding with C# 2010 Course ..... sd\_wdcs\_a04\_it\_enus  
 Customizing and Managing Multithreaded Applications with C# 2010 Course ..... sd\_wdcs\_a05\_it\_enus  
 Securing and Deploying WPF Applications with C# 2010 Course ..... sd\_wdcs\_a06\_it\_enus

## ■ **Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010**

Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010  
Course.....sd\_masp\_a01\_it\_enus

Microsoft .NET Framework 4.0: Web Form Controls with VB 2010  
Course.....sd\_masp\_a02\_it\_enus

Microsoft .NET Framework 4.0: Data Integration with VB 2010  
Course.....sd\_masp\_a03\_it\_enus

Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010  
Course.....sd\_masp\_a04\_it\_enus

Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010  
Course.....sd\_masp\_a05\_it\_enus

Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010  
Course.....sd\_masp\_a06\_it\_enus

Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010  
Course.....sd\_masp\_a07\_it\_enus

Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010  
Course.....sd\_masp\_a08\_it\_enus

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

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010  
Course.....sd\_masc\_a01\_it\_enus

Microsoft.NET Framework 4: Web Form Controls with C# 2010  
Course.....sd\_masc\_a02\_it\_enus

Microsoft .NET Framework 4: Data Integration with C# 2010  
Course.....sd\_masc\_a03\_it\_enus

Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010  
Course.....sd\_masc\_a04\_it\_enus

Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010  
Course.....sd\_masc\_a05\_it\_enus

Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010  
Course.....sd\_masc\_a06\_it\_enus

Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010  
Course .....sd\_masc\_a07\_it\_enus

Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010  
Course .....sd\_masc\_a08\_it\_enus

## ■ **Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)**

Getting Started with WCF 4 Using C# 2010  
Course .....sd\_wccs\_a01\_it\_enus

WCF 4 Contracts, Behaviors, and Data Management Using C# 2010  
Course .....sd\_wccs\_a02\_it\_enus

Securing and Managing a WCF 4 Application with C# 2010  
Course .....sd\_wccs\_a03\_it\_enus

Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010  
Course .....sd\_wccs\_a04\_it\_enus

## ■ **Accessing Data with Microsoft .NET Framework for C# Developers (70- 516)**

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010  
Course .....sd\_adcs\_a01\_it\_enus

Managing ADO.NET 4 Connections and Commands with C# 2010  
Course .....sd\_adcs\_a02\_it\_enus

Getting Started with ADO.NET 4 DataSets Using C# 2010  
Course .....sd\_adcs\_a03\_it\_enus

Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010  
Course .....sd\_adcs\_a04\_it\_enus

Updating ADO.NET DataSets with C# 2010  
Course .....sd\_adcs\_a05\_it\_enus

Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010  
Course .....sd\_adcs\_a06\_it\_enus

Working with the ADO.NET Entity Framework 4 Using C# 2010  
Course .....sd\_adcs\_a07\_it\_enus

Using LINQ and XML with ADO.NET 4 and C# 2010  
Course .....sd\_adcs\_a08\_it\_enus

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

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

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

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

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

Windows Application Development with Visual Basic 2010 Course.....	sd_wdwb_a01_it_enus
Creating User Interfaces for Windows Applications with Visual Basic 2010 Course.....	sd_wdwb_a02_it_enus
Windows Applications Content Creation and Management with Visual Basic 2010 Course.....	sd_wdwb_a03_it_enus

Windows Applications Databinding with Visual Basic 2010 Course.....	sd_wdwb_a04_it_enus
Customizing and Managing Multithreaded Applications with Visual Basic 2010 Course.....	sd_wdwb_a05_it_enus
Securing and Deploying WPF Applications with Visual Basic 2010 Course.....	sd_wdwb_a06_it_enus

## ■ Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud Course.....	sd_mnov_a01_it_enus
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## ■ Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout Course.....	wd_wsae_a01_it_enus
Working With Data and Files Course.....	wd_wsae_a02_it_enus
Navigation and Layout in Windows Store Apps Course.....	wd_wsae_a03_it_enus
Working With Charms and Contracts Course.....	wd_wsae_a04_it_enus
Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management Course.....	wd_wsae_a05_it_enus
Authentication, Authorization, and App Deployment Course.....	wd_wsae_a06_it_enus

## SOFTWARE DEVELOPMENT

### GENERIC LANGUAGES

## ■ ANSI C Programming

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

## IT SKILLS COURSEWARE

ANSI C Programming: The Standard Library and Preprocessor  
Course..... 116840\_ENG  
Final Exam: ANSI C Programming  
Final Exams ..... FE0016\_eng

### ■ Perl Programming Fundamentals

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

### ■ Developing With Python

Advanced Python  
Course..... pg\_dvpy\_a03\_it\_enus  
Python Language Basics  
Course..... pg\_dvpy\_a01\_it\_enus  
Applications of Python  
Course..... pg\_dvpy\_a02\_it\_enus

### ■ Software Development Fundamentals

Introduction to Programming  
Course..... sd\_sdfm\_a01\_it\_enus  
Programming Basics  
Course..... sd\_sdfm\_a02\_it\_enus  
Beginning Windows Applications  
Course..... sd\_sdfm\_a03\_it\_enus

### ■ Ruby On Rails

Ruby on Rails - Fundamentals  
Course..... pg\_rubr\_a01\_it\_enus  
Ruby on Rails - Database Fundamentals  
Course..... pg\_rubr\_a02\_it\_enus  
Web APIs with Ruby on Rails  
Course..... pg\_rubr\_a06\_it\_enus  
Ruby on Rails for .NET Developers  
Course..... pg\_rubr\_a03\_it\_enus  
Working with Databases in Ruby on Rails  
Course..... pg\_rubr\_a04\_it\_enus

### ■ Ruby Programming

Getting Started with Ruby  
Course..... pg\_ruby\_a01\_it\_enus  
Working with Ruby  
Course..... pg\_ruby\_a02\_it\_enus  
Advanced Ruby Features  
Course..... pg\_ruby\_a03\_it\_enus

### ■ Working with Clojure

Clojure Fundamentals  
Course ..... sl\_jclj\_a01\_it\_enus  
Data and State Management in Clojure  
Course ..... sl\_jclj\_a02\_it\_enus  
Optimizing Clojure Projects  
Course ..... sl\_jclj\_a03\_it\_enus  
Clojure Data-Driven and Web Application Fundamentals  
Course ..... sl\_jclj\_a04\_it\_enus

## SOFTWARE DEVELOPMENT

### C/C++ PROGRAMMING

### ■ C++11 Programming Essentials

C++11: Advanced Techniques and C++14 Preview  
Course ..... pg\_cppls\_a04\_it\_enus  
C++11: Programming Fundamentals  
Course ..... pg\_cppls\_a01\_it\_enus  
C++11: Programming Techniques  
Course ..... pg\_cppls\_a02\_it\_enus  
C++11: Programming with Boost  
Course ..... pg\_cppls\_a03\_it\_enus

### ■ Programming in C++

Programming in C++: Working with Classes  
Course ..... pg\_pcpp\_a01\_it\_enus  
Programming in C++: Arrays, Pointers, and STL  
Course ..... pg\_pcpp\_a02\_it\_enus  
Programming in C++: STL I/O and Headers, Templates, and Namespaces  
Course ..... pg\_pcpp\_a03\_it\_enus  
Programming in C++: Structure and Data Types  
Course ..... pg\_pcpp\_a04\_it\_enus  
Programming in C++: Program Structure and Exceptions  
Course ..... pg\_pcpp\_a05\_it\_enus  
Programming in C++: Tools and Techniques  
Course ..... pg\_pcpp\_a06\_it\_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE PROGRAMMING FUNDAMENTALS

### ■ Software Programming Fundamentals

Getting Started with Software Programming  
Course ..... sd\_spff\_a01\_it\_enus  
Introduction to Software Program Design  
Course ..... sd\_spff\_a02\_it\_enus

## IT SKILLS COURSEWARE

Software Program Control Flow Fundamentals  
Course.....sd\_spff\_a03\_it\_enus

### SOFTWARE DEVELOPMENT

#### SOFTWARE DEVELOPMENT PRINCIPLES

#### ■ Agile Software Development

Introducing Agile Software Development  
Course.....sd\_agsd\_a01\_it\_enus  
Planning an Agile Software Development Project  
Course.....sd\_agsd\_a02\_it\_enus  
Managing Agile Software Development  
Course.....sd\_agsd\_a03\_it\_enus  
Agile Programming and Testing  
Course.....sd\_agsd\_a04\_it\_enus

#### ■ Best Practices for Software Programming

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

### SOFTWARE DEVELOPMENT

#### SOFTWARE TESTING FOUNDATIONS

#### ■ Software Testing Foundations

Fundamentals of Software Testing  
Course.....sd\_sfff\_a01\_it\_enus  
Testing Throughout the Software Life Cycle  
Course.....sd\_sfff\_a02\_it\_enus  
Static Techniques and Test Design in Software Testing  
Course.....sd\_sfff\_a03\_it\_enus  
Black-Box Software Testing Techniques  
Course.....sd\_sfff\_a04\_it\_enus  
White-Box Software Testing Techniques  
Course.....sd\_sfff\_a05\_it\_enus  
Software Test Management  
Course.....sd\_sfff\_a06\_it\_enus  
Configuration Management, Risks, and Incidents in  
Software Testing  
Course.....sd\_sfff\_a07\_it\_enus  
Tool Support in Software Testing  
Course.....sd\_sfff\_a08\_it\_enus

#### ■ Selenium Automated Web Testing

Selenium Automated Web Testing Fundamentals  
Course .....sd\_slwt\_a01\_it\_enus  
Advanced Features of Selenium Automated Web Testing  
Course .....sd\_slwt\_a02\_it\_enus  
Selenium and Java  
Course .....sd\_slwt\_a03\_it\_enus  
Selenium and C#  
Course .....sd\_slwt\_a04\_it\_enus  
Selenium and Python  
Course .....sd\_slwt\_a05\_it\_enus

#### ■ Testing with JUnit

JUnit Fundamentals  
Course .....jl\_jtut\_a01\_it\_enus  
Working with JUnit Tests  
Course .....jl\_jtut\_a02\_it\_enus

#### ■ 70-497: Software Testing with Visual Studio

Software Testing with Visual Studio: Manage Test Cases  
Course .....sd\_stvs\_a02\_it\_enus

### SOFTWARE DEVELOPMENT

#### MICROSOFT WINDOWS STORE APPS

#### ■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5:  
Enhancing Performance  
Course .....wd\_awsh\_a01\_it\_enus  
Microsoft Advanced Windows Store Apps with HTML5:  
Animations and Custom  
Controls  
Course .....wd\_awsh\_a02\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Media and Devices  
Course .....wd\_awsh\_a03\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: User Interaction  
Course .....wd\_awsh\_a04\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Data and Security  
Course .....wd\_awsh\_a05\_it\_enus  
Microsoft Advanced Windows Store App Development  
with HTML5: Localize and  
Deploy  
Course .....wd\_awsh\_a06\_it\_enus

### SOFTWARE DEVELOPMENT



## IT SKILLS COURSEWARE

### MICROSOFT C#

#### ■ Programming in C#

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

### SOFTWARE DEVELOPMENT

### ECLIPSE

#### ■ Fundamentals of Eclipse

Introduction to Eclipse Course.....	sd_eclp_a01_it_enus
Using Eclipse Course.....	sd_eclp_a02_it_enus

### SOFTWARE DEVELOPMENT

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 1Z0-853 Java Standard Edition 5 Programmer Mentoring Assets.....	mnt310055
Mentoring 1Z0-851 Java Standard Edition 6 Programmer Mentoring Assets.....	mnt310065
Mentoring 70-515 VB - TS: Web Applications Development with .NET 4 Mentoring Assets.....	mnt70515vb
Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4 Mentoring Assets.....	mnt70513cs
Mentoring 70-515 C# - TS: Web Applications Development with .NET 4 Mentoring Assets.....	mnt70515cs
Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 Mentoring Assets.....	mnt70516cs
Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4 Mentoring Assets.....	mnt70511cs
Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4 Mentoring Assets.....	mnt70513vb

Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4 Mentoring Assets .....	mnt70516vb
Mentoring 70-511 VB - TS: Windows Applications Development with .NET 4 Mentoring Assets .....	mnt70511vb
Mentoring 1Z0-804 Java SE 7 Programmer II Mentoring Assets .....	mnt1z0804
Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3 Mentoring Assets .....	mnt70480
Mentoring BH0-010 Certified Tester Foundation Level Mentoring Assets .....	mntbh0010
Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript Mentoring Assets .....	mnt70481
Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript Mentoring Assets .....	mnt70482
Mentoring 70-483 Programming in C# Mentoring Assets .....	mnt70483
Mentoring 98-361 Software Development Fundamentals Mentoring Assets .....	mnt98361
Mentoring 1Z0-803 Java SE 7 Programmer I Mentoring Assets .....	mnt1z0803

### SOFTWARE DEVELOPMENT

### TEST PREPS

#### ■ Test Preps

TestPrep 1Z0-853 Java Standard Edition 5 Programmer Testprep Exams.....	TP310055_ENG
TestPrep 1Z0-851 Java Standard Edition 6 Programmer Testprep Exams.....	TP310065_ENG
TestPrep 70-515 VB - TS: Web Applications Development with .NET 4 Testprep Exams.....	sd_masp_a01_tp_enus
TestPrep 70-515 C# - TS: Web Applications Development with .NET 4 Testprep Exams.....	sd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4 Testprep Exams.....	sd_wccs_a01_tp_enus
TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 Testprep Exams.....	sd_adcs_a01_tp_enus
TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4 Testprep Exams.....	sd_wdcs_a01_tp_enus
TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4 Testprep Exams.....	sd_wcvb_a01_tp_enus

## IT SKILLS COURSEWARE

TestPrep 1Z0-803 Java SE 7 Programmer I	
Testprep Exams .....	jl_jsef_a01_tp_enus
TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4	
Testprep Exams .....	sd_wdvb_a01_tp_enus
TestPrep 1Z0-804 Java SE 7 Programmer II	
Testprep Exams .....	jl_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 98-361 Software Development Fundamentals	
Testprep Exams .....	sd_sdfm_a01_tp_enus
TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4	
Testprep Exams .....	sd_advb_a01_tp_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### COMPTIA A+

##### ■ CompTIA A+ 220-801

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

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

##### ■ CompTIA A+ 220-802

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### COMPTIA SERVER+

##### ■ CompTIA Server+ 2009

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

## IT SKILLS COURSEWARE

### MICROSOFT SHAREPOINT SERVER 2013

#### ■ Microsoft Sharepoint Server 2013: Core Solutions

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

#### ■ Microsoft SharePoint Server 2013 - Developing Core Solutions

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

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2010

#### ■ Microsoft SharePoint 2010: Configuring

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

#### ■ Microsoft SharePoint 2010: Administration

Designing a SharePoint 2010 Physical Architecture	
Course .....	es_mssa_a01_it_enus
SharePoint 2010 Logical Design and Sandbox Solutions	
Course .....	es_mssa_a02_it_enus
SharePoint 2010 Deployment Topology and Availability	
Course .....	es_mssa_a03_it_enus
Planning SharePoint 2010 Service Applications and Component Strategy	
Course .....	es_mssa_a04_it_enus
Planning a SharePoint 2010 Upgrade	
Course .....	es_mssa_a05_it_enus
Designing SharePoint 2010 Security	
Course .....	es_mssa_a06_it_enus
SharePoint 2010 Maintenance and Provisioning	
Course .....	es_mssa_a07_it_enus
Backing Up, Restoring, and Monitoring SharePoint 2010	
Course .....	es_mssa_a08_it_enus

## IT SKILLS COURSEWARE

Planning for Search in SharePoint 2010  
Course..... es\_mssa\_a09\_it\_enus

SharePoint 2010 Content Management, Social  
Computing, and Collaboration  
Course..... es\_mssa\_a10\_it\_enus

### ■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010  
Course..... es\_spap\_a01\_it\_enus

Development Models and Methods in SharePoint 2010  
Course..... es\_spap\_a02\_it\_enus

Presentation Layers and Components in SharePoint 2010  
Course..... es\_spap\_a03\_it\_enus

AJAX, the SharePoint Ribbon, and Content Type  
Development in SharePoint 2010  
Course..... es\_spap\_a04\_it\_enus

Custom Branding and Navigation for SharePoint 2010  
Course..... es\_spap\_a05\_it\_enus

Application Design and Security in SharePoint 2010  
Course..... es\_spap\_a06\_it\_enus

Performance Analysis and Debugging in SharePoint 2010  
Course..... es\_spap\_a07\_it\_enus

Integration and Data Capture Methodologies with  
SharePoint 2010  
Course..... es\_spap\_a08\_it\_enus

Information Architecture and Workflow Solutions in  
SharePoint 2010  
Course..... es\_spap\_a09\_it\_enus

Regional Settings and Configuration in SharePoint 2010  
Course..... es\_spap\_a10\_it\_enus

### ■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface  
Programmatically  
Course..... es\_spad\_a01\_it\_enus

Developing SharePoint 2010 Web Parts and Controls  
Course..... es\_spad\_a02\_it\_enus

Developing Business Logic Using SharePoint 2010  
Workflows and ECM  
Course..... es\_spad\_a03\_it\_enus

Programmatically Working with Permissions and BCS in  
SharePoint 2010  
Course..... es\_spad\_a04\_it\_enus

Working With SharePoint 2010 Data  
Course..... es\_spad\_a05\_it\_enus

SharePoint Server 2010 Object Model  
Course..... es\_spad\_a06\_it\_enus

SharePoint 2010 Features and Solutions  
Course..... es\_spad\_a07\_it\_enus

SharePoint 2010 Site Branding  
Course ..... es\_spad\_a08\_it\_enus

Extending SharePoint 2010 Search and Document  
Namespaces  
Course ..... es\_spad\_a09\_it\_enus

Stabilizing and Deploying SharePoint 2010 Components  
Course ..... es\_spad\_a10\_it\_enus

### ■ Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange  
Server  
Course ..... es\_mesd\_a01\_it\_enus

Exchange Server 2010 SP1: Installation and Configuration  
Course ..... es\_mesd\_a02\_it\_enus

Exchange Server 2010 SP1: Administrative Tools  
Course ..... es\_mesd\_a03\_it\_enus

Exchange Server 2010 SP1: Mailbox Server  
Administration  
Course ..... es\_mesd\_a04\_it\_enus

Exchange Server 2010 SP1: Public Folders and  
Messaging Records Management  
Course ..... es\_mesd\_a05\_it\_enus

Exchange Server 2010 SP1: Message Transport  
Course ..... es\_mesd\_a06\_it\_enus

Exchange Server 2010 SP1: Transport Rules, Message  
Compliance and Security  
Course ..... es\_mesd\_a07\_it\_enus

Exchange Server 2010 SP1: Client Access  
Course ..... es\_mesd\_a08\_it\_enus

Exchange Server 2010 SP1: High Availability  
Course ..... es\_mesd\_a09\_it\_enus

Exchange Server 2010 SP1: Backup and Recovery  
Course ..... es\_mesd\_a10\_it\_enus

Exchange Server 2010 SP1: Monitoring Mail Flow and  
Performance  
Course ..... es\_mesd\_a11\_it\_enus

### ■ Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture  
Course ..... es\_mssb\_a01\_it\_enus

SharePoint 2010 SP1: Logical Design and Sandbox  
Solutions  
Course ..... es\_mssb\_a02\_it\_enus

SharePoint 2010 SP1: Deployment Topology and  
Availability  
Course ..... es\_mssb\_a03\_it\_enus

SharePoint 2010 SP1: Planning Service Applications and  
Component Strategy  
Course ..... es\_mssb\_a04\_it\_enus

## IT SKILLS COURSEWARE

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

### ■ Microsoft SharePoint Server 2010 SP1: Configuring

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SHAREPOINT SERVER 2007

### ■ Microsoft Office Sharepoint Server 2007 Application Development

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

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT SYSTEM CENTER ESSENTIALS

### ■ Microsoft System Center Essentials: installation and Configuration

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 8

### ■ Microsoft Windows 8.1: Supporting Windows 8.1

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

## IT SKILLS COURSEWARE

Microsoft Windows 8.1 - Supporting Windows 8.1:  
Hardware and Mobile Devices  
Course.....mw\_mgmb\_a05\_it\_enus

Microsoft Windows 8.1 - Supporting Windows 8.1:  
Recovery and Endpoint Security  
Course.....mw\_mgmb\_a06\_it\_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Intune  
and Public Cloud  
Services  
Course.....mw\_mgmb\_a07\_it\_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Using  
MDOP  
Course.....mw\_mgmb\_a08\_it\_enus

### ■ Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and  
Upgrading to Windows 8.1  
Course.....mw\_mwcp\_a01\_it\_enus

Microsoft Windows 8.1 - Configuring: Hardware and  
Applications  
Course.....mw\_mwcp\_a02\_it\_enus

Microsoft Windows 8.1 - Configuring: Network  
Configuration  
Course.....mw\_mwcp\_a03\_it\_enus

Microsoft Windows 8.1 - Configuring: Remote  
Management and Security  
Course.....mw\_mwcp\_a04\_it\_enus

Microsoft Windows 8.1 - Configuring: Resource Access  
Course.....mw\_mwcp\_a05\_it\_enus

Microsoft Windows 8.1 - Configuring: Remote Access and  
Mobile Devices  
Course.....mw\_mwcp\_a06\_it\_enus

Microsoft Windows 8.1 - Configuring: Windows Clients  
Course.....mw\_mwcp\_a07\_it\_enus

Microsoft Windows 8.1 - Configuring: File and System  
Recovery  
Course.....mw\_mwcp\_a08\_it\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS 7

#### ■ Microsoft Windows 7: First Look for IT Professionals

Microsoft Windows 7: First Look for IT Professionals  
Course.....mw\_mwfp\_a01\_it\_enus

#### ■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7  
Course.....mw\_mwcp\_a01\_it\_enus

Deploying Windows 7  
Course.....mw\_mwcp\_a02\_it\_enus

Configuring Hardware and Applications in Windows 7  
Course.....mw\_mwcp\_a03\_it\_enus

Configuring Network Connectivity in Windows 7  
Course.....mw\_mwcp\_a04\_it\_enus

Configuring Access to Resources in Windows 7  
Course.....mw\_mwcp\_a05\_it\_enus

Configuring Mobile Computing in Windows 7  
Course.....mw\_mwcp\_a06\_it\_enus

Monitoring, Backing Up, and Restoring Windows 7  
Systems  
Course.....mw\_mwcp\_a07\_it\_enus

#### ■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment  
Course.....mw\_mwda\_a01\_it\_enus

Determining Application Compatibility for Windows 7  
Course.....mw\_mwda\_a02\_it\_enus

Creating a Standard Image to Deploy Windows 7  
Course.....mw\_mwda\_a03\_it\_enus

Deploying Windows 7 Using WDS and USMT  
Course.....mw\_mwda\_a04\_it\_enus

Deploying Windows 7 Using Lite-Touch Installation  
Course.....mw\_mwda\_a05\_it\_enus

Deploying Windows 7 Using Zero-Touch Installation  
Course.....mw\_mwda\_a06\_it\_enus

Designing Windows 7 Client Configuration  
Course.....mw\_mwda\_a07\_it\_enus

Troubleshooting Windows 7 Client Configuration  
Course.....mw\_mwda\_a08\_it\_enus

Designing Application and Update Deployments for  
Windows 7  
Course.....mw\_mwda\_a09\_it\_enus

#### ■ Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues  
Course.....mw\_mwet\_a01\_it\_enus

Management and Maintenance of Windows 7 Client  
Systems  
Course.....mw\_mwet\_a02\_it\_enus

Troubleshooting Logon and Resource Access Issues in  
Windows 7  
Course.....mw\_mwet\_a03\_it\_enus

Resolving Windows 7 Network Connectivity Issues  
Course.....mw\_mwet\_a04\_it\_enus

Troubleshooting IE8 and Encryption Issues in Windows 7  
Course.....mw\_mwet\_a05\_it\_enus

Protecting Windows 7 Against Malware and Vulnerabilities  
Course.....mw\_mwet\_a06\_it\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2012

#### ■ Microsoft Windows Server 2012 R2: Installing and Configuring

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

#### ■ Microsoft Windows Server 2012 R2: Administration

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

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

#### ■ Microsoft Windows Server 2012 R2: Configuring Advanced Services

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

#### ■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks Course .....	ws_adin_a03_it_enus
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## IT SKILLS COURSEWARE

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration Course.....	ws_adin_a04_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB Course.....	ws_adin_a05_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates Course.....	ws_adin_a01_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests Course.....	ws_adin_a02_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity Course.....	ws_adin_a06_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring Course.....	ws_adin_a07_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services Course.....	ws_adin_a08_it_enus
Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS Course.....	ws_adin_a09_it_enus

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

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

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### MICROSOFT WINDOWS SERVER 2008

#### ■ Microsoft Windows Server 2008: New Features

Introducing Windows Server 2008 Course .....	ws_wsfl_a01_it_enus
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#### ■ Microsoft Windows Server 2008: Configuring Active Directory

The Active Directory Infrastructure in Windows Server 2008 Course .....	ws_mwcd_a01_it_enus
Additional Active Directory Server Roles in Windows Server 2008 Course .....	ws_mwcd_a02_it_enus
Active Directory Objects in Windows Server 2008 Course .....	ws_mwcd_a03_it_enus
Group Policy Objects Strategy in Windows Server 2008 Course .....	ws_mwcd_a04_it_enus
Configuring DNS in Windows Server 2008 Course .....	ws_mwcd_a05_it_enus
Active Directory Certificate Services in Windows Server 2008 Course .....	ws_mwcd_a06_it_enus
Communications and Security in Windows Server 2008 Course .....	ws_mwcd_a07_it_enus
Monitoring, Backups, and Recovery in Windows Server 2008 Course .....	ws_mwcd_a08_it_enus

#### ■ Microsoft Windows Server 2008: Configuring Network Infrastructure

Configure IP Addressing and Windows Services in Windows Server 2008 Course .....	ws_mwci_a01_it_enus
Configure, Manage, and Maintain IP Services in Windows Server 2008 Course .....	ws_mwci_a02_it_enus
Name Resolution in Windows Server 2008 Course .....	ws_mwci_a03_it_enus
Configure Network Access in Windows Server 2008 Course .....	ws_mwci_a05_it_enus



## IT SKILLS COURSEWARE

DNS Zones and Replication in Windows Server 2008  
Course..... ws\_mwci\_a04\_it\_enus

Network Access Security in Windows Server 2008  
Course..... ws\_mwci\_a06\_it\_enus

Configure File and Print Services in Windows Server 2008  
Course..... ws\_mwci\_a07\_it\_enus

Monitor Network Infrastructure in Windows Server 2008  
Course..... ws\_mwci\_a08\_it\_enus

### ■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers  
Course..... ws\_mwcf\_a01\_it\_enus

Configuring Windows Server 2008 Availability  
Course..... ws\_mwcf\_a02\_it\_enus

Configure Terminal Services in Windows 2008  
Course..... ws\_mwcf\_a03\_it\_enus

Terminal Services Resource Access in Windows 2008  
Course..... ws\_mwcf\_a04\_it\_enus

Configuring Windows Server Hyper-V and Virtual Machines  
Course..... ws\_mwcf\_a05\_it\_enus

Configuring Web Services and Security in Windows Server 2008  
Course..... ws\_mwcf\_a06\_it\_enus

Managing IIS in Windows Server 2008  
Course..... ws\_mwcf\_a07\_it\_enus

Configuring Web Service Protocols in Windows Server 2008  
Course..... ws\_mwcf\_a08\_it\_enus

Configuring Network Application Services in Windows Server 2008  
Course..... ws\_mwcf\_a09\_it\_enus

### ■ Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment  
Course..... ws\_wsad\_a01\_it\_enus

Planning Active Directory and Group Policy for Windows Server 2008  
Course..... ws\_wsad\_a02\_it\_enus

Windows Server 2008 Management and Delegation  
Course..... ws\_wsad\_a03\_it\_enus

Managing File Servers and Data Provisioning in Windows Server 2008  
Course..... ws\_wsad\_a04\_it\_enus

Windows Server 2008 Application Server Management and Application Provisioning  
Course..... ws\_wsad\_a05\_it\_enus

Windows Server 2008 Application Servers and Services  
Course..... ws\_wsad\_a06\_it\_enus

Patch Management and Securing and Monitoring Servers in Windows Server 2008  
Course ..... ws\_wsad\_a07\_it\_enus

Certificate Services, SANs, and High Availability in Windows Server 2008  
Course ..... ws\_wsad\_a08\_it\_enus

Accessing Windows Networks Remotely in Windows Server 2008  
Course ..... ws\_wsad\_a09\_it\_enus

Windows Server 2008 Backup and Recovery  
Course ..... ws\_wsad\_a10\_it\_enus

### ■ Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a01\_it\_enus

Network Access in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a02\_it\_enus

Application Access and Delivery in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a03\_it\_enus

Server and Application Virtualization in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a04\_it\_enus

Designing the Active Directory Infrastructure in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a05\_it\_enus

Active Directory Administration in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a06\_it\_enus

Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a07\_it\_enus

The Certificate Services Infrastructure in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a08\_it\_enus

Software Updates and Compliance Management in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a09\_it\_enus

Designing Data Security and High Availability in Microsoft Windows Server 2008  
Course ..... ws\_mwse\_a10\_it\_enus

### ■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2  
Course ..... ws\_mwur\_a01\_it\_enus

Access Control in Windows Server 2008 R2  
Course ..... ws\_mwur\_a04\_it\_enus

Management Improvements in Windows Server 2008 R2  
Course ..... ws\_mwur\_a02\_it\_enus

## IT SKILLS COURSEWARE

Improvements to Role Services in Windows Server 2008 R2  
Course..... ws\_mwur\_a03\_it\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### MICROSOFT EXCHANGE SERVER

##### ■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment  
Course..... es\_excs\_a01\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management  
Course..... es\_excs\_a02\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers  
Course..... es\_excs\_a03\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity  
Course..... es\_excs\_a04\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Message Transport  
Course..... es\_excs\_a05\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Access Control  
Course..... es\_excs\_a06\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR  
Course..... es\_excs\_a07\_it\_enus

Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting  
Course..... es\_excs\_a08\_it\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### MICROSOFT HYPER-V

##### ■ Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview  
Course..... hv\_wshv\_a01\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V  
Course..... hv\_wshv\_a02\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server  
Course..... hv\_wshv\_a03\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration  
Course ..... hv\_wshv\_a04\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management  
Course ..... hv\_wshv\_a05\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates  
Course ..... hv\_wshv\_a06\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability  
Course ..... hv\_wshv\_a07\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services  
Course ..... hv\_wshv\_a08\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles  
Course ..... hv\_wshv\_a09\_it\_enus

Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments  
Course ..... hv\_wshv\_a10\_it\_enus

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### UNIX

##### ■ UNIX: System Administration

UNIX User and Data Management  
Course ..... 107814\_ENG

Deploying and Initializing UNIX Systems  
Course ..... 107822\_ENG

Securing UNIX Systems  
Course ..... 107848\_ENG

Managing UNIX Software and System Services  
Course ..... 113993\_ENG

Networking and UNIX Name Resolution  
Course ..... 107849\_ENG

Managing UNIX Clients  
Course ..... 211844\_ENG

Administering UNIX Network Services  
Course ..... 211845\_ENG

UNIX Systems Management  
Course ..... 211846\_ENG

##### ■ UNIX: Operating System Fundamentals

Introduction to UNIX  
Course ..... 78920\_ENG

UNIX System Architecture  
Course ..... 78924\_ENG

## ■ UNIX: Shell Programming

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

## ■ UNIX: The User Environment

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### UNIX ESSENTIALS

## ■ Unix Fundamentals

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### LINUX PROFESSIONAL INSTITUTE

## ■ Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101

Junior Level LPIC-1 Exam 101: Linux System Architecture Course.....	lu_ljlp_a01_it_enus
Junior Level LPIC-1 Exam 101: Linux Installation Course.....	lu_ljlp_a02_it_enus
Junior Level LPIC-1 Exam 101: Linux Package Management Course.....	lu_ljlp_a03_it_enus

Junior Level LPIC-1 Exam 101: Unix Command Line Course.....	lu_ljlp_a04_it_enus
Junior Level LPIC-1 Exam 101: File Management and Redirects Course.....	lu_ljlp_a05_it_enus
Junior Level LPIC-1 Exam 101: Process Management Course.....	lu_ljlp_a06_it_enus
Junior Level LPIC-1 Exam 101: Working With Text Files Course.....	lu_ljlp_a07_it_enus
Junior Level LPIC-1 Exam 101: Partitions and File Systems Course.....	lu_ljlp_a08_it_enus
Junior Level LPIC-1 Exam 101: File and Storage Administration Course.....	lu_ljlp_a09_it_enus

## ■ Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102

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

## ■ Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

Managing Resource Utilization in Linux Course.....	lu_lalq_a06_it_enus
Linux User Notification and Device Management Course.....	lu_lalq_a01_it_enus
E-mail and Security in Linux Course.....	lu_lalq_a02_it_enus
Linux Kernel Compilation and Linux Startup Course.....	lu_lalq_a03_it_enus

## IT SKILLS COURSEWARE

Linux File Sharing and Filesystem Management  
Course..... lu\_lalq\_a04\_it\_enus  
Linux Network Configuration  
Course..... lu\_lalq\_a05\_it\_enus

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

Booting Linux and Installing Applications from Source  
Course..... lu\_lalr\_a05\_it\_enus  
Linux Network Services  
Course..... lu\_lalr\_a01\_it\_enus  
Linux System Maintenance and Hardware Configuration  
Course..... lu\_lalr\_a02\_it\_enus  
Linux Security  
Course..... lu\_lalr\_a03\_it\_enus  
Linux System Troubleshooting  
Course..... lu\_lalr\_a04\_it\_enus

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### VMWARE

#### ■ VMware Overview

Virtualization with VMware: An Overview  
Course..... vi\_vmwo\_a01\_it\_enus  
VMware Desktop Overview  
Course..... vi\_vmwo\_a02\_it\_enus  
VMware Server Overview  
Course..... vi\_vmwo\_a03\_it\_enus  
VMware Datacenter Overview  
Course..... vi\_vmwo\_a04\_it\_enus

#### ■ VMware Workstation

VMware Workstation 7: Getting started with Virtual Machines  
Course..... vi\_vmst\_a01\_it\_enus  
VMware Workstation 7: Managing Virtual Machines  
Course..... vi\_vmst\_a02\_it\_enus

#### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: vSphere Clustering  
Course..... vi\_vmipc\_a01\_it\_enus  
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance  
Course..... vi\_vmipc\_a02\_it\_enus  
VMware vSphere 5 - Part 2: Processor and Resource Management  
Course..... vi\_vmipc\_a03\_it\_enus

VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps  
Course ..... vi\_vmipc\_a04\_it\_enus  
VMware vSphere 5 - Part 2: Logging and Performance  
Course ..... vi\_vmipc\_a05\_it\_enus  
VMware vSphere 5 - Part 2: vSphere Security  
Course ..... vi\_vmipc\_a06\_it\_enus  
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use  
Course ..... vi\_vmipc\_a07\_it\_enus  
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy  
Course ..... vi\_vmipc\_a08\_it\_enus  
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades  
Course ..... vi\_vmipc\_a09\_it\_enus  
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines  
Course ..... vi\_vmipc\_a10\_it\_enus

#### ■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals  
Course ..... vi\_vmipo\_a01\_it\_enus  
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs  
Course ..... vi\_vmipo\_a02\_it\_enus  
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design  
Course ..... vi\_vmipo\_a03\_it\_enus  
VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation  
Course ..... vi\_vmipo\_a04\_it\_enus

#### ■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization  
Course ..... vi\_vmwa\_a01\_it\_enus  
VMware vSphere 5 - Part 1: vCenter Server Installation  
Course ..... vi\_vmwa\_a02\_it\_enus  
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration  
Course ..... vi\_vmwa\_a03\_it\_enus  
VMware vSphere 5 - Part 1: ESXi Installation and Configuration  
Course ..... vi\_vmwa\_a04\_it\_enus  
VMware vSphere 5 – Part 1: vCenter Server Inventory  
Course ..... vi\_vmwa\_a05\_it\_enus  
VMware vSphere 5 - Part 1: vCenter Server Administration  
Course ..... vi\_vmwa\_a06\_it\_enus

## IT SKILLS COURSEWARE

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### OFFICE 365

#### ■ Managing Identities and Requirements in Office 365

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### WINDOWS POWERSHELL

#### ■ Microsoft PowerShell and Exchange Server

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

### OPERATING SYSTEMS AND SERVER TECHNOLOGIES

#### MENTORING ASSETS

#### ■ Mentoring Assets

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

## IT SKILLS COURSEWARE

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

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

### TEST PREPS

#### ■ Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring Testprep Exams .....	ws_mwcd_a01_tp_enus
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring Testprep Exams .....	ws_mwci_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring Testprep Exams .....	mw_mwco_a01_tp_enus
TestPrep SK0-003 Server+ Testprep Exams .....	cs_csvr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator Testprep Exams .....	mw_mwda_a01_tp_enus

TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician Testprep Exams .....	mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator Testprep Exams .....	ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator Testprep Exams .....	ws_wsad_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring Testprep Exams .....	es_msst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator Testprep Exams .....	es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1 Testprep Exams .....	lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2 Testprep Exams .....	lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring Testprep Exams .....	es_mesc_a01_tp_enus
TestPrep 220-801 CompTIA A+ Testprep Exams .....	cs_apel_a01_tp_enus
TestPrep 220-802 CompTIA A+ Testprep Exams .....	cs_appa_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1 Testprep Exams .....	mw_mgma_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012 Testprep Exams .....	ws_admn_a02_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012 Testprep Exams .....	ws_icfg_a02_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services Testprep Exams .....	ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1 Testprep Exams .....	mw_mwco_a02_tp_enus
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013 Testprep Exams .....	es_excsc_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013 Testprep Exams .....	es_cosp_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure Testprep Exams .....	ws_adin_a01_tp_enus
TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013 Testprep Exams .....	es_dsas_a01_tp_enus
TestPrep 70-346 Managing Office 365 Identities and Requirements Testprep Exams .....	mo_clda_a01_tp_enus

## IT SKILLS COURSEWARE

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013  
Testprep Exams .....es\_exca\_a01\_tp\_enus  
TestPrep 70-347 Enabling Office 365 Services  
Testprep Exams .....mo\_envs\_a01\_tp\_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### SOCIAL NETWORKING

##### ■ Social Networking for Users

Social Networking for Users  
Course.....sn\_snts\_a01\_dt\_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

##### ■ CompTIA Security+ SY0-401

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats  
Course.....cs\_styq\_a01\_it\_enus  
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses  
Course.....cs\_styq\_a02\_it\_enus  
CompTIA Security+ SY0-401: Creating Secure Networks  
Course.....cs\_styq\_a03\_it\_enus  
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing  
Course.....cs\_styq\_a04\_it\_enus  
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls  
Course.....cs\_styq\_a05\_it\_enus  
CompTIA Security+ SY0-401: Securing a Networked Environment  
Course.....cs\_styq\_a06\_it\_enus  
CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security  
Course.....cs\_styq\_a07\_it\_enus  
CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures  
Course.....cs\_styq\_a08\_it\_enus  
CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud  
Course.....cs\_styq\_a09\_it\_enus  
CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics  
Course.....cs\_styq\_a10\_it\_enus

##### ■ CompTIA Network+ 2012

CompTIA Network+ 2012: Networking Concepts Part 1  
Course .....cs\_ctmt\_a01\_it\_enus  
CompTIA Network+ 2012: Networking Concepts Part 2  
Course .....cs\_ctmt\_a02\_it\_enus  
CompTIA Network+ 2012: Network Installation and Configuration Part 1  
Course .....cs\_ctmt\_a03\_it\_enus  
CompTIA Network+ 2012: Network Installation and Configuration Part 2  
Course .....cs\_ctmt\_a04\_it\_enus  
CompTIA Network+ 2012: Network Media and Topologies Part 1  
Course .....cs\_ctmt\_a05\_it\_enus  
CompTIA Network+ 2012: Network Media and Topologies Part 2  
Course .....cs\_ctmt\_a06\_it\_enus  
CompTIA Network+ 2012: Network Management  
Course .....cs\_ctmt\_a07\_it\_enus  
CompTIA Network+ 2012: Network Security Part 1  
Course .....cs\_ctmt\_a08\_it\_enus  
CompTIA Network+ 2012: Network Security Part 2  
Course .....cs\_ctmt\_a09\_it\_enus  
CompTIA Network+ 2012: Network Security Part 3  
Course .....cs\_ctmt\_a10\_it\_enus

##### ■ CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats  
Course .....cs\_styp\_a01\_it\_enus  
CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses  
Course .....cs\_styp\_a02\_it\_enus  
CompTIA Security+ 2011: Securing Networks and Performing Security Assessments  
Course .....cs\_styp\_a03\_it\_enus  
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

## IT SKILLS COURSEWARE

CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing	
Course.....	cs_styp_a09_it_enus
CompTIA Security+ 2011: BC, DR, Security Training, and Forensics	
Course.....	cs_styp_a10_it_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### NETWORK PROTOCOLS

##### ■ TCP/IP: Mobile IP and IP Mobility

Mobile IP	
Course.....	211788_ENG
IP Mobility	
Course.....	211789_ENG

##### ■ TCP/IP: Protocols for Securing Web Transactions

Digital Payments	
Course.....	212561_ENG

##### ■ TCP/IP: Network Management Protocols

SNMP, MIBs, and RMON	
Course.....	210670_ENG

### INTERNET AND NETWORK TECHNOLOGIES

#### DATA/TELECOMMUNICATIONS

##### ■ IPv6 and Future Applications

IPv6	
Course.....	80284_ENG

##### ■ Lightweight Directory Access Protocol

LDAP Fundamentals	
Course.....	85776_ENG
Designing and Maintaining LDAP Directory Services	
Course.....	84923_ENG

### INTERNET AND NETWORK TECHNOLOGIES

#### WIRELESS COMMUNICATIONS

##### ■ Advanced Wireless Technologies

Beyond 3G (B3G)	
Course.....	219522_ENG

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

### INTERNET AND NETWORK TECHNOLOGIES

#### WIRELESS

##### ■ Understanding and Evaluating RFID Technology for your Business

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

### INTERNET AND NETWORK TECHNOLOGIES

#### NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

##### ■ Introduction to Voice over IP

PSTN and VoIP Fundamentals	
Course.....	dt_voice_a01_it_enus
VoIP Technologies	
Course.....	dt_voice_a02_it_enus
VoIP Quality and Security	
Course.....	dt_voice_a03_it_enus

### INTERNET AND NETWORK TECHNOLOGIES

#### SECURITY SOLUTIONS

##### ■ SSCP

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



## IT SKILLS COURSEWARE

SSCP Domain : Security Operations and Administration  
Part 1  
Course..... sp\_syccp\_a08\_it\_enus

SSCP Domain : Security Operations and Administration  
Part 2  
Course..... sp\_syccp\_a09\_it\_enus

SSCP Domain: Security Operations and Administration  
Part 3  
Course..... sp\_syccp\_a10\_it\_enus

SSCP Domain : Risk, Response, and Recovery  
Course..... sp\_syccp\_a11\_it\_enus

### ■ Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information  
Systems - Part 1  
Course..... sp\_cisa\_a01\_it\_enus

CISA Domain: The Process of Auditing Information  
Systems - Part 2  
Course..... sp\_cisa\_a02\_it\_enus

CISA Domain: Governance and Management of IT - Part 1  
Course..... sp\_cisa\_a03\_it\_enus

CISA Domain: Governance and Management of IT - Part 2  
Course..... sp\_cisa\_a04\_it\_enus

CISA Domain: IS Acquisition, Development, and  
Implementation - Part 1  
Course..... sp\_cisa\_a05\_it\_enus

CISA Domain: IS Acquisition, Development and  
Implementation - Part 2  
Course..... sp\_cisa\_a06\_it\_enus

CISA Domain: IS Operations, Maintenance and Support -  
Part 1  
Course..... sp\_cisa\_a07\_it\_enus

CISA Domain: IS Operations, Maintenance, and Support -  
Part 2  
Course..... sp\_cisa\_a08\_it\_enus

CISA Domain: Protection of Information Assets - Part 1  
Course..... sp\_cisa\_a09\_it\_enus

CISA Domain: Protection of Information Assets - Part 2  
Course..... sp\_cisa\_a10\_it\_enus

CISA Domain: IS Acquisition, Development and  
Implementation - Part 3  
Course..... sp\_cisa\_a11\_it\_enus

### ■ Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and  
Penetration Testing  
Course..... sp\_ceth\_a01\_it\_enus

Certified Ethical Hacker (CEH) v8: Footprinting and  
Reconnaissance  
Course..... sp\_ceth\_a02\_it\_enus

Certified Ethical Hacker (CEH) v8: Network Scanning  
Course..... sp\_ceth\_a03\_it\_enus

Certified Ethical Hacker (CEH) v8: Enumeration and  
Cryptography  
Course ..... sp\_ceth\_a04\_it\_enus

Certified Ethical Hacker (CEH) v8: System Hacking  
Course ..... sp\_ceth\_a05\_it\_enus

Certified Ethical Hacker (CEH) v8: Malware  
Course ..... sp\_ceth\_a06\_it\_enus

Certified Ethical Hacker (CEH) v8: Sniffing  
Course ..... sp\_ceth\_a07\_it\_enus

Certified Ethical Hacker (CEH) v8: Social Engineering  
Course ..... sp\_ceth\_a08\_it\_enus

Certified Ethical Hacker (CEH) v8: Denial of Service and  
Session Hijacking  
Course ..... sp\_ceth\_a09\_it\_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Servers  
Course ..... sp\_ceth\_a10\_it\_enus

Certified Ethical Hacker (CEH) v8: Hacking Web  
Applications  
Course ..... sp\_ceth\_a11\_it\_enus

Certified Ethical Hacker (CEH) v8: SQL Injection  
Course ..... sp\_ceth\_a12\_it\_enus

Certified Ethical Hacker (CEH) v8: Hacking Wireless  
Networks  
Course ..... sp\_ceth\_a13\_it\_enus

Certified Ethical Hacker (CEH) v8: Hacking Mobile  
Platforms  
Course ..... sp\_ceth\_a14\_it\_enus

Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls,  
and Honeypots  
Course ..... sp\_ceth\_a15\_it\_enus

Certified Ethical Hacker (CEH) v8: Buffer Overflow  
Course ..... sp\_ceth\_a16\_it\_enus

### ■ Certified Information Security Manager (CISM) 2013

CISM 2013: Information Security Governance (Part 1)  
Course ..... sp\_ciso\_a01\_it\_enus

CISM 2013: Information Security Governance (Part 2)  
Course ..... sp\_ciso\_a02\_it\_enus

CISM 2013: Information Security Governance (Part 3)  
Course ..... sp\_ciso\_a03\_it\_enus

CISM 2013: Information Risk Management and  
Compliance (Part 1)  
Course ..... sp\_ciso\_a04\_it\_enus

CISM 2013: Information Security Incident Management  
(Part 1)  
Course ..... sp\_ciso\_a11\_it\_enus

CISM 2013: Information Risk Management and  
Compliance (Part 2)  
Course ..... sp\_ciso\_a05\_it\_enus

CISM 2013: Information Security Incident Management  
(Part 2)  
Course ..... sp\_ciso\_a12\_it\_enus

## IT SKILLS COURSEWARE

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

### ■ Certified Information Systems Security Professional (CISSP) 2013

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

## INTERNET AND NETWORK TECHNOLOGIES

### CISCO

#### ■ CAPPS 8.0: Integrating Cisco Unified Communications Applications

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

Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM	
Course .....	cc_caps_a02_it_enus
Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Components	
Course .....	cc_caps_a03_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Connection	
Course .....	cc_caps_a04_it_enus
Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment	
Course .....	cc_caps_a05_it_enus
Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendant	
Course .....	cc_caps_a06_it_enus
Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express	
Course .....	cc_caps_a07_it_enus
Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation	
Course .....	cc_caps_a08_it_enus
Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation	
Course .....	cc_caps_a09_it_enus
Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Components	
Course .....	cc_caps_a10_it_enus

#### ■ CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

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

## IT SKILLS COURSEWARE

Cisco CIPT1 8.0: Feature and Application Implementation Course..... cc\_cptz\_a09\_it\_enus  
Cisco CIPT1 8.0: Cisco Unified Mobility Course..... cc\_cptz\_a10\_it\_enus

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

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview Course..... cc\_cpty\_a01\_it\_enus  
Cisco CIPT2 8.0: Multisite Deployment Implementation Course..... cc\_cpty\_a02\_it\_enus  
Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation Course..... cc\_cpty\_a03\_it\_enus  
Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation Course..... cc\_cpty\_a04\_it\_enus  
Cisco CIPT2 8.0: Features and Applications for Multisite Deployments Course..... cc\_cpty\_a05\_it\_enus  
Cisco CIPT2 8.0: Call Control Discovery Course..... cc\_cpty\_a06\_it\_enus

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

Cisco ICOMM 8.0: CUC Solutions Course..... cc\_comm\_a01\_it\_enus  
Cisco ICOMM 8.0: Administrator and End-User Interfaces Course..... cc\_comm\_a02\_it\_enus  
Cisco ICOMM 8.0: Call Flows in CUC Systems Course..... cc\_comm\_a03\_it\_enus  
Cisco ICOMM 8.0: Endpoint and User Administration Course..... cc\_comm\_a04\_it\_enus  
Cisco ICOMM 8.0: End User Telephony and Mobility Features Course..... cc\_comm\_a05\_it\_enus  
Cisco ICOMM 8.0: Configuring Mobility Features Course..... cc\_comm\_a06\_it\_enus  
Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options Course..... cc\_comm\_a07\_it\_enus  
Cisco ICOMM 8.0: Cisco Unified Presence Course..... cc\_comm\_a08\_it\_enus  
Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance Course..... cc\_comm\_a09\_it\_enus  
Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System Course..... cc\_comm\_a10\_it\_enus

### ■ Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways Course .....cc\_voic\_a01\_it\_enus  
Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs Course .....cc\_voic\_a02\_it\_enus  
Cisco CVOICE 8.0: Transporting Voice over IP networks Course .....cc\_voic\_a03\_it\_enus  
Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols Course .....cc\_voic\_a04\_it\_enus  
Cisco CVOICE 8.0: VoIP Call Legs Course .....cc\_voic\_a05\_it\_enus  
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Course .....cc\_voic\_a06\_it\_enus  
Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints Course .....cc\_voic\_a07\_it\_enus  
Cisco CVOICE 8.0: Call Routing and Dial Plans Course .....cc\_voic\_a08\_it\_enus  
Cisco CVOICE 8.0: Path Selection and Calling Privileges Course .....cc\_voic\_a09\_it\_enus  
Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element Course .....cc\_voic\_a10\_it\_enus  
Cisco CVOICE 8.0: QoS Mechanisms Course .....cc\_voic\_a11\_it\_enus  
Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS Course .....cc\_voic\_a12\_it\_enus

### ■ ROUTE 1.0: Implementing Cisco IP Routing

Cisco ROUTE 1.0: Routing Services for Converged Networks Course .....cc\_icir\_a01\_it\_enus  
Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise Course .....cc\_icir\_a02\_it\_enus  
Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation Course .....cc\_icir\_a03\_it\_enus  
Cisco ROUTE 1.0: The OSPF Routing Protocol Course .....cc\_icir\_a04\_it\_enus  
Cisco ROUTE 1.0: Implementing an OSPF-Based Solution Course .....cc\_icir\_a05\_it\_enus  
Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution Course .....cc\_icir\_a06\_it\_enus  
Cisco ROUTE 1.0: Implementing Path Control Course .....cc\_icir\_a07\_it\_enus

## IT SKILLS COURSEWARE

Cisco ROUTE 1.0: Connecting the Enterprise to ISPs Course.....	cc_icir_a08_it_enus
Cisco ROUTE 1.0: Configuring and Verifying BGP operations Course.....	cc_icir_a09_it_enus
Cisco ROUTE 1.0 eLT: Implementing Path Control Course.....	CSCO0064EN07
Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast Course.....	CSCO0064EN08
Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6 Course.....	CSCO0064EN09
Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques Course.....	CSCO0064EN10
Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6 Course.....	CSCO0064EN11
Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers Course.....	CSCO0064EN12

### ■ TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

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

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

### ■ SWITCH 1.0: Implementing Cisco IP Switched Networks

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

### ■ IINS 2.0: Implementing Cisco IOS Network Security

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

## IT SKILLS COURSEWARE

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

### ■ DESGN 2.1: Designing for Cisco Internetwork Solutions

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

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

### ■ TVOICE 8.0: Troubleshooting Cisco Unified Communications

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

### ■ ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

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

## IT SKILLS COURSEWARE

ICND1 2.0: The Transport Layer and Router Configuration Course.....	cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing Course.....	cc_icne_a08_it_enus
ICND1 2.0: Access Control Lists and Network Address Translation Course.....	cc_icne_a09_it_enus
ICND1 2.0: Managing Network Device Security Course.....	cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP Course.....	cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols Course.....	cc_icne_a12_it_enus
ICND1 2.0: IPv6 Course.....	cc_icne_a13_it_enus

### ■ ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

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

### ■ Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles Course.....	cc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls Course.....	cc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods Course.....	cc_sens_a03_it_enus

SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls Course .....	cc_sens_a04_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA Course .....	cc_sens_a05_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration Course .....	cc_sens_a06_it_enus
SENSS 1.0: Deploying Advanced Cisco ASA Access Policies Course .....	cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies Course .....	cc_sens_a08_it_enus
SENSS 1.0: Threat Controls Deployment on Cisco IOS Software Course .....	cc_sens_a09_it_enus

### ■ ROUTE 2.0: Implementing Cisco IP Routing

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

### ■ SWITCH 2.0: Implementing Cisco IP Switched Networks

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

## IT SKILLS COURSEWARE

### INTERNET AND NETWORK TECHNOLOGIES

#### EMC

#### ■ EMC Information Storage and Management (ISM) v2

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

### INTERNET AND NETWORK TECHNOLOGIES

#### CLOUD COMPUTING

#### ■ Cloud Computing for Business Professionals

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

#### ■ Cloud Computing for IT professionals

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

### INTERNET AND NETWORK TECHNOLOGIES

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE) Mentoring Assets .....	mnt642902
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Mentoring Assets .....	mnt642832
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH) Mentoring Assets .....	mnt642813
Mentoring Certified Information Systems Security Professional (CISSP) Mentoring Assets .....	mntciissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM) Mentoring Assets .....	mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE) Mentoring Assets .....	mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1) Mentoring Assets .....	mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2) Mentoring Assets .....	mntes642457
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS) Mentoring Assets .....	mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE) Mentoring Assets .....	mntes642427
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN) Mentoring Assets .....	mnt640864
Mentoring Certified Information Systems Auditor (CISA) Mentoring Assets .....	mntcisa
Mentoring Systems Security Certified Practitioner (SSCP) Mentoring Assets .....	mntsscp2ed
Mentoring Certified Information Security Manager (CISM) Mentoring Assets .....	mntcismu
Mentoring 640-554 Implementing Cisco IOS Network Security (IINS) Mentoring Assets .....	mnt640554
Mentoring E10-001 Information Storage and Management Mentoring Assets .....	mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1) Mentoring Assets .....	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2) Mentoring Assets .....	mnt200101

## IT SKILLS COURSEWARE

Mentoring 200-120 Cisco Certified Network Associate (CCNA)	
Mentoring Assets.....	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH)	
Mentoring Assets.....	mnt31250v8
Mentoring SY0-401 CompTIA Security+	
Mentoring Assets.....	mntsy0401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Mentoring Assets.....	mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)	
Mentoring Assets.....	mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Mentoring Assets.....	mnt300135
Mentoring 300-206 Implementing Cisco Edge Network Security Solutions (SENS)	
Mentoring Assets.....	mnt300206
Mentoring 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Mentoring Assets.....	mnt70246
Mentoring 70-247 Configuring and Deploying a Private Cloud, System Center 2012	
Mentoring Assets.....	mnt70247
Mentoring 300-207 Implementing Cisco Threat Control Solutions (SITCS)	
Mentoring Assets.....	mnt300207
Mentoring N10-005 Network+	
Mentoring Assets.....	mntn10005

## INTERNET AND NETWORK TECHNOLOGIES

### TEST PREPS

#### ■ Test Preps

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams .....	cc_icis_a01_tp_enus
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams .....	cc_icir_a01_tp_enus
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Testprep Exams .....	cc_icit_a01_tp_enus
TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Testprep Exams .....	cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams .....	sp_cssp_a01_tp_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)	
Testprep Exams .....	cc_desg_a01_tp_enus

TestPrep Certified Information Security Manager (CISM)	
Testprep Exams.....	sp_cisn_a01_tp_enus
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)	
Testprep Exams.....	cc_cins_a01_tp_enus
TestPrep E10-001 Information Storage and Management	
Testprep Exams.....	dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Testprep Exams.....	cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Testprep Exams.....	cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)	
Testprep Exams.....	cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)	
Testprep Exams.....	sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+	
Testprep Exams.....	cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams.....	cc_rout_a01_tp_enus
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams.....	cc_swch_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Testprep Exams.....	ws_mopc_a01_tp_enus
TestPrep Systems Security Certified Practitioner (SCCP)	
Testprep Exams.....	sp_sycp_a01_tp_enus
TestPrep Certified Information Systems Auditor (CISA)	
Testprep Exams.....	sp_cisa_a01_tp_enus
TestPrep N10-005 Network+	
Testprep Exams.....	cs_ctmt_a01_tp_enus

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 12C

#### ■ Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB	
Course .....	od_nfad_a01_it_enus
Oracle Database 12c: Managing CDB and PDB, and Data Optimization	
Course .....	od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving	
Course .....	od_nfad_a03_it_enus
Oracle Database 12c: Managing Security	
Course .....	od_nfad_a04_it_enus



## IT SKILLS COURSEWARE

Oracle Database 12c: High Availability and Database Management Course.....	od_nfad_a05_it_enus
Oracle Database 12c: Tuning SQL and Using ADDM Course.....	od_nfad_a06_it_enus
Oracle Database 12c: Resource Manager, Online Operations, and ADR Course.....	od_nfad_a07_it_enus
Oracle Database 12c: Transporting Databases and Managing Data Course.....	od_nfad_a08_it_enus

### ■ Oracle Database 12c: Install and Upgrade

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

### ■ Oracle Database 12c: Administration

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

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 11G

### ■ Oracle Database 11g: New Features For Administrators

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

### ■ Oracle Database 11g: Administration Workshop I

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

## IT SKILLS COURSEWARE

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

### ■ Oracle Database 11g: Administration Workshop II

Oracle Database 11g: Database Architecture and ASM Course..... 256882\_ENG

Oracle Database 11g: Configuring for Recovery Course..... 256975\_ENG

Oracle Database 11g: Configuring for Backups Course..... 257033\_ENG

Oracle Database 11g: Using RMAN for Recovery Course..... 257046\_ENG

Oracle Database 11g: Supporting RMAN and Using Flashback Technology Course..... 257060\_ENG

Oracle Database 11g: Diagnosing the Database and Managing Memory Course..... 257071\_ENG

Oracle Database 11g: Database Performance and Space Management Course..... 257081\_ENG

Oracle Database 11g: Managing Resources and Task Automation Course..... 257108\_ENG

Oracle Database 11g: Globalization Course..... 257117\_ENG

### ■ Oracle Database 11g: SQL and PL/SQL New Features

Getting Started with SQL and PL/SQL New Features Course..... 257179\_ENG

Using Dynamic SQL and Implementing Performance Improvements Course..... 257188\_ENG

Using Trigger, Data Warehousing, and Pivoting Enhancements Course..... 257195\_ENG

Using the PL/SQL Debugger, Collections and Data Warehousing Course..... 257202\_ENG

### ■ Oracle Database 11g: SQL Fundamentals I

Oracle Database 11g: Using SQL to Query Your Database Course..... 257492\_ENG

Oracle Database 11g: Conversion Functions, Group Functions, and Joins Course..... 257503\_ENG

Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation Course..... 257513\_ENG

Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms Course ..... 257522\_ENG

### ■ Oracle Database 11g: SQL Fundamentals II

Oracle Database 11g: Controlling User Access and Managing Schema Objects Course ..... 257867\_ENG

Oracle Database 11g: Data Dictionary Views and Large Data Sets Course ..... 257876\_ENG

Oracle Database 11g: Managing Data in Different Time Zones Course ..... 257884\_ENG

Oracle Database 11g: Using Subqueries and Regular Expressions Course ..... 257896\_ENG

### ■ Oracle Database 11g: PL/SQL Fundamentals

Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements Course ..... 257801\_ENG

Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops Course ..... 257810\_ENG

Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL Course ..... 257817\_ENG

Oracle Database 11g: Working with Exceptions, Subprograms, JDeveloper, and REF Cursors Course ..... 257825\_ENG

### ■ Oracle Database 11g: Develop PL/SQL Program Units

Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL Course ..... 259958\_ENG

Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL Course ..... 259959\_ENG

Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code Course ..... 259960\_ENG

Oracle Database 11g: Managing PL/SQL Code and Dependencies Course ..... 259961\_ENG

### ■ Oracle Database 11g: Introduction to SQL

Oracle Database 11g: Querying a Database with SQL Course ..... 260277\_ENG

Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins  
Course..... 260278\_ENG

Oracle Database 11g: Manipulating Queries and Data  
Course..... 260279\_ENG

Oracle Database 11g: Using DDL, Views, and Schema Objects  
Course..... 260280\_ENG

Oracle Database 11g: Controlling User Access and Managing Objects  
Course..... 260281\_ENG

Oracle Database 11g: Managing Data Dictionary Views and Large Data Sets  
Course..... 260282\_ENG

Oracle Database 11g: Managing Time Zones and Datetime Functions  
Course..... 260283\_ENG

Oracle Database 11g: Subqueries and Regular Expressions  
Course..... 260284\_ENG

## ■ Oracle Database 11g: Program with PL/SQL

Oracle Database 11g: Getting Started With PL/SQL  
Course..... 260269\_ENG

Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures  
Course..... 260270\_ENG

Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors  
Course..... 260271\_ENG

Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors  
Course..... 260272\_ENG

Oracle Database 11g: Subprograms, Packages, and Exception Handling  
Course..... 260273\_ENG

Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations  
Course..... 260274\_ENG

Oracle Database 11g: Using Triggers and the PL/SQL Compiler  
Course..... 260275\_ENG

Oracle Database 11g: PL/SQL Code and Dependency Management  
Course..... 260276\_ENG

## ■ Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization  
Course..... od\_ortw\_a01\_dt\_enus

Oracle Database 11g: Indexes, Access Paths, and Join Operations  
Course ..... od\_ortw\_a02\_dt\_enus

Oracle Database 11g: Execution Plans and Star Transformations  
Course ..... od\_ortw\_a03\_dt\_enus

Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing  
Course ..... od\_ortw\_a04\_dt\_enus

Oracle Database 11g: Application Tracing and Automatic SQL Tuning  
Course ..... od\_ortw\_a05\_dt\_enus

## ■ Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security  
Course ..... od\_ods\_b\_a01\_it\_enus

Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup  
Course ..... od\_ods\_b\_a02\_it\_enus

Oracle Database 11g: RMAN and Oracle Secure Backup  
Course ..... od\_ods\_b\_a03\_it\_enus

Oracle Database 11g: Managing Backups and Infrastructure  
Course ..... od\_ods\_b\_a04\_it\_enus

Oracle Database 11g: Tape Vaulting, Duplication, and Tuning  
Course ..... od\_ods\_b\_a05\_it\_enus

## ■ Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC  
Course ..... od\_orac\_a01\_it\_enus

Oracle Database 11g: RAC Database and Oracle Clusterware Administration  
Course ..... od\_orac\_a02\_it\_enus

Oracle Database 11g: RAC Performance Tuning  
Course ..... od\_orac\_a03\_it\_enus

Oracle Database 11g: Configure, Manage, and Use Services in RAC  
Course ..... od\_orac\_a04\_it\_enus

Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management  
Course ..... od\_orac\_a05\_it\_enus

Oracle Database 11g: High Availability in RAC  
Course ..... od\_orac\_a06\_it\_enus

## ■ Oracle Database 11g: Security

Oracle Database 11g: Introduction to Database Security and Solutions  
Course ..... od\_odsc\_a01\_it\_enus

Oracle Database 11g: Database Security  
Course ..... od\_odsc\_a02\_it\_enus

## IT SKILLS COURSEWARE

Oracle Database 11g: Database Auditing  
Course.....od\_odsc\_a03\_it\_enus

Oracle Database 11g: Basic User and Strong  
Authentication  
Course.....od\_odsc\_a04\_it\_enus

Oracle Database 11g: Enterprise User Security and Proxy  
Authentication  
Course.....od\_odsc\_a05\_it\_enus

Oracle Database 11g: Privileges, Roles, and Application  
Contexts  
Course.....od\_odsc\_a06\_it\_enus

Oracle Database 11g: Virtual Private Database  
Course.....od\_odsc\_a07\_it\_enus

Oracle Database 11g: Oracle Label Security and the Data  
Masking Pack  
Course.....od\_odsc\_a08\_it\_enus

Oracle Database 11g: Encryption Concepts  
Course.....od\_odsc\_a09\_it\_enus

Oracle Database 11g: Transparent Data Encryption  
Course.....od\_odsc\_a10\_it\_enus

Oracle Database 11g: Oracle Net Services and Listener  
Security  
Course.....od\_odsc\_a11\_it\_enus

Oracle Database 11g: Firewalls, Oracle Connection  
Manager, and SQL\*Plus  
Security  
Course.....od\_odsc\_a12\_it\_enus

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

Oracle Database 11g Release 2: Installation and Oracle  
Restart  
Course..... od\_onft\_a01\_it\_enus

Oracle Database 11g Release 2: ASM, Storage and  
Partitioning Enhancements  
Course..... od\_onft\_a02\_it\_enus

Oracle Database 11g Release 2: Oracle Partitioning and  
Security Features  
Course..... od\_onft\_a03\_it\_enus

Oracle Database 11g Release 2: Using Change  
Management Solutions  
Course..... od\_onft\_a04\_it\_enus

Oracle Database 11g Release 2: Intelligent Infrastructure  
Enhancements  
Course..... od\_onft\_a05\_it\_enus

Oracle Database 11g Release 2: Diagnosability  
Enhancements  
Course..... od\_onft\_a06\_it\_enus

Oracle Database 11g Release 2: SQL Monitoring and  
Performance Enhancements  
Course..... od\_onft\_a07\_it\_enus

Oracle Database 11g Release 2: Application Performance  
Enhancements  
Course..... od\_onft\_a08\_it\_enus

Oracle Database 11g Release 2: Backup, Recover,  
Archive, and Repair Data  
Course .....od\_onft\_a09\_it\_enus

Oracle Database 11g Release 2: Oracle Scheduler and  
Secure Backup  
Course .....od\_onft\_a10\_it\_enus

### ■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture  
and Installation  
Course .....od\_odas\_a01\_it\_enus

Oracle Database 11g Release 2: Database Creation and  
Instance Management  
Course ..... od\_odas\_a02\_it\_enus

Oracle Database 11g Release 2: The ASM Instance and  
Network Connectivity  
Course ..... od\_odas\_a03\_it\_enus

Oracle Database 11g Release 2: Storage Structures and  
User Security  
Course ..... od\_odas\_a04\_it\_enus

Oracle Database 11g Release 2: Managing Concurrency,  
Undo, and Auditing  
Course ..... od\_odas\_a05\_it\_enus

Oracle Database 11g Release 2: Managing Database  
Maintenance and Performance  
Course ..... od\_odas\_a06\_it\_enus

Oracle Database 11g Release 2: Backup and Recovery  
Course ..... od\_odas\_a07\_it\_enus

Oracle Database 11g Release 2: Moving Data and Oracle  
Support  
Course ..... od\_odas\_a08\_it\_enus

### ■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture  
and Recovery Operations  
Course .....od\_odat\_a01\_it\_enus

Oracle Database 11g Release 2: The RMAN Catalog and  
Creating Backups  
Course .....od\_odat\_a02\_it\_enus

Oracle Database 11g Release 2: Performing Restore and  
Recovery Tasks  
Course .....od\_odat\_a03\_it\_enus

Oracle Database 11g Release 2: Using, Monitoring and  
Tuning RMAN  
Course .....od\_odat\_a04\_it\_enus

Oracle Database 11g Release 2: Database Diagnostics  
and Flashback Technologies  
Course .....od\_odat\_a05\_it\_enus

Oracle Database 11g Release 2: Managing Database  
Memory and Performance  
Course .....od\_odat\_a06\_it\_enus

## IT SKILLS COURSEWARE

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

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

### ■ Oracle SOA Suite 11g

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

### ■ Oracle Database 10g: New Features I

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

## ENTERPRISE DATABASE SYSTEMS

### ORACLE 10G

### ■ Oracle Database 10g: PL/SQL Fundamentals

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

### ■ Oracle Database 10g: New Features II

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

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

PL/SQL Packages	
Course.....	216687_ENG
Oracle-Supplied Packages and DBMS_SCHEDULER	
Course.....	216700_ENG
Managing Dependencies	
Course.....	216717_ENG

### ■ Oracle Database 10g: Administration Workshop I Release 2

Oracle Database 10g: Installing Oracle Database 10g Release 2	
Course .....	249293_ENG
Oracle Database 10g: Creating Databases Release 2	
Course .....	249294_ENG
Oracle Database 10g: Database Interfaces Release 2	
Course .....	249295_ENG

## IT SKILLS COURSEWARE

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

### ENTERPRISE DATABASE SYSTEMS

#### MICROSOFT SQL SERVER 2014

#### ■ Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure Course.....	md_dds_a01_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Private Clouds Course.....	md_dds_a02_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course.....	md_dds_a03_it_enus
Microsoft SQL Server 2014 - Designing Solutions: High Availability Course.....	md_dds_a04_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn Course.....	md_dds_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery Course.....	md_dds_a06_it_enus

### ENTERPRISE DATABASE SYSTEMS

#### SYSTEMS AND DATABASE DESIGN

#### ■ Database Fundamentals

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

#### ■ Database Design Fundamentals

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

### ENTERPRISE DATABASE SYSTEMS

#### MICROSOFT SQL SERVER 2012

#### ■ Microsoft SQL Server 2012: Querying

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

#### ■ Microsoft SQL Server 2012: Database Administration

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

## IT SKILLS COURSEWARE

Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions  
Course.....md\_msdb\_a06\_it\_enus

Microsoft SQL Server 2012: Backing Up and Restoring Databases  
Course.....md\_msdb\_a07\_it\_enus

Microsoft SQL Server 2012: Database Monitoring and Performance Tuning  
Course.....md\_msdb\_a08\_it\_enus

Microsoft SQL Server 2012: Configuring High Availability  
Course.....md\_msdb\_a09\_it\_enus

### ■ Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 – Developing Databases: Implementing Tables and Views  
Course.....md\_dsqd\_a01\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Implementing Indexes  
Course.....md\_dsqd\_a02\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Stored Procedures  
Course.....md\_dsqd\_a03\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: CLR Integration  
Course.....md\_dsqd\_a04\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Working with Data  
Course.....md\_dsqd\_a05\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Working with XML Data  
Course.....md\_dsqd\_a06\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries  
Course.....md\_dsqd\_a07\_it\_enus

Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting  
Course.....md\_dsqd\_a08\_it\_enus

### ■ Microsoft SQL Server 2012: Implementing a Data Warehouse

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Design and Deployment  
Course.....md\_dwsq\_a01\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages  
Course.....md\_dwsq\_a02\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions  
Course.....md\_dwsq\_a03\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages  
Course .....md\_dwsq\_a04\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components  
Course .....md\_dwsq\_a05\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS  
Course .....md\_dwsq\_a06\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting  
Course .....md\_dwsq\_a07\_it\_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions  
Course .....md\_dwsq\_a08\_it\_enus

## ENTERPRISE DATABASE SYSTEMS

### MICROSOFT SQL SERVER 2008

#### ■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services  
Course .....md\_mqbm\_a01\_it\_enus

Configuring SQL Server 2008 Integration Services Packages  
Course .....md\_mqbm\_a02\_it\_enus

Deploying SQL Server 2008 Integration Services Packages  
Course .....md\_mqbm\_a03\_it\_enus

Managing SSIS Packages in SQL Server 2008  
Course .....md\_mqbm\_a10\_it\_enus

Implementing SQL Server 2008 Reporting Services Solutions  
Course .....md\_mqbm\_a04\_it\_enus

Deploying and Delivering SQL Server 2008 Reporting Services Reports  
Course .....md\_mqbm\_a05\_it\_enus

Maintaining SQL Server 2008 Reporting Services  
Course .....md\_mqbm\_a06\_it\_enus

Implementing SQL Server 2008 Analysis Services Solutions  
Course .....md\_mqbm\_a07\_it\_enus

Querying Cubes and Working with Data Mining in SSAS  
Course .....md\_mqbm\_a08\_it\_enus

Managing SQL Server 2008 Analysis Services Solutions  
Course .....md\_mqbm\_a09\_it\_enus

#### ■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation  
Course .....md\_mcir\_a01\_it\_enus

## IT SKILLS COURSEWARE

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

### ■ Microsoft SQL Server 2008 R2: Database Development

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

## ENTERPRISE DATABASE SYSTEMS

### MYSQL

### ■ MySQL

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

MySQL: Using the Data Manipulation and Definition Statements	
Course .....	df_mysql_a03_it_enus

## ENTERPRISE DATABASE SYSTEMS

### MENTORING ASSETS

#### ■ Mentoring Assets

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

## ENTERPRISE DATABASE SYSTEMS

### TEST PREPS



## ■ Test Preps

TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators Testprep Exams .....	TP1Z0050_ENG
TestPrep 1Z0-047 Oracle Database SQL Expert Testprep Exams .....	TP1Z0047_ENG
TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2 Testprep Exams .....	TP1Z0042R2_ENG
TestPrep 1Z0-040 Oracle Database 10g: New Features for Administrators Testprep Exams .....	TP1Z0040_ENG
TestPrep 1Z0-052 Oracle Database 11g: Administration I Testprep Exams .....	od_oaws_a01_tp_eng
TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance Testprep Exams .....	md_mcim_a01_tp_eng
TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development Testprep Exams .....	md_msdd_a01_tp_eng
TestPrep 1Z0-053 Oracle Database 11g: Administration II Testprep Exams .....	od_oawt_a01_tp_eng
TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases Testprep Exams .....	md_msdb_a01_tp_eng
TestPrep 70-461 Querying Microsoft SQL Server 2012 Testprep Exams .....	md_mssql_a01_tp_eng
TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012 Testprep Exams .....	md_dwsq_a01_tp_eng
TestPrep 70-464 Developing Microsoft SQL Server Databases Testprep Exams .....	md_dsqd_a01_tp_eng
TestPrep 1Z0-060 Upgrade to Oracle Database 12c Testprep Exams .....	od_nfad_a01_tp_eng
TestPrep 70-413 Designing and Implementing a Server Infrastructure Testprep Exams .....	ws_imin_a01_tp_eng
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration Testprep Exams .....	od_inup_a01_tp_eng

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### ORACLE 11I

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

Oracle 11i E-Business Suite: Introduction Course.....	232548_ENG
Oracle 11i E-Business Suite: Multi-Org Course.....	232549_ENG

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

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

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

## ■ Oracle 11i: Project Foundation Fundamentals

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

## IT SKILLS COURSEWARE

### ■ Oracle 11i: Navigate Oracle Applications

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

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SAP

### ■ Overview of SAP for Project Teams

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

### ■ SAP Business Suite 7 for End Users

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

### ■ SAP Business One for End Users

SAP Business One - Introduction for End Users Course.....	sa_boeu_a01_dt_enus
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### ■ SAP Business Objects Business Intelligence

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

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

## ENTERPRISE RESOURCE PLANNING SYSTEMS

### SAP R/3 RELEASE 4.6

### ■ Moving to SAP R/3 Release 4.6

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

### ■ Overview of SAP R/3 Release 4.6

SAP R/3 Release 4.6 Fundamentals Course .....	15110_ENG
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### ■ SAP ABAP Programming Fundamentals

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

## WEB DESIGN

### IT PROFESSIONAL

### ■ Working with HTML5 and CSS3

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

## WEB DESIGN

### WEB DEVELOPMENT

## HTML5

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

## XML Essentials

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

## WEB DESIGN

### WEB SITE DESIGN - PRINCIPLES

## Designing and Hosting a Web Site

Web Development Fundamentals	
Course.....	wd_dshw_a01_it_enus
Internet Site Development	
Course.....	wd_dshw_a02_it_enus
Web 2.0 Fundamentals	
Course.....	wd_dshw_a03_it_enus

## WEB DESIGN

## ADOBE

### Adobe Flash CS5

Introduction to Adobe Flash Professional CS5	
Course .....	at_fcsp_a01_it_enus
Drawing and Working with Images in Flash CS5	
Course .....	at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components	
Course .....	at_fcsp_a03_it_enus
Animation in Flash CS5	
Course .....	at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5	
Course .....	at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5	
Course .....	at_fcsp_a06_it_enus

### Adobe Photoshop CS5

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

### Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5	
Course .....	at_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5	
Course .....	at_dcsp_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS5	
Course .....	at_dcsp_a03_it_enus
Reusing Content in Dreamweaver CS5	
Course .....	at_dcsp_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS5	
Course .....	at_dcsp_a05_it_enus
Cascading Style Sheets in Dreamweaver CS5	
Course .....	at_dcsp_a06_it_enus

### Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals	
Course .....	at_idcs_a01_it_enus

### Adobe Dreamweaver CS4

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

## IT SKILLS COURSEWARE

Reusing Content in Dreamweaver CS4  
Course.....at\_dcsf\_a04\_it\_enus

Creating Interactive Web Pages in Dreamweaver CS4  
Course.....at\_dcsf\_a05\_it\_enus

Cascading Style Sheets in Dreamweaver CS4  
Course.....at\_dcsf\_a06\_it\_enus

Dreamweaver CS4 Site Maintenance and Advanced  
Concepts  
Course.....at\_dcsf\_a07\_it\_enus

### ■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional  
Course.....at\_fcsf\_a01\_it\_enus

Drawing and Working with Images in Flash CS4  
Course.....at\_fcsf\_a02\_it\_enus

Using Flash CS4 Libraries, Text, and Components  
Course.....at\_fcsf\_a03\_it\_enus

Animation in Flash CS4  
Course.....at\_fcsf\_a04\_it\_enus

ActionScript and Multimedia in Flash CS4  
Course.....at\_fcsf\_a05\_it\_enus

Workflow and Adobe Integration in Flash CS4  
Course.....at\_fcsf\_a06\_it\_enus

Creating Navigation and Publishing Movies in Flash CS4  
Course.....at\_fcsf\_a07\_it\_enus

### ■ Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers  
Course.....at\_aafd\_a01\_it\_enus

### ■ Adobe Reader X

Adobe Reader X  
Course.....at\_adre\_a01\_dt\_enus

### ■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers  
Course.....at\_airr\_a01\_it\_enus

### ■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals  
Course.....at\_idct\_a01\_it\_enus

### ■ Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals  
Course.....at\_adat\_a01\_dt\_enus

### ■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals  
Course .....at\_capt\_a01\_dt\_enus

Adobe Captivate 7 Editing Project Files  
Course .....at\_capt\_a02\_dt\_enus

### ■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials  
Course .....at\_dcsc\_a01\_dt\_enus

### ■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic  
Tools  
Course .....at\_fscs\_a01\_dt\_enus

Adobe Flash Professional CC - Working with ActionScript  
Course .....at\_fscs\_a02\_dt\_enus

Adobe Flash Professional CC - Additional Tools and  
Features  
Course .....at\_fscs\_a03\_dt\_enus

### ■ Adobe Illustrator CC

Adobe Illustrator CC Fundamentals  
Course .....at\_icsc\_a01\_dt\_enus

Adobe Illustrator CC Tools and Techniques  
Course .....at\_icsc\_a02\_dt\_enus

Adobe Illustrator CC Modifying with Effects  
Course .....at\_icsc\_a03\_dt\_enus

Adobe Illustrator CC Advanced Tools and Effects  
Course .....at\_icsc\_a04\_dt\_enus

### ■ Adobe InDesign CC

Adobe InDesign CC Essentials  
Course .....at\_idcc\_a01\_dt\_enus

Adobe InDesign CC Essential Tools  
Course .....at\_idcc\_a02\_dt\_enus

Adobe InDesign CC Advanced Features  
Course .....at\_idcc\_a03\_dt\_enus

### ■ Adobe CC Overview New Features

Adobe CC Overview of New Features  
Course .....at\_nfcc\_a01\_dt\_enus

### ■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals  
Course .....at\_pcsc\_a01\_dt\_enus

Adobe Photoshop CC Essential Elements  
Course .....at\_pcsc\_a02\_dt\_enus

## IT SKILLS COURSEWARE

Adobe Photoshop CC Color and Transforming  
Course.....at\_pcsc\_a03\_dt\_enus  
Adobe Photoshop CC Tools and Features  
Course.....at\_pcsc\_a04\_dt\_enus  
Adobe Photoshop CC Advanced Tools and Features  
Course.....at\_pcsc\_a05\_dt\_enus

### ■ Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials  
Course.....at\_pret\_a01\_dt\_enus

### ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals  
Course.....at\_cfus\_a01\_it\_enus

## WEB DESIGN

## SCRIPTING AND WEB LANGUAGES

### ■ JavaScript Fundamentals

JavaScript Language Basics  
Course.....sl\_jasc\_a01\_it\_enus  
JavaScript: Objects and Object-oriented Programming  
Course.....sl\_jasc\_a02\_it\_enus  
JavaScript: Functions and Regular Expressions  
Course.....sl\_jasc\_a03\_it\_enus  
JavaScript: Browser Scripting Fundamentals  
Course.....sl\_jasc\_a04\_it\_enus  
JavaScript: Advanced Browser Scripting and DHTML  
Course.....sl\_jasc\_a05\_it\_enus

### ■ DHTML Basics

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

### ■ Advanced XML

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

Extending XML  
Course ..... 213614\_ENG

### ■ JavaScript - JsRender

JsRender Fundamentals  
Course ..... sl\_jsrd\_a01\_it\_enus  
Advanced JsRender Features  
Course ..... sl\_jsrd\_a02\_it\_enus

### ■ JavaScript Single Page Apps

JavaScript SPA: Getting Started with SPA in Visual Studio  
2013  
Course .....sl\_jssp\_a01\_it\_enus  
JavaScript SPA: SPA Views and Routes  
Course .....sl\_jssp\_a02\_it\_enus  
JavaScript SPA: Durandal Modules and Lifecycle events.  
Course .....sl\_jssp\_a03\_it\_enus  
JavaScript SPA: Adding Views and Handling View  
Navigation in Durandal  
Course .....sl\_jssp\_a04\_it\_enus

### ■ Building Apps with jQuery Mobile

jQuery Mobile – App Basics, UI Controls and Navigation  
Course ..... sl\_jqry\_a01\_it\_enus  
jQuery Mobile – Forms, Lists, Sets and Tables  
Course ..... sl\_jqry\_a02\_it\_enus  
Optimizing jQuery Mobile Apps  
Course ..... sl\_jqry\_a03\_it\_enus  
Integrating jQuery Mobile with PhoneGap  
Course ..... sl\_jqry\_a04\_it\_enus

### ■ Developing with Kendo UI

Kendo UI: Installation and Overview  
Course ..... sl\_kndo\_a01\_it\_enus  
Kendo UI: HTML Helpers for ASP.NET MVC  
Course ..... sl\_kndo\_a02\_it\_enus  
Kendo UI: Mobile API  
Course ..... sl\_kndo\_a03\_it\_enus

### ■ JavaScript - Ember.js

JavaScript - Ember.js Fundamentals  
Course .....sl\_jsem\_a01\_it\_enus

### ■ JavaScript - Knockout

Knockout Fundamentals  
Course .....sl\_jsko\_a01\_it\_enus  
Configuring Forms with Knockout  
Course .....sl\_jsko\_a02\_it\_enus

## IT SKILLS COURSEWARE

Advanced Knockout Techniques  
Course..... sl\_jsko\_a04\_it\_enus

### ■ Angular JS

Getting Started with Angular JS  
Course..... sl\_anjs\_a01\_it\_enus

### ■ JavaScript Sencha

JavaScript Sencha: Ext JS  
Course..... sl\_snch\_a01\_it\_enus  
JavaScript Sencha: Sencha Touch  
Course..... sl\_snch\_a02\_it\_enus

### ■ TypeScript Essentials

TypeScript Essentials: Getting Started  
Course..... sl\_tpse\_a01\_it\_enus  
TypeScript Essentials: Advanced TypeScript  
Course..... sl\_tpse\_a02\_it\_enus

### ■ Underscore.js

Underscore.js: Collection Functions and Function  
Functions  
Course..... sl\_unjs\_a01\_it\_enus  
Underscore.js: Array, Object, and Utility Functions  
Course..... sl\_unjs\_a02\_it\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### IT BUSINESS

### ■ Information Security for End Users

Introduction to Information Security  
Course..... db\_iseu\_a01\_dt\_enus  
Using your Desktop Computer and Mobile Devices Safely  
Course..... db\_iseu\_a02\_dt\_enus  
Using E-mail, the Internet, and Social Media Safely in a  
Corporate Environment  
Course..... db\_iseu\_a03\_dt\_enus

### ■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service  
Lifecycle  
Course..... ib\_itlv\_a01\_it\_enus  
ITIL® 2011 Edition Foundation: Service Strategy  
Fundamentals  
Course..... ib\_itlv\_a02\_it\_enus

ITIL® 2011 Edition Foundation: Service Strategy  
Processes  
Course ..... ib\_itlv\_a03\_it\_enus  
ITIL® 2011 Edition Foundation: Service Design  
Fundamentals  
Course ..... ib\_itlv\_a04\_it\_enus  
ITIL® 2011 Edition Foundation: Service Design Processes  
Course ..... ib\_itlv\_a05\_it\_enus  
ITIL® 2011 Edition Foundation: Service Transition  
Processes and Policies  
Course ..... ib\_itlv\_a06\_it\_enus  
ITIL® 2011 Edition Foundation: Introduction to Service  
Operation  
Course ..... ib\_itlv\_a07\_it\_enus  
ITIL® 2011 Edition Foundation: Service Operation  
Processes  
Course ..... ib\_itlv\_a08\_it\_enus  
ITIL® 2011 Edition Foundation: Continual Service  
Improvement  
Course ..... ib\_itlv\_a09\_it\_enus

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

ITIL® 2011 Edition OSA: Introduction to Operational  
Support and Analysis  
Course ..... ib\_iosb\_a01\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Incident  
Management  
Course ..... ib\_iosb\_a03\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Event  
Management  
Course ..... ib\_iosb\_a02\_it\_enus  
ITIL® 2011 Edition OSA: Technology and Implementation  
Considerations  
Course ..... ib\_iosb\_a14\_it\_enus  
ITIL® 2011 Edition OSA: Incident Management  
Interactions  
Course ..... ib\_iosb\_a04\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Request  
Fulfillment  
Course ..... ib\_iosb\_a05\_it\_enus  
ITIL® 2011 Edition OSA: Request Fulfillment Process  
Interfaces and Challenges  
Course ..... ib\_iosb\_a06\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Problem  
Management  
Course ..... ib\_iosb\_a07\_it\_enus  
ITIL® 2011 Edition OSA: Problem Management Process  
Interfaces and Challenges  
Course ..... ib\_iosb\_a08\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Access  
Management  
Course ..... ib\_iosb\_a09\_it\_enus

## IT SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Introduction to the Service Desk Course..... ib\_iosb\_a10\_it\_enus  
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course..... ib\_iosb\_a11\_it\_enus  
ITIL® 2011 Edition OSA: Introduction to Functions Course..... ib\_iosb\_a12\_it\_enus  
ITIL® 2011 Edition OSA: Function Activities Course..... ib\_iosb\_a13\_it\_enus

### ■ ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture Course..... ib\_ovvx\_a01\_it\_enus  
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework Course..... ib\_ovvx\_a02\_it\_enus  
ITIL® 2011 Edition Overview: Certification and Benefits Course..... ib\_ovvx\_a03\_it\_enus

### ■ Technical Management Essentials

Transitioning from Technical Professional to Management Course..... mgmt\_19\_a01\_bs\_enus  
Strategies for Transitioning to Technical Management Course..... mgmt\_19\_a02\_bs\_enus  
Managing Technical Professionals Course..... mgmt\_19\_a03\_bs\_enus

### ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Course..... cust\_06\_a01\_bs\_enus  
Support Center Services and Work Environment Course..... cust\_06\_a02\_bs\_enus  
Team and Customer Relationships Course..... cust\_06\_a03\_bs\_enus

### ■ Customer Service Representative, Skills

Customer Interactions Course..... cust\_07\_a01\_bs\_enus  
Communication Skills Course..... cust\_07\_a02\_bs\_enus  
Conflict, Stress, and Time Management Course..... cust\_07\_a03\_bs\_enus

### ■ Customer Service Representative, Process

Customer Service Processes and Procedures Course..... cust\_08\_a01\_bs\_enus  
Quality in a Support Center Course..... cust\_08\_a02\_bs\_enus

Support Center Tools, Technologies and Metrics Course ..... cust\_08\_a03\_bs\_enus  
Dealing with Irrational Customers and Escalating Complaints Course ..... cust\_08\_a04\_bs\_enus

### ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning Course ..... ib\_wstp\_a01\_it\_enus  
Writing for Technical Professionals: Effective Writing Techniques Course ..... ib\_wstp\_a02\_it\_enus

### ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment Course ..... stgy\_06\_a01\_bs\_enus  
IT Strategy Essentials: Creating an IT Strategy Plan Course ..... stgy\_06\_a02\_bs\_enus  
IT Strategy Essentials: Implementing an IT Strategy Course ..... stgy\_06\_a03\_bs\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### TEST PREPS

#### ■ Test Preps

TestPrep ITIL Foundation Testprep Exams..... ib\_itlv\_a01\_tp\_enus

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### MENTORING

#### ■ Mentoring

Mentoring ITIL Foundation Mentoring Assets .....mntitv3f

## PROJECT EFFECTIVENESS

### PROJECT MANAGEMENT CURRICULUM

#### ■ Project Management for Non-Project Managers

Project Management Fundamentals Course .....proj\_01\_a01\_bs\_enus  
Transitioning into a Project Management Role Course .....proj\_01\_a02\_bs\_enus

## IT SKILLS COURSEWARE

Initiating and Planning a Project  
Course..... proj\_01\_a03\_bs\_enus

Managing a Project  
Course..... proj\_01\_a04\_bs\_enus

Troubleshooting and Closing the Project  
Course..... proj\_01\_a05\_bs\_enus

Project Management for Non-Project Managers  
Simulation ..... PROJ001A

Managing Projects with No Direct Authority  
Business Impact Series.....\_pc\_bi\_pmbi001

Supporting Project Managers  
Challenge Series.....\_pc\_ch\_lach042

Ensuring Management Buy-in on a Project  
Business Impact Series.....\_pc\_bi\_pmbi002

Managing Conflict in Project Teams  
Business Impact Series.....\_pc\_bi\_pmbi003

Managing Scope on a Project  
Business Impact Series.....\_pc\_bi\_pmbi004

Weighing the Costs of Project Change  
Business Impact Series.....\_pc\_bi\_pmbi005

Managing Vendor Relationships  
Business Impact Series.....\_pc\_bi\_pmbi006

Anticipating and Solving Problems as a Project Champion  
Business Impact Series.....\_pc\_bi\_pmbi007

Addressing Stakeholder Conflicts  
Business Impact Series.....\_pc\_bi\_pmbi008

Portfolios, Programs, and Projects: What's the Difference?  
Business Impact Series.....\_pc\_bi\_pmbi009

Controlling Project Cost  
Business Impact Series.....\_pc\_bi\_pmbi010

Project Management Essentials  
Challenge Series.....\_pc\_ch\_lach041

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)  
Course..... proj\_19\_a01\_bs\_enus

Project Management Overview (PMBOK® Guide Fifth Edition)  
Course..... proj\_19\_a02\_bs\_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)  
Course..... proj\_19\_a03\_bs\_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)  
Course..... proj\_20\_a01\_bs\_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)  
Course .....proj\_20\_a02\_bs\_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)  
Course .....proj\_20\_a03\_bs\_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)  
Course .....proj\_21\_a01\_bs\_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)  
Course .....proj\_21\_a02\_bs\_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)  
Course .....proj\_21\_a03\_bs\_enus

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

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)  
Course .....proj\_22\_a01\_bs\_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)  
Course .....proj\_22\_a02\_bs\_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)  
Course .....proj\_22\_a03\_bs\_enus

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

Planning Project Costs (PMBOK® Guide Fifth Edition)  
Course .....proj\_23\_a01\_bs\_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)  
Course .....proj\_23\_a02\_bs\_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)  
Course .....proj\_24\_a01\_bs\_enus

Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)  
Course .....proj\_24\_a02\_bs\_enus



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

Planning Project Human Resources (PMBOK® Guide Fifth Edition)  
 Course..... proj\_25\_a01\_bs\_enus

Managing Project Human Resources (PMBOK® Guide Fifth Edition)  
 Course..... proj\_25\_a02\_bs\_enus

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

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)  
 Course..... proj\_26\_a01\_bs\_enus

Control Project Communications (PMBOK® Guide Fifth Edition)  
 Course..... proj\_26\_a02\_bs\_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a01\_bs\_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a02\_bs\_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a03\_bs\_enus

Risk Response and Control (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a04\_bs\_enus

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)  
 Course..... proj\_28\_a01\_bs\_enus

Managing Procurements (PMBOK® Guide Fifth Edition)  
 Course..... proj\_28\_a02\_bs\_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)  
 Course..... proj\_29\_a01\_bs\_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)  
 Course..... proj\_29\_a02\_bs\_enus

## ■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management  
 Course .....proj\_16\_a01\_bs\_enus

Program Life Cycle and Benefits Management  
 Course .....proj\_16\_a02\_bs\_enus

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

The Role of Ethics in Project Management  
 Course .....proj\_15\_a01\_bs\_enus

Core PMI® Values and Ethical Standards  
 Course .....proj\_15\_a02\_bs\_enus

## ■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management  
 Course .....proj\_17\_a01\_bs\_enus

IT Project Management Essentials: Initiating and Planning IT Projects  
 Course .....proj\_17\_a02\_bs\_enus

IT Project Management Essentials: Executing IT Projects  
 Course .....proj\_17\_a03\_bs\_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects  
 Course .....proj\_17\_a04\_bs\_enus

IT Project Management Essentials: Managing Risks in an IT Project  
 Course .....proj\_17\_a05\_bs\_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects  
 Course .....proj\_17\_a06\_bs\_enus

## ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project  
 Course .....proj\_18\_a01\_bs\_enus

Managing Software Project Outsourcing: Developing a Vendor Contract  
 Course .....proj\_18\_a02\_bs\_enus

Managing Software Project Outsourcing: Working with the Outsourced Team  
 Course .....proj\_18\_a03\_bs\_enus

Managing Software Project Outsourcing: Dealing with Risks  
 Course .....proj\_18\_a04\_bs\_enus

## IT SKILLS COURSEWARE

### ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

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

### ■ PRINCE2®: 2009 Foundation

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

### ■ Mentoring Assets

Mentoring PRINCE2: Foundation Mentoring Assets.....	mntprince2f
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Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned Mentoring Assets .....	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. Mentoring Assets .....	mntcapm5ed

### ■ Test Preps

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

### ■ PRINCE2®: Practitioner

PRINCE2 Practitioner Exam Information Course .....	prin_prac_a01_bs_enus
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## PROJECT EFFECTIVENESS

## TEAM BUILDING CURRICULUM

### ■ Optimizing Your Performance On a Team

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

### ■ Leading Teams

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

## IT SKILLS COURSEWARE

Leading Teams: Fostering Effective Communication and Collaboration  
Course..... team\_03\_a05\_bs\_enus

Leading Teams: Motivating and Optimizing Performance  
Course..... team\_03\_a06\_bs\_enus

Leading Teams: Dealing with Conflict  
Course..... team\_03\_a07\_bs\_enus

Leading Teams: Managing Virtual Teams  
Course..... team\_03\_a08\_bs\_enus

Building Trust Incrementally  
Business Impact Series.....\_pc\_bi\_lsbi004

Inspiring Your Team  
Business Impact Series.....\_pc\_bi\_lsbi010

Support Your Leader  
Business Impact Series.....\_pc\_bi\_pfb010

Choosing the Right Team Culture  
Challenge Series.....\_pc\_ch\_pfch006

Managing Communications in a Virtual Team  
Business Impact Series.....\_pc\_bi\_mgbi001

Building and Leading Teams  
Challenge Series.....\_pc\_ch\_lach023

Meeting Team Performance Challenges  
Challenge Series.....\_pc\_ch\_pach010

Final Exam: Certified Business Analysis Professional  
(CBAP) - BABOK V2.0  
aligned  
Final Exams .....ib\_buap\_a01\_fe\_enus

## PROJECT EFFECTIVENESS

## BUSINESS ANALYSIS

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

Introduction to Business Analysis and Essential Competencies  
Course.....ib\_buap\_a01\_it\_enus

Introduction to Business Analysis Planning  
Course.....ib\_buap\_a02\_it\_enus

Planning Business Analysis Communication and Monitoring  
Course.....ib\_buap\_a03\_it\_enus

Business Analysis Requirements Elicitation  
Course.....ib\_buap\_a04\_it\_enus

Business Analysis Requirements Management and Communication  
Course.....ib\_buap\_a05\_it\_enus

Business Analysis: Enterprise Analysis  
Course.....ib\_buap\_a06\_it\_enus

Business Analysis: Introduction to Requirements Analysis  
Course.....ib\_buap\_a07\_it\_enus

Business Analysis: Verify and Validate Requirements  
Course.....ib\_buap\_a08\_it\_enus

Business Analysis: Solution Assessment and Validation  
Course.....ib\_buap\_a09\_it\_enus

## DESKTOP SKILLS COURSEWARE

### DESKTOP COMPUTER SKILLS

#### ADOBE

##### ■ Adobe Flash CS5

Introduction to Adobe Flash Professional CS5  
Course..... at\_fcsp\_a01\_it\_enus

Drawing and Working with Images in Flash CS5  
Course..... at\_fcsp\_a02\_it\_enus

Using Flash CS5 Libraries, Text, and Components  
Course..... at\_fcsp\_a03\_it\_enus

Animation in Flash CS5  
Course..... at\_fcsp\_a04\_it\_enus

ActionScript and Multimedia in Flash CS5  
Course..... at\_fcsp\_a05\_it\_enus

Creating Navigation and Publishing Movies in Flash CS5  
Course..... at\_fcsp\_a06\_it\_enus

##### ■ Adobe Photoshop CS5

Photoshop CS5: Getting Started  
Course..... at\_pcsp\_a01\_it\_enus

Photoshop CS5: Beyond the Basics  
Course..... at\_pcsp\_a02\_it\_enus

##### ■ Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5  
Course..... at\_dcsp\_a01\_it\_enus

Adding Links and Images in Dreamweaver CS5  
Course..... at\_dcsp\_a02\_it\_enus

Tables, Accessibility, and Standards in Dreamweaver CS5  
Course..... at\_dcsp\_a03\_it\_enus

Reusing Content in Dreamweaver CS5  
Course..... at\_dcsp\_a04\_it\_enus

Creating Interactive Web Pages in Dreamweaver CS5  
Course..... at\_dcsp\_a05\_it\_enus

Cascading Style Sheets in Dreamweaver CS5  
Course..... at\_dcsp\_a06\_it\_enus

##### ■ Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals  
Course..... at\_idcs\_a01\_it\_enus

##### ■ Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4  
Course..... at\_dcsf\_a01\_it\_enus

Adding Links and Images in Dreamweaver CS4  
Course ..... at\_dcsf\_a02\_it\_enus

Tables, Accessibility, and Standards in Dreamweaver CS4  
Course ..... at\_dcsf\_a03\_it\_enus

Reusing Content in Dreamweaver CS4  
Course ..... at\_dcsf\_a04\_it\_enus

Creating Interactive Web Pages in Dreamweaver CS4  
Course ..... at\_dcsf\_a05\_it\_enus

Cascading Style Sheets in Dreamweaver CS4  
Course ..... at\_dcsf\_a06\_it\_enus

Dreamweaver CS4 Site Maintenance and Advanced Concepts  
Course ..... at\_dcsf\_a07\_it\_enus

##### ■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional  
Course ..... at\_fcsf\_a01\_it\_enus

Drawing and Working with Images in Flash CS4  
Course ..... at\_fcsf\_a02\_it\_enus

Using Flash CS4 Libraries, Text, and Components  
Course ..... at\_fcsf\_a03\_it\_enus

Animation in Flash CS4  
Course ..... at\_fcsf\_a04\_it\_enus

ActionScript and Multimedia in Flash CS4  
Course ..... at\_fcsf\_a05\_it\_enus

Workflow and Adobe Integration in Flash CS4  
Course ..... at\_fcsf\_a06\_it\_enus

Creating Navigation and Publishing Movies in Flash CS4  
Course ..... at\_fcsf\_a07\_it\_enus

##### ■ Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers  
Course ..... at\_aafd\_a01\_it\_enus

##### ■ Adobe Reader X

Adobe Reader X  
Course ..... at\_adre\_a01\_dt\_enus

##### ■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers  
Course ..... at\_airr\_a01\_it\_enus

##### ■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals  
Course ..... at\_idct\_a01\_it\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals  
Course..... at\_adat\_a01\_dt\_enus

### ■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals  
Course..... at\_capt\_a01\_dt\_enus  
Adobe Captivate 7 Editing Project Files  
Course..... at\_capt\_a02\_dt\_enus

### ■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials  
Course..... at\_dcsc\_a01\_dt\_enus

### ■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic  
Tools  
Course..... at\_fscs\_a01\_dt\_enus  
Adobe Flash Professional CC - Working with ActionScript  
Course..... at\_fscs\_a02\_dt\_enus  
Adobe Flash Professional CC - Additional Tools and  
Features  
Course..... at\_fscs\_a03\_dt\_enus

### ■ Adobe Illustrator CC

Adobe Illustrator CC Fundamentals  
Course..... at\_icsc\_a01\_dt\_enus  
Adobe Illustrator CC Tools and Techniques  
Course..... at\_icsc\_a02\_dt\_enus  
Adobe Illustrator CC Modifying with Effects  
Course..... at\_icsc\_a03\_dt\_enus  
Adobe Illustrator CC Advanced Tools and Effects  
Course..... at\_icsc\_a04\_dt\_enus

### ■ Adobe InDesign CC

Adobe InDesign CC Essentials  
Course..... at\_idcc\_a01\_dt\_enus  
Adobe InDesign CC Essential Tools  
Course..... at\_idcc\_a02\_dt\_enus  
Adobe InDesign CC Advanced Features  
Course..... at\_idcc\_a03\_dt\_enus

### ■ Adobe CC Overview New Features

Adobe CC Overview of New Features  
Course..... at\_nfcc\_a01\_dt\_enus

### ■ Adobe Photoshop CC

Adobe Photoshop CC Fundamentals  
Course ..... at\_pcsc\_a01\_dt\_enus  
Adobe Photoshop CC Essential Elements  
Course ..... at\_pcsc\_a02\_dt\_enus  
Adobe Photoshop CC Color and Transforming  
Course ..... at\_pcsc\_a03\_dt\_enus  
Adobe Photoshop CC Tools and Features  
Course ..... at\_pcsc\_a04\_dt\_enus  
Adobe Photoshop CC Advanced Tools and Features  
Course ..... at\_pcsc\_a05\_dt\_enus

### ■ Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials  
Course ..... at\_pret\_a01\_dt\_enus

### ■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals  
Course ..... at\_cfus\_a01\_it\_enus

## DESKTOP COMPUTER SKILLS

## BEST PRACTICES FOR DESKTOP USERS

### ■ Information Security for End Users

Introduction to Information Security  
Course ..... db\_iseu\_a01\_dt\_enus  
Using your Desktop Computer and Mobile Devices Safely  
Course ..... db\_iseu\_a02\_dt\_enus  
Using E-mail, the Internet, and Social Media Safely in a  
Corporate Environment  
Course ..... db\_iseu\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

## MICROSOFT OFFICE 2013

### ■ Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013  
Course ..... mo\_bgwo\_a01\_dt\_enus  
Editing and Formatting in Word 2013  
Course ..... mo\_bgwo\_a02\_dt\_enus  
Using Tables in Word 2013  
Course ..... mo\_bgwo\_a05\_dt\_enus  
Structuring a Document in Word 2013  
Course ..... mo\_bgwo\_a03\_dt\_enus  
Adding Lists and Objects in Word 2013  
Course ..... mo\_bgwo\_a04\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2013: Beginning Access

Creating and Modifying Forms in Access 2013  
Course..... mo\_bgas\_a04\_dt\_enus

Creating and Modifying Reports in Access 2013  
Course..... mo\_bgas\_a05\_dt\_enus

Creating and Populating a Database in Access 2013  
Course..... mo\_bgas\_a01\_dt\_enus

Modifying Tables in Access 2013  
Course..... mo\_bgas\_a02\_dt\_enus

Creating and Modifying Queries in Access 2013  
Course..... mo\_bgas\_a03\_dt\_enus

### ■ Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013  
Course..... mo\_bgpj\_a04\_dt\_enus

Resource Management in Project 2013  
Course..... mo\_bgpj\_a03\_dt\_enus

Communicate and Finalize Project Information Using Project 2013  
Course..... mo\_bgpj\_a05\_dt\_enus

Task-based Scheduling in Project 2013  
Course..... mo\_bgpj\_a02\_dt\_enus

Setting up a Project in Project 2013  
Course..... mo\_bgpj\_a01\_dt\_enus

### ■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2013  
Course..... mo\_adou\_a01\_dt\_enus

Management and Customization in Outlook 2013  
Course..... mo\_adou\_a02\_dt\_enus

Mail Automation, Cleanup, and Storage in Outlook 2013  
Course..... mo\_adou\_a03\_dt\_enus

Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013  
Course..... mo\_adou\_a04\_dt\_enus

### ■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013  
Course..... mo\_puel\_a01\_dt\_enus

Reviewing and Protecting Content in Excel 2013  
Course..... mo\_puel\_a02\_dt\_enus

Advanced Formats and Layouts in Excel 2013  
Course..... mo\_puel\_a03\_dt\_enus

Advanced Formulas and Functions in Excel 2013  
Course..... mo\_puel\_a04\_dt\_enus

Using Financial Functions and What-If Analysis in Excel 2013  
Course ..... mo\_puel\_a05\_dt\_enus

Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013  
Course ..... mo\_puel\_a06\_dt\_enus

### ■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013  
Course ..... mo\_sppu\_a01\_dt\_enus

Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013  
Course ..... mo\_sppu\_a02\_dt\_enus

Managing Templates, Views, and Versioning in SharePoint 2013  
Course ..... mo\_sppu\_a03\_dt\_enus

Managing Web Parts, Users, and Groups in SharePoint 2013  
Course ..... mo\_sppu\_a04\_dt\_enus

Using and Configuring Search in SharePoint 2013  
Course ..... mo\_sppu\_a05\_dt\_enus

Workflows, Collaboration, and Analysis in SharePoint 2013  
Course ..... mo\_sppu\_a06\_dt\_enus

### ■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013  
Course ..... mo\_adel\_a01\_dt\_enus

Customizing Options and Views in Excel 2013  
Course ..... mo\_adel\_a02\_dt\_enus

Manipulating Data in Excel 2013  
Course ..... mo\_adel\_a03\_dt\_enus

Data Search, Data Validation, and Macros in Excel 2013  
Course ..... mo\_adel\_a04\_dt\_enus

### ■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013  
Course ..... mo\_adpw\_a01\_dt\_enus

Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013  
Course ..... mo\_adpw\_a02\_dt\_enus

### ■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013  
Course ..... mo\_adwo\_a01\_dt\_enus

Customizing Document Layout in Word 2013  
Course ..... mo\_adwo\_a02\_dt\_enus

Advanced Table Customization in Word 2013  
Course ..... mo\_adwo\_a03\_dt\_enus

## DESKTOP SKILLS COURSEWARE

Inserting and Formatting Graphics in Word 2013  
Course.....mo\_adwo\_a04\_dt\_enus

Navigating and Reviewing Documents in Word 2013  
Course.....mo\_adwo\_a05\_dt\_enus

Reference Tools and Mail Merge in Word 2013  
Course.....mo\_adwo\_a06\_dt\_enus

Adjusting Document Views and Customizing the  
Appearance of Word 2013  
Course.....mo\_adwo\_a07\_dt\_enus

Sharing and Collaboration in Word 2013  
Course.....mo\_adwo\_a08\_dt\_enus

### ■ Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013  
Course..... mo\_bgel\_a01\_dt\_enus

Saving and Printing Data in Excel 2013  
Course..... mo\_bgel\_a02\_dt\_enus

Formatting Cells and Worksheets in Excel 2013  
Course..... mo\_bgel\_a03\_dt\_enus

Formatting Data in Excel 2013  
Course..... mo\_bgel\_a04\_dt\_enus

Presenting Data using Conditional Formatting and  
Sparklines in Excel 2013  
Course..... mo\_bgel\_a05\_dt\_enus

Performing Calculations Using Functions in Excel 2013  
Course..... mo\_bgel\_a06\_dt\_enus

Presenting Data in Tables and Charts in Excel 2013  
Course..... mo\_bgel\_a07\_dt\_enus

### ■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013  
Course..... mo\_bgou\_a01\_dt\_enus

Managing E-mail in Outlook 2013  
Course..... mo\_bgou\_a02\_dt\_enus

Working with Contacts in Outlook 2013  
Course..... mo\_bgou\_a03\_dt\_enus

Scheduling with Appointments, Events, and Tasks in  
Outlook 2013  
Course..... mo\_bgou\_a04\_dt\_enus

Working with Meetings in Outlook 2013  
Course..... mo\_bgou\_a05\_dt\_enus

### ■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013  
Course.....mo\_bgpw\_a01\_dt\_enus

Enhancing PowerPoint 2013 Presentations  
Course.....mo\_bgpw\_a02\_dt\_enus

Animations and Media in PowerPoint 2013  
Course.....mo\_bgpw\_a03\_dt\_enus

Finalizing a PowerPoint 2013 Presentation  
Course.....mo\_bgpw\_a04\_dt\_enus

### ■ Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets in  
SharePoint 2013  
Course .....mo\_speu\_a01\_dt\_enus

My Site and Social Features in SharePoint 2013  
Course .....mo\_speu\_a02\_dt\_enus

Community Sites, Search, and Office Integration in  
SharePoint 2013  
Course .....mo\_speu\_a03\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2010

### ■ Microsoft Office 2010: New Features

Office 2010 New Core Features  
Course .....mo\_otnf\_a01\_dt\_enus

New Messaging and Collaboration Features in Office 2010  
Course .....mo\_otnf\_a02\_dt\_enus

Office 2010 Web Apps and New Features in Publisher and  
Mobile  
Course .....mo\_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  
Course .....mo\_nfum\_a01\_dt\_enus

Outlook 2010 and Collaboration in Office 2010  
Course .....mo\_nfum\_a02\_dt\_enus

New Features for PowerPoint, Publisher, and Access in  
Office 2010  
Course .....mo\_nfum\_a03\_dt\_enus

### ■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010  
Course .....mo\_bwr\_d\_a01\_dt\_enus

Formatting and Working with Text in Word 2010  
Course .....mo\_bwr\_d\_a02\_dt\_enus

Organizing and Arranging Text in Word 2010  
Course .....mo\_bwr\_d\_a03\_dt\_enus

Moving Around in Word 2010  
Course .....mo\_bwr\_d\_a04\_dt\_enus

Structuring Word 2010 Documents  
Course .....mo\_bwr\_d\_a05\_dt\_enus

Reviewing Documents in Word 2010  
Course .....mo\_bwr\_d\_a06\_dt\_enus

Saving, Sharing, and Printing in Word 2010  
Course .....mo\_bwr\_d\_a07\_dt\_enus

## DESKTOP SKILLS COURSEWARE

Customizing the Behavior and Appearance of Word 2010  
Course..... mo\_bwr\_d\_a08\_dt\_enus  
Drawing and Inserting Graphics in Word 2010  
Course..... mo\_bwr\_d\_a09\_dt\_enus

### ■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users  
Course..... mo\_nspe\_a01\_dt\_enus

### ■ Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010  
Course..... mo\_ospe\_a01\_dt\_enus  
Using SharePoint 2010 with Office 2010  
Course..... mo\_ospe\_a02\_dt\_enus

### ■ Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power  
Users  
Course..... mo\_nspp\_a01\_dt\_enus

### ■ Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries  
Course..... mo\_ospp\_a01\_dt\_enus  
Managing SharePoint 2010 Pages and Components  
Course..... mo\_ospp\_a02\_dt\_enus  
SharePoint 2010 Security and Business Intelligence  
Course..... mo\_ospp\_a03\_dt\_enus

### ■ Microsoft Office 2010: Beginning Excel

Getting Started with Excel 2010  
Course..... mo\_bexl\_a01\_dt\_enus  
Applying Basic Data Formatting in Excel 2010  
Course..... mo\_bexl\_a02\_dt\_enus  
Moving and Getting Around in Excel 2010  
Course..... mo\_bexl\_a03\_dt\_enus  
Moving Data and Modifying Worksheets in Excel 2010  
Course..... mo\_bexl\_a04\_dt\_enus  
Saving, Sending, and Printing Excel 2010 Workbooks  
Course..... mo\_bexl\_a05\_dt\_enus  
Using Conditional Formatting, Tables, and Sparklines in  
Excel 2010  
Course..... mo\_bexl\_a06\_dt\_enus  
Reviewing and Protecting Content in Excel 2010  
Course..... mo\_bexl\_a07\_dt\_enus  
Using Basic Formulas in Excel 2010  
Course..... mo\_bexl\_a08\_dt\_enus

Using Basic Functions with Excel 2010  
Course ..... mo\_bexl\_a09\_dt\_enus  
Inserting Basic Charts in Excel 2010  
Course ..... mo\_bexl\_a10\_dt\_enus  
Adding Visuals, Themes, and Styles to Excel 2010  
Workbooks  
Course ..... mo\_bexl\_a11\_dt\_enus

### ■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010  
Course ..... mo\_bout\_a01\_dt\_enus  
Managing Conversations and Organizing E-mail in  
Outlook 2010  
Course ..... mo\_bout\_a02\_dt\_enus  
Managing Attachments, Graphics, Signatures, and  
Autoreplies in Outlook 2010  
Course ..... mo\_bout\_a03\_dt\_enus  
Using the Calendar for Appointments, Events, and  
Meetings in Outlook 2010  
Course ..... mo\_bout\_a04\_dt\_enus  
Managing Meetings and Customizing the Calendar in  
Outlook 2010  
Course ..... mo\_bout\_a05\_dt\_enus  
Outlook 2010 Social Connector and Messaging  
Course ..... mo\_bout\_a06\_dt\_enus  
Working with Contacts in Outlook 2010  
Course ..... mo\_bout\_a07\_dt\_enus  
Using the Tasks, Notes, and Journal Features in Outlook  
2010  
Course ..... mo\_bout\_a08\_dt\_enus

### ■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick  
Parts in Word 2010  
Course ..... mo\_awrd\_a01\_dt\_enus  
Adding Tables of Contents, Footnotes, Hyperlinks, and  
Bookmarks in Word 2010  
Course ..... mo\_awrd\_a02\_dt\_enus  
Forms, Fields, and Mail Merge in Word 2010  
Course ..... mo\_awrd\_a03\_dt\_enus  
Managing, Inspecting, and Recovering Word 2010  
Documents  
Course ..... mo\_awrd\_a04\_dt\_enus  
Creating and Formatting Tables in Word 2010  
Course ..... mo\_awrd\_a05\_dt\_enus  
Manipulating Tables in Word 2010  
Course ..... mo\_awrd\_a06\_dt\_enus  
Embedding Charts and Tables into Word 2010  
Course ..... mo\_awrd\_a07\_dt\_enus



## ■ Microsoft Office 2010: Advanced Excel

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

## ■ Microsoft Office 2010: Advanced Outlook

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

## ■ Microsoft Office 2010: Beginning PowerPoint

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

## ■ Microsoft Office 2010: Advanced PowerPoint

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

## ■ Microsoft Office 2010: Beginning Access

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

## ■ Microsoft Office 2010: Beginning Project

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

## ■ Microsoft Office 2010: Advanced Access

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

## DESKTOP SKILLS COURSEWARE

Retrieving, Validating, and Attaching Data in Access 2010 Course.....mo\_aacc\_a03\_dt\_enus

Subforms, Subreports, and Conditional Formatting in Access 2010 Course.....mo\_aacc\_a04\_dt\_enus

Joins, SQL, and Action Queries in Access 2010 Course.....mo\_aacc\_a05\_dt\_enus

Using Access 2010 with SharePoint and Access Services Course.....mo\_aacc\_a06\_dt\_enus

Access 2010 Macros and VBA Course.....mo\_aacc\_a07\_dt\_enus

Optimizing, Securing, and Sharing Access 2010 Databases Course.....mo\_aacc\_a08\_dt\_enus

### ■ Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network Course.....mo\_pexl\_a01\_dt\_enus

Using Excel 2010 to Collaborate Online and with Other Office Applications Course.....mo\_pexl\_a02\_dt\_enus

Using Lookup, Reference, Math, and Text Functions in Excel 2010 Course.....mo\_pexl\_a03\_dt\_enus

Manipulating Formulas and Using Forms in Excel 2010 Course.....mo\_pexl\_a04\_dt\_enus

Using Excel 2010 Data Connections: Web Queries, XML, and Databases Course.....mo\_pexl\_a05\_dt\_enus

### ■ Microsoft Office 2010: Advanced Project

Advanced Customizing with Project 2010 Course.....mo\_aprj\_a01\_dt\_enus

Advanced Tools for Managing Multiple Projects with Project 2010 Course.....mo\_aprj\_a02\_dt\_enus

Advanced Resource Management with Project 2010 Course.....mo\_aprj\_a03\_dt\_enus

Advanced Scheduling Management with Project 2010 Course.....mo\_aprj\_a04\_dt\_enus

Advanced Reporting and Management Tools in Project 2010 Course.....mo\_aprj\_a05\_dt\_enus

### ■ Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010 Course.....mo\_bvis\_a01\_dt\_enus

Working with Diagrams in Visio 2010 Course.....mo\_bvis\_a02\_dt\_enus

Collaboration, Evaluation and Printing in Visio 2010 Course.....mo\_bvis\_a03\_dt\_enus

### ■ Microsoft OneNote 2010 for End Users

Microsoft Office 2010: Managing Information with OneNote Course .....mo\_onel\_a01\_dt\_enus

Microsoft Office 2010: Sharing Information with OneNote Course .....mo\_onel\_a02\_dt\_enus

### ■ Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync Course .....mo\_lync\_a01\_dt\_enus

Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration Course .....mo\_lync\_a02\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE FOR MAC 2011

### ■ Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started Course .....om\_bwmc\_a01\_dt\_enus

Microsoft Word for Mac 2011: Formatting and Working with Text Course .....om\_bwmc\_a02\_dt\_enus

Microsoft Word for Mac 2011: Structuring and Organizing Documents Course .....om\_bwmc\_a03\_dt\_enus

Microsoft Word for Mac 2011: Moving Around a Document Course .....om\_bwmc\_a04\_dt\_enus

Microsoft Word for Mac 2011: Adding and Formatting Images Course .....om\_bwmc\_a05\_dt\_enus

Microsoft Word for Mac 2011: Creating and Formatting Tables Course .....om\_bwmc\_a06\_dt\_enus

Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking Course .....om\_bwmc\_a07\_dt\_enus

### ■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started Course .....om\_bemc\_a01\_dt\_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting Course .....om\_bemc\_a02\_dt\_enus

Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks Course .....om\_bemc\_a03\_dt\_enus

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets Course .....om\_bemc\_a04\_dt\_enus

## DESKTOP SKILLS COURSEWARE

Microsoft Excel for Mac 2011: Using Basic Formulas Course..... om\_bemc\_a05\_dt\_enu  
Microsoft Excel for Mac 2011: Using Basic Functions Course..... om\_bemc\_a06\_dt\_enu  
Microsoft Excel for Mac 2011: Inserting Basic Charts Course..... om\_bemc\_a07\_dt\_enu  
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks Course..... om\_bemc\_a08\_dt\_enu

### ■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started Course..... om\_bomc\_a01\_dt\_enu  
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail Course..... om\_bomc\_a02\_dt\_enu  
Microsoft Outlook for Mac 2011: Mastering E-mail Course..... om\_bomc\_a03\_dt\_enu  
Microsoft Outlook for Mac 2011: Scheduling with the Calendar Course..... om\_bomc\_a04\_dt\_enu  
Microsoft Outlook for Mac 2011: Managing Contacts Course..... om\_bomc\_a05\_dt\_enu  
Moving Beyond E-mail to Maximize Microsoft Outlook's Potential Course..... om\_bomc\_a06\_dt\_enu

### ■ Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started Course..... om\_bpmc\_a01\_dt\_enu  
Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements Course..... om\_bpmc\_a02\_dt\_enu  
Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation Course..... om\_bpmc\_a03\_dt\_enu  
Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools Course..... om\_bpmc\_a04\_dt\_enu

## DESKTOP COMPUTER SKILLS

### MICROSOFT OFFICE 2007

#### ■ Microsoft Office 2007: New Features

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

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

#### ■ Microsoft Office 2007: Beginning Word

Getting Started with Word 2007 Course ..... mo\_bgwd\_a01\_dt\_enu  
Working with Text and Paragraphs in Word 2007 Course ..... mo\_bgwd\_a02\_dt\_enu  
Structuring, Editing, Saving, and Opening Documents in Word 2007 Course ..... mo\_bgwd\_a03\_dt\_enu  
Printing, Help, and Automated Formatting in Word 2007 Course ..... mo\_bgwd\_a04\_dt\_enu  
Working with Documents in Word 2007 Course ..... mo\_bgwd\_a05\_dt\_enu

#### ■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007 Course ..... mo\_adwd\_a01\_dt\_enu  
Advanced Document Navigation and Document Reviews in Word 2007 Course ..... mo\_adwd\_a02\_dt\_enu  
Using Tables, Charts, and Graphics in Word 2007 Course ..... mo\_adwd\_a03\_dt\_enu

#### ■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007 Course ..... mo\_wdpu\_a01\_dt\_enu  
Advanced Document Features in Word 2007 Course ..... mo\_wdpu\_a02\_dt\_enu  
Collaborative Features in Word 2007 Course ..... mo\_wdpu\_a03\_dt\_enu

#### ■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007 Course ..... mo\_bgex\_a01\_dt\_enu  
Manipulating and Formatting Data and Worksheets in Excel 2007 Course ..... mo\_bgex\_a02\_dt\_enu  
Reviewing and Printing in Excel 2007 Course ..... mo\_bgex\_a03\_dt\_enu  
Excel 2007 Formulas and Functions Course ..... mo\_bgex\_a04\_dt\_enu  
Excel 2007 Charts, Pictures, Themes, and Styles Course ..... mo\_bgex\_a06\_dt\_enu

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007  
Course..... mo\_adex\_a01\_dt\_enus  
Advanced Data Management in Excel 2007  
Course..... mo\_adex\_a02\_dt\_enus  
Advanced Customization in Excel 2007  
Course..... mo\_adex\_a03\_dt\_enus

### ■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007  
Course..... mo\_expu\_a01\_dt\_enus  
Protecting and Sharing Excel 2007 Workbooks  
Course..... mo\_expu\_a02\_dt\_enus  
Exchanging Data with Excel 2007  
Course..... mo\_expu\_a03\_dt\_enus

### ■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007  
Course..... mo\_bgpp\_a01\_dt\_enus  
Adding Graphics to Presentations in PowerPoint 2007  
Course..... mo\_bgpp\_a02\_dt\_enus  
Adding Multimedia and Animations to Presentations in PowerPoint 2007  
Course..... mo\_bgpp\_a03\_dt\_enus

### ■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007  
Course..... mo\_adpp\_a01\_dt\_enus  
Distributing Presentations in PowerPoint 2007  
Course..... mo\_adpp\_a02\_dt\_enus

### ■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007  
Course..... mo\_bgol\_a01\_dt\_enus  
Formatting and Managing E-mail in Outlook 2007  
Course..... mo\_bgol\_a02\_dt\_enus  
Using the Calendar in Outlook 2007  
Course..... mo\_bgol\_a03\_dt\_enus  
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007  
Course..... mo\_bgol\_a04\_dt\_enus  
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007  
Course..... mo\_bgol\_a05\_dt\_enus

### ■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal  
Course..... mo\_adol\_a01\_dt\_enus

Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007  
Course..... mo\_adol\_a02\_dt\_enus  
Working with SharePoint, Calendars, and Forms in Outlook 2007  
Course..... mo\_adol\_a03\_dt\_enus

### ■ Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007  
Course..... mo\_olpu\_a01\_dt\_enus  
Instant, Text, and Unified Messaging in Outlook 2007  
Course..... mo\_olpu\_a02\_dt\_enus  
Business Contact Manager with Outlook 2007  
Course..... mo\_olpu\_a03\_dt\_enus

### ■ Microsoft Office 2007: Beginning Access

Getting Started with Access 2007  
Course..... mo\_bgac\_a01\_dt\_enus  
Basic Access 2007 Tables  
Course..... mo\_bgac\_a02\_dt\_enus  
Basic Access 2007 Forms  
Course..... mo\_bgac\_a03\_dt\_enus  
Queries and Reports in Access 2007  
Course..... mo\_bgac\_a04\_dt\_enus

### ■ Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007  
Course..... mo\_adax\_a01\_dt\_enus  
Advanced Data Management in Access 2007  
Course..... mo\_adax\_a02\_dt\_enus

### ■ Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007  
Course..... mo\_acpu\_a01\_dt\_enus  
Database Administration in Access 2007  
Course..... mo\_acpu\_a02\_dt\_enus

### ■ Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams  
Course..... mo\_bgvs\_a01\_dt\_enus  
Enhancing and Customizing Diagrams in Visio 2007  
Course..... mo\_bgvs\_a02\_dt\_enus  
Collaborating and Using Visio 2007 With Other Programs  
Course..... mo\_bgvs\_a03\_dt\_enus

## DESKTOP SKILLS COURSEWARE

### ■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007  
Course..... mo\_bgpr\_a01\_dt\_enus  
Specifying and Assigning Resources in Project 2007  
Course..... mo\_bgpr\_a02\_dt\_enus  
Tracking and Reporting Progress with Project 2007  
Course..... mo\_bgpr\_a03\_dt\_enus

### ■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007  
Course..... mo\_adpr\_a01\_dt\_enus  
Project Data Management and Performance with MS  
Project 2007  
Course..... mo\_adpr\_a02\_dt\_enus

### ■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007  
Course..... mo\_pblr\_a01\_dt\_enus  
Extending Publisher 2007 Beyond Publications  
Course..... mo\_pblr\_a02\_dt\_enus

### ■ Microsoft Office SharePoint Server 2007 End User

SharePoint 2007 Essentials  
Course..... 250450\_ENG  
Creating and Managing Personal Sites and Searches in  
SharePoint 2007  
Course..... 250463\_ENG

### ■ Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and  
Communicator  
Course..... mo\_ncmg\_a01\_dt\_enus  
Microsoft Office 2007: Sharing Information with OneNote  
2007  
Course..... mo\_ncmg\_a02\_dt\_enus

### ■ Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007  
Course..... mo\_otwa\_a01\_dt\_enus  
Outlook Web Access 2007 Advanced Features  
Course..... mo\_otwa\_a02\_dt\_enus

### ■ Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting  
Course..... mo\_lmeu\_a01\_dt\_enus

Hosting a Microsoft Office 2007 Live Meeting  
Course..... mo\_lmeu\_a02\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT WINDOWS 8

#### ■ Microsoft Windows 8: End User

Windows 8: New Features and Common Tasks  
Course..... mw\_eteu\_a01\_dt\_enus  
Files and Connectivity in Windows 8  
Course..... mw\_eteu\_a02\_dt\_enus  
Personalizing Windows 8  
Course..... mw\_eteu\_a03\_dt\_enus  
Working with Apps in Windows 8  
Course..... mw\_eteu\_a04\_dt\_enus  
Internet Explorer 10, File Sharing, and Recovery in  
Windows 8  
Course..... mw\_eteu\_a05\_dt\_enus  
Managing Hardware and Advanced Options in Windows 8  
Course..... mw\_eteu\_a06\_dt\_enus

#### ■ Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1  
Course..... mw\_etev\_a01\_dt\_enus  
Organizing Files and Searching for Items in Windows 8.1  
Course..... mw\_etev\_a02\_dt\_enus  
Personalizing Windows 8.1  
Course..... mw\_etev\_a04\_dt\_enus  
Working with Apps in Windows 8.1  
Course..... mw\_etev\_a05\_dt\_enus  
Getting Online, Sharing, and Using SkyDrive in Windows  
8.1  
Course..... mw\_etev\_a03\_dt\_enus  
Managing Hardware and Advanced Options in Windows  
8.1  
Course..... mw\_etev\_a06\_dt\_enus

## DESKTOP COMPUTER SKILLS

### MICROSOFT WINDOWS 7

#### ■ Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users  
Course..... mw\_mwfe\_a01\_dt\_enus

#### ■ Microsoft Windows 7: End User

Getting Started with Windows 7  
Course..... mw\_mweu\_a01\_dt\_enus

## DESKTOP SKILLS COURSEWARE

Setting up and Securing Windows 7  
Course.....mw\_mweu\_a02\_dt\_enus  
Customizing Windows 7  
Course.....mw\_mweu\_a03\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### LOTUS NOTES 8

##### ■ Lotus Notes 8: New Features for End Users

Lotus Notes 8: New Features for End Users  
Course.....ia\_lhnf\_a01\_dt\_enus

##### ■ Lotus Notes 8: End User

Getting Started with Lotus Notes 8 and Using Mail  
Course.....ia\_lteu\_a01\_dt\_enus  
Scheduling Events and Managing Applications  
Course.....ia\_lteu\_a02\_dt\_enus  
Working with Instant Messaging, Contacts, and Blogs  
Course.....ia\_lteu\_a03\_dt\_enus  
Using Productivity Tools and Accessing Lotus Notes 8 Remotely  
Course.....ia\_lteu\_a04\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### LOTUS NOTES 7

##### ■ Lotus Notes 7: End User

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

### DESKTOP COMPUTER SKILLS

#### MICROSOFT INTERNET EXPLORER 9

##### ■ Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing Web Pages  
Course.....id\_mcin\_a01\_dt\_enus

Microsoft Internet Explorer 9: Searching and Subscribing to Web Content  
Course .....id\_mcin\_a02\_dt\_enus  
Microsoft Internet Explorer 9: Customization and Security  
Course .....id\_mcin\_a03\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### MICROSOFT INTERNET EXPLORER 8

##### ■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features  
Course .....id\_mcie\_a01\_dt\_enus  
Internet Explorer 8: Advanced Features  
Course .....id\_mcie\_a02\_dt\_enus

### DESKTOP COMPUTER SKILLS

#### SEAGATE CRYSTAL REPORTS

##### ■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011  
Course .....cr\_crre\_a01\_dt\_enus

##### ■ Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI  
Course .....234748\_ENG  
Managing Data and Distributing Reports with Crystal Reports XI  
Course .....234758\_ENG

### DESKTOP COMPUTER SKILLS

#### MICROSOFT WINDOWS VISTA

##### ■ Microsoft Windows Vista for the End User

Getting Started with Windows Vista  
Course .....mv\_wveu\_a01\_it\_enus  
Work with Files, Programs, and Printing in Windows Vista  
Course .....mv\_wveu\_a02\_it\_enus  
Navigating the Web and System Maintenance with Windows Vista  
Course .....mv\_wveu\_a03\_it\_enus

### DESKTOP COMPUTER SKILLS

#### SAP

## DESKTOP SKILLS COURSEWARE

### ■ Overview of SAP for Project Teams

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

### ■ SAP Business Suite 7 for End Users

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

### ■ SAP Business One for End Users

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

### ■ SAP Business Objects Business Intelligence

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

## DESKTOP COMPUTER SKILLS

### APPLE SAFARI X

### ■ Apple Safari for End Users

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

## DESKTOP COMPUTER SKILLS

### APPLE MAC OS X

### ■ Mac OS X Lion for End Users

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

## DESKTOP COMPUTER SKILLS

### SOCIAL NETWORKING

### ■ Social Networking for Users

Social Networking for Users	
Course .....	sn_snts_a01_dt_enus

## DESKTOP COMPUTER SKILLS

### MENTORING ASSETS

### ■ Mentoring Assets

Mentoring 77-881 Word 2010	
Mentoring Assets .....	mnt77881
Mentoring 77-882 Excel 2010	
Mentoring Assets .....	mnt77882
Mentoring Using Word 2007	
Mentoring Assets .....	mntwd2007
Mentoring Using Excel 2007	
Mentoring Assets .....	mntex2007
Mentoring Using PowerPoint 2007	
Mentoring Assets .....	mntpp2007
Mentoring Using Access 2007	
Mentoring Assets .....	mntac2007

## DESKTOP SKILLS COURSEWARE

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

TestPrep 77-884 Outlook 2010	
Testprep Exams.....	mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert	
Testprep Exams.....	mo_aexl_a01_tp_enus
TestPrep 70-178 Microsoft Project 2010, Managing Projects	
Testprep Exams.....	mo_bprj_a01_tp_enus

## DESKTOP COMPUTER SKILLS

### TEST PREPS

#### ■ Test Preps

TestPrep Using Word 2007	
Testprep Exams .....	TPWD2007_ENG
TestPrep Using Excel 2007	
Testprep Exams .....	TPEX2007_ENG
TestPrep Using PowerPoint 2007	
Testprep Exams .....	TPPP2007_ENG
TestPrep Using Outlook 2007	
Testprep Exams .....	TPOL2007_ENG
TestPrep Using Access 2007	
Testprep Exams .....	TPAC2007_ENG
TestPrep 77-881 Word 2010	
Testprep Exams .....	mo_bwr_d_a01_tp_enus
TestPrep 77-882 Excel 2010	
Testprep Exams .....	mo_bexl_a01_tp_enus
TestPrep 77-883 PowerPoint 2010	
Testprep Exams .....	mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010	
Testprep Exams .....	mo_bacc_a01_tp_enus



## BUSINESS SKILLS COURSEWARE

### BUSINESS STRATEGY AND OPERATIONS

#### OPERATIONS CURRICULUM

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

Lean and Six Sigma  
Course..... oper\_11\_a01\_bs\_enus

Six Sigma Projects and the Black Belt Role  
Course..... oper\_11\_a02\_bs\_enus

Six Sigma Leadership and Change Management  
Course..... oper\_11\_a03\_bs\_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment  
Final Exams ..... oper\_11\_a01\_fe\_enus

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

Critical Requirements and Benchmarking for Six Sigma  
Course..... oper\_12\_a01\_bs\_enus

Business Performance and Financial Measures in Six Sigma  
Course..... oper\_12\_a02\_bs\_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures  
Final Exams ..... oper\_12\_a01\_fe\_enus

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

Forming Project Teams for Six Sigma  
Course..... oper\_13\_a01\_bs\_enus

Motivation and Communication in Six Sigma Teams  
Course..... oper\_13\_a02\_bs\_enus

Managing Six Sigma Team Performance  
Course..... oper\_13\_a03\_bs\_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Team Management  
Final Exams ..... oper\_13\_a01\_fe\_enus

#### ■ Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma  
Course..... oper\_14\_a01\_bs\_enus

Developing Project Charters and Tracking Six Sigma Projects  
Course..... oper\_14\_a02\_bs\_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Define  
Final Exams ..... oper\_14\_a01\_fe\_enus

#### ■ Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma  
Course .....oper\_15\_a01\_bs\_enus

Data Collection and Measurement in Six Sigma  
Course .....oper\_15\_a02\_bs\_enus

Six Sigma Measurement Systems  
Course .....oper\_15\_a03\_bs\_enus

Basic Statistics and Graphical Methods for Six Sigma  
Course .....oper\_15\_a04\_bs\_enus

Probability for Six Sigma  
Course .....oper\_15\_a05\_bs\_enus

Process Capability for Six Sigma  
Course .....oper\_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  
Course .....oper\_16\_a01\_bs\_enus

Multivariate Analysis and Attribute Data Analysis in Six Sigma  
Course .....oper\_16\_a02\_bs\_enus

Hypothesis Testing Concepts and Tests for Means in Six Sigma  
Course .....oper\_16\_a03\_bs\_enus

Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma  
Course .....oper\_16\_a04\_bs\_enus

Nonparametric Tests in Six Sigma Analysis  
Course .....oper\_16\_a05\_bs\_enus

Nonstatistical Analysis Methods in Six Sigma  
Course .....oper\_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  
Course .....oper\_17\_a01\_bs\_enus

Conducting Experiments and Analyzing Results in Six Sigma  
Course .....oper\_17\_a02\_bs\_enus

Improvement Methods and Implementation Issues in Six Sigma  
Course .....oper\_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  
Course .....oper\_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  
Course .....oper\_21\_a04\_bs\_enus

Operations Management: Forecasting and Capacity Planning  
Course .....oper\_21\_a05\_bs\_enus

Operations Management: Operations Scheduling  
Course .....oper\_21\_a06\_bs\_enus

Operations Management: Management of Quality  
Course .....oper\_21\_a07\_bs\_enus

Operations Management: Facilities Planning and Management  
Course .....oper\_21\_a08\_bs\_enus

### ■ Managing Customer-Driven Process Improvement

Customer-driven Process Improvement: Basic Framework  
Course .....oper\_22\_a01\_bs\_enus

Customer-driven Process Improvement: Identifying Customer Needs  
Course .....oper\_22\_a02\_bs\_enus

Customer-driven Process Improvement: From Customer Needs to Process Requirements  
Course .....oper\_22\_a03\_bs\_enus

Customer-Driven Process Improvement: Mapping and Measuring Processes  
Course .....oper\_22\_a04\_bs\_enus

Customer-driven Process Improvement: Analyzing Process Problems  
Course .....oper\_22\_a05\_bs\_enus

Customer-Driven Process Improvement: Identifying Improvement Ideas and Solutions  
Course .....oper\_22\_a06\_bs\_enus

Customer-driven Process Improvement: Implementing and Maintaining Improvements  
Course .....oper\_22\_a07\_bs\_enus

### ■ Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management  
Course .....oper\_23\_a01\_bs\_enus

Purchasing: Finding Sources of Supply  
Course .....oper\_23\_a02\_bs\_enus

Selecting Suppliers and Administering Contracts  
Course .....oper\_23\_a03\_bs\_enus

Evaluating Supplier Performance and Managing Supplier Relationships  
Course .....oper\_23\_a04\_bs\_enus

### ■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions  
Course .....oper\_03\_a01\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Six Sigma Process Improvement  
Course..... oper\_03\_a02\_bs\_enus  
Six Sigma Projects and Project Teams  
Course..... oper\_03\_a03\_bs\_enus  
Managing and Deploying Six Sigma  
Course..... oper\_03\_a04\_bs\_enus

### ■ Certified Manager of Quality/Organizational Excellence

Leadership  
Course..... oper\_04\_a01\_bs\_enus  
Team Dynamics  
Course..... oper\_04\_a02\_bs\_enus  
Developing and Deploying Strategic Plans  
Course..... oper\_04\_a03\_bs\_enus  
Managerial Skills and Abilities  
Course..... oper\_04\_a04\_bs\_enus  
Communication Skills and Project Management  
Course..... oper\_04\_a05\_bs\_enus  
Quality Systems, Models, and Theories  
Course..... oper\_04\_a06\_bs\_enus  
Problem-Solving and Process Management Tools  
Course..... oper\_04\_a07\_bs\_enus  
Measurement: Assessment and Metrics  
Course..... oper\_04\_a08\_bs\_enus  
Customer-Focused Management  
Course..... oper\_04\_a09\_bs\_enus  
Supply Chain Management  
Course..... oper\_04\_a10\_bs\_enus  
Training and Development  
Course..... oper\_04\_a11\_bs\_enus

### ■ The Foundations of Six Sigma

Lean and Six Sigma  
Course..... oper\_11\_a01\_bs\_enus  
Are You Listening to Your Customers?  
Business Impact Series.....\_pc\_bi\_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  
Course .....oper\_24\_a01\_bs\_enus  
Lean Principles and Six Sigma Projects  
Course .....oper\_24\_a02\_bs\_enus  
Design for Six Sigma and FMEA  
Course .....oper\_24\_a03\_bs\_enus

### ■ Six Sigma Green Belt: Define

Six Sigma Project Identification  
Course .....oper\_25\_a01\_bs\_enus  
Voice of the Customer in Six Sigma  
Course .....oper\_25\_a02\_bs\_enus  
Basics of Six Sigma Project Management  
Course .....oper\_25\_a03\_bs\_enus  
Six Sigma Management and Planning Tools  
Course .....oper\_25\_a04\_bs\_enus  
Performance Metrics for Six Sigma  
Course .....oper\_25\_a05\_bs\_enus  
Six Sigma Project Team Dynamics and Performance  
Course .....oper\_25\_a06\_bs\_enus

### ■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma  
Course .....oper\_28\_a01\_bs\_enus  
Root Cause Analysis and Waste Elimination in Six Sigma  
Course .....oper\_28\_a02\_bs\_enus  
Cycle Time Reduction and Kaizen in Six Sigma  
Course .....oper\_28\_a03\_bs\_enus

### ■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma  
Course .....oper\_29\_a01\_bs\_enus  
Creating and Using Control Charts in Six Sigma  
Course .....oper\_29\_a02\_bs\_enus  
Lean Tools for Process Control in Six Sigma  
Course .....oper\_29\_a03\_bs\_enus

### ■ Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma  
Course .....oper\_26\_a01\_bs\_enus  
Basic Probability and Statistical Distributions in Six Sigma  
Course .....oper\_26\_a02\_bs\_enus  
Data Classification, Sampling, and Collection in Six Sigma  
Course .....oper\_26\_a03\_bs\_enus  
Statistics and Graphical Presentation in Six Sigma  
Course .....oper\_26\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Measurement System Analysis in Six Sigma  
Course..... oper\_26\_a05\_bs\_enus  
Process and Performance Capability Measurement in Six Sigma  
Course..... oper\_26\_a06\_bs\_enus

### ■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma  
Course..... oper\_27\_a01\_bs\_enus  
Introduction to Hypothesis Testing and Tests for Means in Six Sigma  
Course..... oper\_27\_a02\_bs\_enus  
Hypothesis Tests for Variances and Proportions in Six Sigma  
Course..... oper\_27\_a03\_bs\_enus

### ■ Mentoring Asset

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

### ■ Test Preps

TestPrep Six Sigma Green Belt (SSGB)  
Testprep Exams..... oper\_ssgb\_a02\_tp\_enus

## BUSINESS STRATEGY AND OPERATIONS

### STRATEGIC PLANNING CURRICULUM

### ■ Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability  
Course.....stgy\_04\_a01\_bs\_enus  
Green Business: Planning Sustainability Strategies  
Course.....stgy\_04\_a02\_bs\_enus  
Green Business: Implementing Sustainability Strategies  
Course.....stgy\_04\_a03\_bs\_enus

### ■ The Fundamentals of Globalization

The Fundamentals of Globalization: The Global Context  
Course.....stgy\_05\_a01\_bs\_enus  
Fundamentals of Globalization: Analyzing the Global Environment  
Course.....stgy\_05\_a02\_bs\_enus  
The Fundamentals of Globalization: Strategies for Globalization  
Course.....stgy\_05\_a03\_bs\_enus  
Fundamentals of Globalization: Managing in a Global Environment  
Course.....stgy\_05\_a04\_bs\_enus

Managing Expatriates' Career Development  
Business Impact Series .....\_pc\_bi\_mgbi011  
The Etiquette of Cross-cultural Gift Giving  
Business Impact Series .....\_pc\_bi\_spb015  
Evaluating Globalization Opportunities  
Challenge Series.....\_pc\_ch\_lach019

### ■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment  
Course ..... stgy\_06\_a01\_bs\_enus  
IT Strategy Essentials: Creating an IT Strategy Plan  
Course ..... stgy\_06\_a02\_bs\_enus  
IT Strategy Essentials: Implementing an IT Strategy  
Course ..... stgy\_06\_a03\_bs\_enus

### ■ Business Law Essentials

Business Law Basic Concepts  
Course ..... stgy\_07\_a01\_bs\_enus  
Business Law and Ethics  
Course ..... stgy\_07\_a02\_bs\_enus  
Business Law and the Manager's Responsibilities  
Course ..... stgy\_07\_a03\_bs\_enus

### ■ Developing Strategic Thinking Acumen

Developing the Capacity to Think Strategically  
Course ..... stgy\_08\_a01\_bs\_enus  
Developing the Strategic Thinking Skill of Seeing the Big Picture  
Course ..... stgy\_08\_a02\_bs\_enus  
Using Strategic Thinking Skills  
Course ..... stgy\_08\_a03\_bs\_enus  
Effective Critical Analysis of Business Reports  
Business Impact Series .....\_pc\_bi\_pfb004  
Returning to Core Competencies  
Business Impact Series .....\_pc\_bi\_lsbi014  
Competitive Awareness and Strategy  
Challenge Series.....\_pc\_ch\_lach022

### ■ Risk Management

Risk Management: Identifying Risk  
Course ..... stgy\_09\_a01\_bs\_enus  
Risk Management: Assessing Risk  
Course ..... stgy\_09\_a02\_bs\_enus  
Risk Management: Dealing with Risk  
Course ..... stgy\_09\_a03\_bs\_enus

## BUSINESS SKILLS COURSEWARE

### ■ Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan Course.....stgy\_10\_a01\_bs\_enus  
Business Planning Essentials: Performing Key Analyses Course.....stgy\_10\_a02\_bs\_enus  
Business Planning Essentials: Preparing for Implementation Course.....stgy\_10\_a03\_bs\_enus

### BUSINESS STRATEGY AND OPERATIONS

#### MARKETING CURRICULUM

### ■ Marketing Essentials

Marketing Essentials: Introduction to Marketing Course.....mkt\_01\_a01\_bs\_enus  
Marketing Essentials: Planning and People Course.....mkt\_01\_a02\_bs\_enus  
Marketing Essentials: Product and Price Course.....mkt\_01\_a03\_bs\_enus  
Marketing Essentials: Place Course.....mkt\_01\_a04\_bs\_enus  
Marketing Essentials: Promotion Course.....mkt\_01\_a05\_bs\_enus  
Marketing Essentials: Marketing and Ethics Course.....mkt\_01\_a06\_bs\_enus  
Designing Products to Fit the Channel Business Impact Series.....\_pc\_bi\_spb005  
Using Web Analytics to Increase Sales Business Impact Series.....\_pc\_bi\_spb012  
Trade Show Marketing - Planning Ahead Business Impact Series.....\_pc\_bi\_spb013

### ■ Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal Analysis Course.....mkt\_02\_a01\_bs\_enus  
Competitive Marketing Strategies: Analyzing Competitors Course.....mkt\_02\_a02\_bs\_enus  
Competitive Marketing Strategies: Selecting and Implementing Strategies Course.....mkt\_02\_a03\_bs\_enus  
Increasing Competitiveness through Collaboration Challenge Series.....\_pc\_ch\_lsch006

### ■ Strategic Brand Management

Building Lasting Customer-brand Relationships Course.....mkt\_03\_a01\_bs\_enus  
Developing a Brand Internally Course.....mkt\_03\_a02\_bs\_enus

Global Brand Management Course .....mkt\_03\_a03\_bs\_enus  
Brand Management for Social Media and Wireless Technologies Course .....mkt\_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

## BUSINESS SKILLS COURSEWARE

The Accounting Equation and Financial Statements Course.....	fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting Course.....	fin_03_a03_bs_enus
Accounting Transactions and Books of Account Course.....	fin_03_a04_bs_enus
Trial Balance & Adjusting Entries Course.....	fin_03_a05_bs_enus
The Income Statement Course.....	fin_03_a06_bs_enus
The Balance Sheet Course.....	fin_03_a07_bs_enus
The Cash Flow Statement Course.....	fin_03_a08_bs_enus
Accounting for Companies' Stock Transactions and Dividends Course.....	fin_03_a09_bs_enus
Outsourcing Financial Activities Business Impact Series.....	_pc_bi_fabi001
Deconstructing the Balance Sheet Business Impact Series.....	_pc_bi_fabi010
Final Exam: Accounting Fundamentals Final Exams .....	fin_03_a01_fe_enus

### ■ Budgeting Essentials

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

### ■ Auditing Essentials

Introduction to Auditing Course.....	fin_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment Course.....	fin_06_a02_bs_enus
Auditing the Revenue Cycle Course.....	fin_06_a03_bs_enus
Auditing for Cash and Inventories Course.....	fin_06_a04_bs_enus
Using Audits to Help Prevent Business Fraud Business Impact Series.....	_pc_bi_fabi002
Final Exam: Auditing Essentials Final Exams .....	fin_06_a01_fe_enus

### ■ Capital Budgeting Essentials

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

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### ADMINISTRATIVE SUPPORT CURRICULUM

### ■ Essential Skills for Administrative Support Professionals

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

## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

### HUMAN RESOURCES CURRICULUM

### ■ Recruiting and Retention Strategies

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

## BUSINESS SKILLS COURSEWARE

Fringe Benefits: Maintaining a Competitive Hiring Advantage  
Business Impact Series.....\_pc\_bi\_hrbi004

Aligning Recruitment to Job Requirements  
Business Impact Series.....\_pc\_bi\_hrbi001

Preventing High Turnover Rates: How to Keep The Best  
Business Impact Series.....\_pc\_bi\_mgbi008

Disciplines of Organizational Learning: Personal Mastery  
Business Impact Series.....\_pc\_bi\_pfb011

Surviving the Talent Crunch  
Challenge Series.....\_pc\_ch\_lsch007

### ■ Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing  
Course..... hr\_06\_a01\_bs\_enus

Essentials of Interviewing and Hiring: Preparing to Interview  
Course..... hr\_06\_a02\_bs\_enus

Essentials of Interviewing and Hiring: Conducting an Effective Interview  
Course..... hr\_06\_a03\_bs\_enus

Essentials of Interviewing and Hiring: Behavioral Interview Techniques  
Course..... hr\_06\_a04\_bs\_enus

Essentials of Interviewing and Hiring: Selecting the Right Candidate  
Course..... hr\_06\_a05\_bs\_enus

Guarding Against Interviewing Biases  
Business Impact Series.....\_pc\_bi\_hrbi003

Conducting Interviews: Asking the Right Questions  
Business Impact Series.....\_pc\_bi\_hrbi014

Creating a Compelling Job Description  
Business Impact Series.....\_pc\_bi\_hrbi015

Hiring Strategic Thinkers  
Challenge Series.....\_pc\_ch\_lach011

Hiring a New Employee  
Challenge Series.....\_pc\_ch\_lach028

### ■ The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner  
Course..... hr\_07\_a01\_bs\_enus

HR as Business Partner: Linking HR Functions with Organizational Goals  
Course..... hr\_07\_a02\_bs\_enus

HR as Business Partner: Managing Talent for Organizational Success  
Course..... hr\_07\_a03\_bs\_enus

HR as Business Partner: Using Metrics and Designing Strategic Initiatives  
Course..... hr\_07\_a04\_bs\_enus

### ■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual  
Course .....hr\_08\_a01\_bs\_enus

Fundamentals of Organizations – Groups  
Course .....hr\_08\_a02\_bs\_enus

Understanding Organizational Power and Politics  
Course .....hr\_08\_a03\_bs\_enus

Organizational Structure and Employee Behavior  
Course .....hr\_08\_a04\_bs\_enus

Organizational Behavior: Dynamics of a Positive Organizational Culture  
Course .....hr\_08\_a05\_bs\_enus

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

Human Resources Core Knowledge: Skills, Concepts, and Tools  
Course .....hr\_09\_a01\_bs\_enus

Human Resources Core Knowledge: Functions and Activities  
Course .....hr\_09\_a02\_bs\_enus

Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_09\_a01\_fe\_enus

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

Business Management and Strategy: The HR Function and Business Environment  
Course .....hr\_10\_a01\_bs\_enus

Business Management and Strategy: HR and the Strategic Planning Process  
Course .....hr\_10\_a02\_bs\_enus

Business Management and Strategy: HR Functions and Roles  
Course .....hr\_10\_a03\_bs\_enus

Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_10\_a01\_fe\_enus

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

Workforce Planning and Employment: Employment Legislation  
Course .....hr\_11\_a01\_bs\_enus

Workforce Planning and Employment: Recruitment Strategies  
Course .....hr\_11\_a02\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Workforce Planning and Employment: Sourcing and Selecting Candidates  
Course..... hr\_11\_a03\_bs\_enus

Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies  
Course..... hr\_11\_a04\_bs\_enus

Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_11\_a01\_fe\_enus

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

Human Resource Development: Regulations and Organizational Development  
Course..... hr\_12\_a01\_bs\_enus

Human Resource Development: Employee Training  
Course..... hr\_12\_a02\_bs\_enus

Human Resource Development: Performance Appraisal and Talent Management  
Course..... hr\_12\_a03\_bs\_enus

Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_12\_a01\_fe\_enus

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

Compensation and Benefits: Regulations, Strategies, and Needs Assessment  
Course..... hr\_13\_a01\_bs\_enus

Compensation and Benefits: Managing Policies, Programs, and Activities  
Course..... hr\_13\_a02\_bs\_enus

Compensation and Benefits: Organizational Responsibilities  
Course..... hr\_13\_a03\_bs\_enus

Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_13\_a01\_fe\_enus

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

Employee and Labor Relations: Employment Regulations and Organizational Programs  
Course..... hr\_14\_a01\_bs\_enus

Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution  
Course..... hr\_14\_a02\_bs\_enus

Employee and Labor Relations: Unions and Collective Bargaining  
Course..... hr\_14\_a03\_bs\_enus

Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_14\_a01\_fe\_enus

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

Risk Management: Organizational Risk and Safety and Health Legislation  
Course .....hr\_15\_a01\_bs\_enus

Risk Management: Workplace Safety, Security, and Privacy  
Course .....hr\_15\_a02\_bs\_enus

Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)  
Final Exams ..... hr\_15\_a01\_fe\_enus

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

Strategic HR for SPHR Exam Candidates Part I  
Course .....hr\_16\_a01\_bs\_enus

Strategic HR for SPHR Exam Candidates Part II  
Course .....hr\_16\_a02\_bs\_enus

Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)  
Final Exams ..... hr\_16\_a01\_fe\_enus

## MANAGEMENT AND LEADERSHIP

### MANAGEMENT CURRICULUM

### ■ The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation  
Challenge Series..... \_pc\_ch\_lach007

Perseverance and Flexibility in Times of Crisis  
Challenge Series..... \_pc\_ch\_lach026

### ■ Managing Organizational Change

Managing Change: Understanding Change  
Course .....mgmt\_13\_a01\_bs\_enus

Managing Change: Building Positive Support for Change  
Course .....mgmt\_13\_a02\_bs\_enus

Managing Change: Dealing with Resistance to Change  
Course .....mgmt\_13\_a03\_bs\_enus

Managing Change: Sustaining Organizational Change  
Course .....mgmt\_13\_a04\_bs\_enus

Communicating Properly during Layoffs  
Business Impact Series .....\_pc\_bi\_hrbi005

Involving Employees in Corporate Change  
Business Impact Series ..... \_pc\_bi\_lsbi011



## BUSINESS SKILLS COURSEWARE

Communicating Organizational Change  
Business Impact Series.....\_pc\_bi\_mgbi015

Developing People  
Challenge Series.....\_pc\_ch\_lach013

Beyond Change: Working with Agility  
Business Impact Series.....\_pc\_bi\_pabi009

### ■ Business Coaching Essentials

Business Coaching: Getting Ready to Coach  
Course..... mgmt\_14\_a01\_bs\_enus

Business Coaching: Conducting Coaching Sessions  
Course..... mgmt\_14\_a02\_bs\_enus

Business Coaching: Building the Coaching Relationship  
Course..... mgmt\_14\_a03\_bs\_enus

Business Coaching: Using Different Coaching Styles  
Course..... mgmt\_14\_a04\_bs\_enus

The Art of Effective Coaching  
Business Impact Series.....\_pc\_bi\_lsb018

Coaching  
Challenge Series.....\_pc\_ch\_lach024

### ■ Management Essentials

Management Essentials: Directing Others  
Course..... mgmt\_15\_a01\_bs\_enus

Management Essentials: Delegating  
Course..... mgmt\_15\_a02\_bs\_enus

Management Essentials: Developing Your Direct Reports  
Course..... mgmt\_15\_a03\_bs\_enus

Management Essentials: Confronting Difficult Employee Behavior  
Course..... mgmt\_15\_a04\_bs\_enus

Management Essentials: Managing a Diverse Team  
Course..... mgmt\_15\_a05\_bs\_enus

Management Essentials: Treating Your Direct Reports Fairly  
Course..... mgmt\_15\_a06\_bs\_enus

Management Essentials: Caring about Your Direct Reports  
Course..... mgmt\_15\_a07\_bs\_enus

Acting Decisively  
Challenge Series.....\_pc\_ch\_lach034

Employee Dismissal  
Challenge Series.....\_pc\_ch\_lach038

Managing Fairly  
Business Impact Series.....\_pc\_bi\_mgbi016

### ■ First Time Manager Essentials

First Time Manager: Understanding a Manager's Role  
Course..... mgmt\_16\_a01\_bs\_enus

First Time Manager: Challenges  
Course..... mgmt\_16\_a02\_bs\_enus

First Time Manager: Meeting Expectations  
Course ..... mgmt\_16\_a03\_bs\_enus

Making the Move Into Management  
Challenge Series.....\_pc\_ch\_lach029

### ■ Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals  
Course ..... mgmt\_17\_a01\_bs\_enus

Performance Appraisal Essentials: Conducting Traditional Appraisals  
Course ..... mgmt\_17\_a02\_bs\_enus

Performance Appraisal Essentials: 360-degree Appraisals  
Course ..... mgmt\_17\_a03\_bs\_enus

Preparing for Your Performance Appraisal  
Business Impact Series .....\_pc\_bi\_pfb017

### ■ Talent Management Essentials

Talent Management: Basics  
Course ..... mgmt\_18\_a01\_bs\_enus

Talent Management: Planning  
Course ..... mgmt\_18\_a02\_bs\_enus

Talent Management: Acquiring Talent  
Course ..... mgmt\_18\_a03\_bs\_enus

Talent Management: Developing and Engaging Talent  
Course ..... mgmt\_18\_a04\_bs\_enus

Talent Management: Retaining Talent  
Course ..... mgmt\_18\_a05\_bs\_enus

Attracting and Retaining Talent  
Challenge Series.....\_pc\_ch\_lach021

### ■ Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management  
Course ..... mgmt\_19\_a01\_bs\_enus

Strategies for Transitioning to Technical Management  
Course ..... mgmt\_19\_a02\_bs\_enus

Managing Technical Professionals  
Course ..... mgmt\_19\_a03\_bs\_enus

### ■ Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees  
Course ..... mgmt\_20\_a01\_bs\_enus

Managing Workforce Generations: Working with a Multigenerational Team  
Course ..... mgmt\_20\_a02\_bs\_enus

Managing Workforce Generations: Working with the 21st-century Generation Mix  
Course ..... mgmt\_20\_a03\_bs\_enus

Managing an Aging Workforce  
Business Impact Series .....\_pc\_bi\_mgbi005

## BUSINESS SKILLS COURSEWARE

Developing the Next Generation  
Business Impact Series.....\_pc\_bi\_lsbi007  
Understanding the Motives of Millennials  
Business Impact Series.....\_pc\_bi\_mgbi014

### ■ Managing Experts

Meeting the Needs of Your Experts  
Course..... mgmt\_21\_a01\_bs\_enus  
Overcoming Challenges When Managing Experts  
Course..... mgmt\_21\_a02\_bs\_enus  
Managing Top Performers Is Always Easy...Right?  
Business Impact Series.....\_pc\_bi\_hrbi013  
Recognizing Natural Leaders  
Challenge Series.....\_pc\_ch\_lsch001

### ■ Advanced Management Skills

Developing a High-performance Organization  
Course..... mgmt\_23\_a01\_bs\_enus  
Cross-functional Strategic Management  
Course..... mgmt\_23\_a02\_bs\_enus  
Managing for Rapid Change and Uncertainty  
Course..... mgmt\_23\_a03\_bs\_enus  
Managing High Performers  
Course..... mgmt\_23\_a04\_bs\_enus  
Managing New Managers  
Course..... mgmt\_23\_a05\_bs\_enus  
Managing Experienced Managers  
Course..... mgmt\_23\_a06\_bs\_enus  
Developing Adaptable Managers  
Business Impact Series.....\_pc\_bi\_mgbi013  
Employee Engagement  
Challenge Series.....\_pc\_ch\_mgch006  
Delivering Bad News Effectively  
Challenge Series.....\_pc\_ch\_lach033  
Building Upward Relationships  
Challenge Series.....\_pc\_ch\_lach039

### ■ Strategies for Successful Employee On-boarding

Strategies for Successful Employee Onboarding: An Introduction  
Course..... mgmt\_24\_a01\_bs\_enus  
Strategies for Successful Employee Onboarding: Getting Started  
Course..... mgmt\_24\_a02\_bs\_enus  
Strategies for Successful Employee Onboarding: Assessing Program Success  
Course..... mgmt\_24\_a03\_bs\_enus

### ■ Managing during Difficult Times

Communicating during Difficult Times  
Course ..... mgmt\_25\_a01\_bs\_enus  
Managing Resources during Difficult Times  
Course ..... mgmt\_25\_a02\_bs\_enus  
Managing Attitudes during Difficult Times  
Course ..... mgmt\_25\_a03\_bs\_enus

### ■ Dismissing an Employee

Preparing to Dismiss an Employee  
Course ..... mgmt\_26\_a01\_bs\_enus  
Managing the Dismissal of an Employee  
Course ..... mgmt\_26\_a02\_bs\_enus

### ■ Delegation Essentials

Delegation Essentials: An Introduction to Delegating  
Course ..... mgmt\_27\_a01\_bs\_enus  
Delegation Essentials: The Delegation Process  
Course ..... mgmt\_27\_a02\_bs\_enus  
Delegation Essentials: Overcoming Delegation Problems  
Course ..... mgmt\_27\_a03\_bs\_enus  
Delegating Appropriate Tasks  
Business Impact Series .....\_pc\_bi\_mgbi007  
Developing Employees through Delegation  
Challenge Series.....\_pc\_ch\_lach017

### ■ Business Execution

Business Execution: Understanding the Fundamentals  
Course ..... mgmt\_28\_a01\_bs\_enus  
Business Execution: Crafting a Business Strategy that Executes  
Course ..... mgmt\_28\_a02\_bs\_enus  
Business Execution: Linking Strategy to People and Operations  
Course ..... mgmt\_28\_a03\_bs\_enus  
Business Execution: Monitoring and Evaluating Initiatives  
Course ..... mgmt\_28\_a04\_bs\_enus  
Fostering a Business Execution Culture  
Business Impact Series .....\_pc\_bi\_lsbi008  
Performance Dashboard or Scorecard?  
Business Impact Series .....\_pc\_bi\_mgbi012

### ■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals  
Course ..... mgmt\_29\_a01\_bs\_enus  
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs  
Course ..... mgmt\_29\_a02\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships  
Course..... mgmt\_29\_a03\_bs\_enus

Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program  
Course..... mgmt\_29\_a04\_bs\_enus

### ■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities  
Course..... mgmt\_30\_a01\_bs\_enus

Thinking Like a CFO: Making Financial Decisions  
Course..... mgmt\_30\_a02\_bs\_enus

Thinking Like a CFO: Preparing and Presenting a Business Case  
Course..... mgmt\_30\_a03\_bs\_enus

Thinking Like a CFO: Managing Risk  
Course..... mgmt\_30\_a04\_bs\_enus

### ■ Essentials of Facilitating

Using Facilitation Skills as a Manager  
Course..... mgmt\_31\_a01\_bs\_enus

Facilitating Collaborative Processes  
Course..... mgmt\_31\_a02\_bs\_enus

Challenges of Facilitating  
Course..... mgmt\_31\_a03\_bs\_enus

### ■ Effectively Managing Top Performers

Engaging Top Performers  
Course..... mgmt\_33\_a01\_bs\_enus

Retaining Top Performers  
Course..... mgmt\_33\_a02\_bs\_enus

Overcoming Challenges of Managing Top Performers  
Course..... mgmt\_33\_a03\_bs\_enus

### ■ Managing Problem Performance

Recognizing and Diagnosing Problem Performance  
Course..... mgmt\_34\_a01\_bs\_enus

First Steps for Turning Around a Performance Problem  
Course..... mgmt\_34\_a02\_bs\_enus

Using Progressive Discipline to Correct Problem Performance  
Course..... mgmt\_34\_a03\_bs\_enus

Preventing Problem Performance  
Course..... mgmt\_34\_a04\_bs\_enus

Underperforming Employee – Now What?  
Business Impact Series..... \_pc\_bi\_hrbi010

Managing Performance  
Challenge Series..... \_pc\_ch\_lach002

### ■ Difficult Conversations

Preparing for a Difficult Conversation  
Course ..... mgmt\_36\_a01\_bs\_enus

Having a Difficult Conversation  
Course ..... mgmt\_36\_a02\_bs\_enus

Handling Difficult Conversations Effectively  
Course ..... mgmt\_36\_a03\_bs\_enus

### ■ Performance Management

Planning for Performance  
Course ..... mgmt\_37\_a01\_bs\_enus

Monitoring and Improving Performance  
Course ..... mgmt\_37\_a02\_bs\_enus

Reviewing and Rewarding Performance  
Course ..... mgmt\_37\_a03\_bs\_enus

## MANAGEMENT AND LEADERSHIP

### LEADERSHIP CURRICULUM

### ■ Leadership Essentials

Leadership Essentials: Motivating Employees  
Course ..... lead\_05\_a01\_bs\_enus

Leadership Essentials: Communicating Vision  
Course ..... lead\_05\_a02\_bs\_enus

Leadership Essentials: Building Your Influence as a Leader  
Course ..... lead\_05\_a03\_bs\_enus

Leadership Essentials: Leading with Emotional Intelligence  
Course ..... lead\_05\_a04\_bs\_enus

Leadership Essentials: Leading Business Execution  
Course ..... lead\_05\_a05\_bs\_enus

Leadership Essentials: Leading Innovation  
Course ..... lead\_05\_a06\_bs\_enus

Leadership Essentials: Leading Change  
Course ..... lead\_05\_a07\_bs\_enus

Leadership Essentials: Creating Your Own Leadership Development Plan  
Course ..... lead\_05\_a08\_bs\_enus

Motivating Employees and Leading Change Simulation  
Simulation ..... LEAD005A

Leading Teams through Change  
Business Impact Series ..... \_pc\_bi\_lsbi003

Leading Outside the Organization  
Business Impact Series ..... \_pc\_bi\_lsbi005

Knowing When to Take Leadership Risks  
Business Impact Series ..... \_pc\_bi\_lsbi006

Wanted - Innovation Leaders  
Business Impact Series ..... \_pc\_bi\_lsbi013

## BUSINESS SKILLS COURSEWARE

Developing a Business Execution Culture  
Challenge Series .....\_pc\_ch\_lach001

Leading Change  
Challenge Series .....\_pc\_ch\_lach004

Leader as Motivator  
Challenge Series .....\_pc\_ch\_lach008

Leading Innovation  
Challenge Series .....\_pc\_ch\_lach010

Crafting an Organizational Vision  
Challenge Series .....\_pc\_ch\_lach040

Motivating Human Behavior  
Challenge Series .....\_pc\_ch\_lsch002

Communicating a Shared Vision  
Business Impact Series .....\_pc\_bi\_lsb001

The Emotionally Intelligent Leader  
Challenge Series .....\_pc\_ch\_lach014

### ■ Employee Engagement

The Benefits and Challenges of Engaging Employees  
Course .....lead\_06\_a01\_bs\_enus

Maintaining an Engaging Organization  
Course .....lead\_06\_a02\_bs\_enus

### ■ Creating a Positive Work Environment

Creating and Maintaining a Positive Work Environment  
Course .....lead\_07\_a01\_bs\_enus

### ■ Developing a Culture of Learning

Fundamentals of Organizational Learning  
Course .....lead\_08\_a01\_bs\_enus

Establishing the Conditions for a Learning Culture  
Course .....lead\_08\_a02\_bs\_enus

Developing Learning Practices  
Course .....lead\_08\_a03\_bs\_enus

Evaluating and Sustaining Organizational Learning  
Course .....lead\_08\_a04\_bs\_enus

### ■ Effective Succession Planning

Initiating Succession Planning  
Course .....lead\_09\_a01\_bs\_enus

Effective Succession Planning: Determining a Talent Pool  
for Key Positions  
Course .....lead\_09\_a02\_bs\_enus

Implementing and Assessing a Succession Planning  
Program  
Course .....lead\_09\_a03\_bs\_enus

Succession Planning  
Business Impact Series .....\_pc\_bi\_lsb002

Succession Planning and Management Programs  
Challenge Series .....\_pc\_ch\_lsch004

### ■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals  
Course .....lead\_10\_a01\_bs\_enus

Key Strategies for Managing Cross-functional Teams  
Course .....lead\_10\_a02\_bs\_enus

Managing Internal Dynamics in a Cross-functional Team  
Course .....lead\_10\_a03\_bs\_enus

Using Conflict to an Organization's Advantage  
Business Impact Series .....\_pc\_bi\_mgbi002

Mediating Project Team Conflict  
Business Impact Series .....\_pc\_bi\_pfb006

Facilitating Work-related Conflict Discussions  
Business Impact Series .....\_pc\_bi\_pfb015

### ■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization:  
Mission and Goals  
Course .....lead\_11\_a01\_bs\_enus

Setting and Managing Priorities within the Organization:  
Deciphering Priorities  
Course .....lead\_11\_a02\_bs\_enus

Setting and Managing Priorities within the Organization:  
Motivation  
Course .....lead\_11\_a03\_bs\_enus

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

## BUSINESS SKILLS COURSEWARE

Writing a Business Case  
Course.....comm\_01\_a02\_bs\_enus  
Presenting Your Case  
Course.....comm\_01\_a03\_bs\_enus

### ■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively  
Course.....comm\_17\_a01\_bs\_enus  
Addressing and Redistributing E-mail  
Course.....comm\_17\_a02\_bs\_enus  
Managing Your E-mail  
Course.....comm\_17\_a03\_bs\_enus  
Final Exam: E-mail Essentials for Business  
Final Exams ..... comm\_17\_a01\_fe\_enus

### ■ Telephone Essentials for Business

Essential Skills for Professional Telephone Calls  
Course.....comm\_18\_a01\_bs\_enus

### ■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose  
Course.....comm\_19\_a01\_bs\_enus  
Business Writing: How to Write Clearly and Concisely  
Course.....comm\_19\_a02\_bs\_enus  
Business Writing: Editing and Proofreading  
Course.....comm\_19\_a03\_bs\_enus  
Writing for Business  
Business Impact Series.....\_pc\_bi\_pabi012  
Written Communication  
Challenge Series.....\_pc\_ch\_pach015  
Final Exam: Business Writing Basics  
Final Exams ..... comm\_19\_a01\_fe\_enus

### ■ Business Grammar Basics

Business Grammar: Parts of Speech  
Course.....comm\_20\_a01\_bs\_enus  
Business Grammar: Working with Words  
Course.....comm\_20\_a02\_bs\_enus  
Business Grammar: The Mechanics of Writing  
Course.....comm\_20\_a03\_bs\_enus  
Business Grammar: Punctuation  
Course.....comm\_20\_a04\_bs\_enus  
Business Grammar: Sentence Construction  
Course.....comm\_20\_a05\_bs\_enus  
Business Grammar: Common Usage Errors  
Course.....comm\_20\_a06\_bs\_enus  
Final Exam: Business Grammar Basics  
Final Exams ..... comm\_20\_a01\_fe\_enus

### ■ Interpersonal Communication

Interpersonal Communication: Communicating with Confidence  
Course ..... comm\_21\_a01\_bs\_enus  
Interpersonal Communication: Targeting Your Message  
Course ..... comm\_21\_a02\_bs\_enus  
Interpersonal Communication: Listening Essentials  
Course ..... comm\_21\_a03\_bs\_enus  
Interpersonal Communication: Communicating Assertively  
Course ..... comm\_21\_a04\_bs\_enus  
Interpersonal Communication: Being Approachable  
Course ..... comm\_21\_a05\_bs\_enus  
Effective Interpersonal Communications Simulation  
Simulation ..... COMM021A  
Making Yourself Approachable  
Business Impact Series ..... \_pc\_bi\_pabi011  
Asserting Yourself in the Workplace  
Challenge Series.....\_pc\_ch\_pach016  
Final Exam: Interpersonal Communication  
Final Exams .....comm\_21\_a01\_fe\_enus

### ■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict  
Course ..... comm\_22\_a01\_bs\_enus  
Workplace Conflict: Strategies for Resolving Conflicts  
Course ..... comm\_22\_a02\_bs\_enus  
Confrontation: What's the Best Approach  
Business Impact Series ..... \_pc\_bi\_mgbi009  
Personal Conflict Styles  
Business Impact Series ..... \_pc\_bi\_pabi002  
Coping with Accusations in the Workplace  
Challenge Series.....\_pc\_ch\_lsch003  
Managing Conflict  
Challenge Series.....\_pc\_ch\_lach009  
Conflict: Avoid, Confront, or Delay?  
Challenge Series.....\_pc\_ch\_pach004

### ■ Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People  
Course ..... comm\_23\_a01\_bs\_enus  
Working with Difficult People: How to Work with Aggressive People  
Course ..... comm\_23\_a02\_bs\_enus  
Working with Difficult People: How to Work with Negative People  
Course ..... comm\_23\_a03\_bs\_enus  
Working with Difficult People: How to Work with Procrastinators  
Course ..... comm\_23\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

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 Micromangers  
Course.....comm\_23\_a07\_bs\_enus

Coping with Aggressive Behavior in the Workplace  
Business Impact Series.....\_pc\_bi\_pabi008

Blame Backfires--Conquer Negative Thinking  
Business Impact Series.....\_pc\_bi\_pfb003

Reacting to Co-workers Who Try Taking Advantage  
Challenge Series.....\_pc\_ch\_pfch003

### ■ Negotiation Essentials

Negotiation Essentials: What Is Negotiation?  
Course.....comm\_24\_a01\_bs\_enus

Negotiation Essentials: Planning for Negotiation  
Course.....comm\_24\_a02\_bs\_enus

Negotiation Essentials: Communicating  
Course.....comm\_24\_a03\_bs\_enus

Negotiation Essentials: Persuading  
Course.....comm\_24\_a04\_bs\_enus

Negotiation Essentials: Avoiding Pitfalls in Negotiations  
Course.....comm\_24\_a05\_bs\_enus

Negotiation Essentials  
Simulation ..... COMM024A

Effective Body Language in Negotiations  
Business Impact Series.....\_pc\_bi\_pfb013

Vendor Negotiations: Choosing the Best Approach  
Challenge Series.....\_pc\_ch\_lach032

### ■ Emotional Intelligence Essentials

What is Emotional Intelligence?  
Course.....comm\_25\_a01\_bs\_enus

Improving Your Emotional Intelligence Skills: Self-awareness and Self-management  
Course.....comm\_25\_a02\_bs\_enus

Using Emotional Intelligence on the Job  
Course.....comm\_25\_a03\_bs\_enus

Emotional Intelligence at Work  
Simulation ..... COMM025A

How High Is Your EQ?  
Business Impact Series.....\_pc\_bi\_pfb009

Emotional Intelligence at Work  
Challenge Series.....\_pc\_ch\_pach014

### ■ Fundamentals of Cross Cultural Communication

Culture and Its Effect on Communication  
Course .....comm\_26\_a01\_bs\_enus

Communicating Across Cultures  
Course .....comm\_26\_a02\_bs\_enus

Improving Communication in Cross-cultural Relationships  
Course .....comm\_26\_a03\_bs\_enus

Communicating with a Cross-cultural Audience  
Business Impact Series .....\_pc\_bi\_pfb020

Dispute Resolution in International Contracts  
Challenge Series.....\_pc\_ch\_lsch005

### ■ Getting Results without Direct Authority

Getting Results without Direct Authority: Building Relationships and Credibility  
Course .....comm\_27\_a01\_bs\_enus

Getting Results without Direct Authority: Persuasive Communication  
Course .....comm\_27\_a02\_bs\_enus

Getting Results without Direct Authority: Reciprocity  
Course .....comm\_27\_a03\_bs\_enus

Getting Results without Direct Authority: Influencing Your Boss  
Course .....comm\_27\_a04\_bs\_enus

Influencing Key Decision Makers  
Business Impact Series .....\_pc\_bi\_lsb015

Influence and Persuasion  
Challenge Series.....\_pc\_ch\_lach016

### ■ Listening Essentials

Listening Essentials: The Basics of Listening  
Course .....comm\_28\_a01\_bs\_enus

Listening Essentials: Improving Your Listening Skills  
Course .....comm\_28\_a02\_bs\_enus

Effective Listening  
Challenge Series.....\_pc\_ch\_lach030

Listening with Skill  
Challenge Series.....\_pc\_ch\_pach002

Final Exam: Listening Essentials  
Final 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

## BUSINESS SKILLS COURSEWARE

Criticism in Context  
Business Impact Series.....\_pc\_bi\_pfb016  
Giving Appropriate Feedback  
Challenge Series.....\_pc\_ch\_lach006  
Giving Feedback to Coworkers  
Challenge Series.....\_pc\_ch\_pach006

### ■ Anger Management Essentials

Anger Management Essentials: Understanding Anger  
Course.....comm\_30\_a01\_bs\_enus  
Anger Management Essentials: Managing and Controlling  
Anger  
Course.....comm\_30\_a02\_bs\_enus

### ■ Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level  
Course.....comm\_31\_a01\_bs\_enus  
Techniques for Communicating Effectively with Senior  
Executives  
Course.....comm\_31\_a02\_bs\_enus

### ■ Running Effective Business Meetings

Preparing for Effective Business Meetings  
Course.....comm\_32\_a01\_bs\_enus  
Managing Effective Business Meetings  
Course.....comm\_32\_a02\_bs\_enus  
Dealing with Common Meeting Problems  
Course.....comm\_32\_a03\_bs\_enus  
When Too Many Meetings Are Just Too Much  
Business Impact Series.....\_pc\_bi\_pfb008  
Making Meetings Work  
Business Impact Series.....\_pc\_bi\_pfb018  
Managing Meetings for Productivity and Effectiveness  
Challenge Series.....\_pc\_ch\_lach031

### ■ Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation  
Course.....comm\_33\_a01\_bs\_enus  
Basic Presentation Skills: Creating a Presentation  
Course.....comm\_33\_a02\_bs\_enus  
Basic Presentation Skills: Delivering a Presentation  
Course.....comm\_33\_a03\_bs\_enus  
Handling Difficult Questions as a Presenter  
Business Impact Series.....\_pc\_bi\_pabi007

### ■ Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating  
with Diplomacy and Tact  
Course.....comm\_34\_a01\_bs\_enus

Strategies for Communicating with Tact and Diplomacy  
Course ..... comm\_34\_a02\_bs\_enus  
Delivering a Difficult Message with Diplomacy and Tact  
Course ..... comm\_34\_a03\_bs\_enus

### ■ Professional Networking Essentials

Professional Networking Essentials: Finding Opportunities  
To Make Connections  
Course ..... comm\_38\_a01\_bs\_enus  
Professional Networking Essentials: Developing  
Confidence  
Course ..... comm\_38\_a02\_bs\_enus

### ■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and  
Planning  
Course .....ib\_wstp\_a01\_it\_enus  
Writing for Technical Professionals: Effective Writing  
Techniques  
Course .....ib\_wstp\_a02\_it\_enus

## PROFESSIONAL EFFECTIVENESS

### FOUNDATION SKILLS CURRICULUM

#### ■ Basic Business Math

Basic Business Math: Using Whole Numbers and  
Decimals  
Course .....fnd\_01\_a01\_bs\_enus  
Basic Business Math: Percentages and Ratios  
Course .....fnd\_01\_a02\_bs\_enus  
Basic Business Math: Averages and Equations  
Course .....fnd\_01\_a03\_bs\_enus  
Basic Business Math: Charts and Graphs  
Course .....fnd\_01\_a04\_bs\_enus

## PROFESSIONAL EFFECTIVENESS

### PERSONAL DEVELOPMENT CURRICULUM

#### ■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability  
Course .....pd\_05\_a01\_bs\_enus  
Managing from Within: Self-empowerment  
Course .....pd\_05\_a02\_bs\_enus  
Goals and Setting Goals  
Course .....pd\_05\_a03\_bs\_enus  
Creating a Positive Attitude  
Course .....pd\_05\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Pursuing Successful Lifelong Learning  
Course..... pd\_05\_a05\_bs\_enus  
Doing Business Professionally Simulation  
Simulation .....PD005A

### ■ Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life  
Balance  
Course..... pd\_06\_a01\_bs\_enus  
Optimizing Your Work/Life Balance: Maintaining Your Life  
Balance  
Course..... pd\_06\_a02\_bs\_enus  
Optimizing Your Work/Life Balance: Taking Control of  
Your Stress  
Course..... pd\_06\_a03\_bs\_enus  
Balancing Your Responsibilities Simulation  
Simulation .....PD006A  
Employee Exhaustion: Managing a Well-balanced  
Workload  
Business Impact Series.....\_pc\_bi\_mgbi010  
Managing Workplace Stress  
Business Impact Series.....\_pc\_bi\_hrbi006  
Creating Work/Life Balance  
Challenge Series.....\_pc\_ch\_lach036

### ■ Diversity on the Job

Diversity on the Job: The Importance of Diversity and the  
Changing Workplace  
Course..... pd\_07\_a01\_bs\_enus  
Diversity on the Job: Diversity and You  
Course..... pd\_07\_a02\_bs\_enus  
Developing Workplace Diversity Awareness Simulation  
Simulation .....PD007A  
Understanding Workplace Diversity  
Business Impact Series.....\_pc\_bi\_hrbi002  
Managing Diversity  
Challenge Series.....\_pc\_ch\_lach015

### ■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a  
Remote Employee  
Course..... pd\_08\_a01\_bs\_enus  
Telecommuting Basics: Communication Strategies for the  
Remote Employee  
Course..... pd\_08\_a02\_bs\_enus

### ■ Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing  
Your Creativity  
Course..... pd\_09\_a01\_bs\_enus

Generating Creative and Innovative Ideas: Maximizing  
Team Creativity  
Course .....pd\_09\_a02\_bs\_enus  
Generating Creative and Innovative Ideas: Verifying and  
Building on Ideas  
Course .....pd\_09\_a03\_bs\_enus  
Executing Innovation  
Business Impact Series .....\_pc\_bi\_lsbi016  
Getting Ready to Present  
Challenge Series.....\_pc\_ch\_pach018  
Creativity: Developing and Communicating Ideas  
Challenge Series.....\_pc\_ch\_pach025  
Promoting Creative Thinking  
Challenge Series.....\_pc\_ch\_lach035

### ■ Managing Your Career

Managing Your Career: Creating a Plan  
Course .....pd\_10\_a01\_bs\_enus  
Managing Your Career: Getting on the Right Track  
Course .....pd\_10\_a02\_bs\_enus  
Managing Your Career: Professional Networking  
Essentials  
Course .....pd\_10\_a03\_bs\_enus  
Managing Your Career: You and Your Boss  
Course .....pd\_10\_a04\_bs\_enus  
Managing Your Career: Leveraging the Performance  
Appraisal  
Course .....pd\_10\_a05\_bs\_enus  
Conquering Career Stagnation  
Business Impact Series .....\_pc\_bi\_pfbf019  
Developing Your Career  
Challenge Series.....\_pc\_ch\_lach037  
Building and Managing Upward Relationships  
Challenge Series.....\_pc\_ch\_pach008  
Planning Your Career  
Challenge Series.....\_pc\_ch\_pach013  
Exploring Self-development  
Challenge Series.....\_pc\_ch\_pach023  
Managing Your Relationship with Your Boss Simulation  
Simulation .....PD010A

### ■ Effective Time Management

Time Management: Analyzing Your Use of Time  
Course .....pd\_11\_a01\_bs\_enus  
Time Management: Planning and Prioritizing Your Time  
Course .....pd\_11\_a02\_bs\_enus  
Time Management: Avoiding Time Stealers  
Course .....pd\_11\_a03\_bs\_enus  
Coping with Information Overload  
Business Impact Series .....\_pc\_bi\_pfbf002  
Prioritizing Personal and Professional Responsibilities  
Business Impact Series .....\_pc\_bi\_mgbi003



## BUSINESS SKILLS COURSEWARE

Planning for Interruptions Helps with Procrastination  
Business Impact Series.....\_pc\_bi\_pfb014  
Setting and Managing Priorities  
Challenge Series.....\_pc\_ch\_lach018  
Coping with Conflicting Priorities  
Challenge Series.....\_pc\_ch\_pach005  
Setting Goals  
Challenge Series.....\_pc\_ch\_pach007  
Getting Time under Control  
Challenge Series.....\_pc\_ch\_pach021

### ■ Problem Solving and Decision-Making Strategies

Problem Solving: The Fundamentals  
Course..... pd\_12\_a01\_bs\_enus  
Problem Solving: Determining and Building Your Strengths  
Course..... pd\_12\_a02\_bs\_enus  
Problem Solving: Digging Deeper  
Course..... pd\_12\_a03\_bs\_enus  
Decision Making: The Fundamentals  
Course..... pd\_12\_a04\_bs\_enus  
Decision Making: Tools and Techniques  
Course..... pd\_12\_a05\_bs\_enus  
Decision Making: Making Tough Decisions  
Course..... pd\_12\_a06\_bs\_enus  
Uncovering the Root Problem  
Challenge Series.....\_pc\_ch\_lach003  
Playing the Devil's Advocate in Decision Making  
Business Impact Series.....\_pc\_bi\_pfb015  
Turning Problems Around with Reverse Brainstorming  
Business Impact Series.....\_pc\_bi\_lsb017  
Problem Solving: Process, Tools, and Techniques  
Challenge Series.....\_pc\_ch\_pach003

### ■ Dealing with Organizational Change

Understanding Organizational Change  
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\_mgb004  
The Importance of Flexibility in the Workplace  
Business Impact Series.....\_pc\_bi\_pfb007  
Developing Organizational Agility  
Challenge Series.....\_pc\_ch\_pach024

### ■ Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?  
Course..... pd\_14\_a01\_bs\_enus

Critical Thinking Essentials: Applying Critical Thinking  
Skills  
Course .....pd\_14\_a02\_bs\_enus  
Critical Thinking  
Challenge Series.....\_pc\_ch\_lach025

### ■ Building and Maintaining Trust

Building Trust  
Course .....pd\_15\_a01\_bs\_enus  
Rebuilding Trust  
Course .....pd\_15\_a02\_bs\_enus  
Rebuilding Trust  
Business Impact Series .....\_pc\_bi\_pabi005  
The Fruits of Integrity: Building Trust at Work  
Challenge Series.....\_pc\_ch\_pach012

### ■ Personal Productivity Improvement

Personal Productivity Improvement: Managing Your  
Workspace  
Course .....pd\_16\_a01\_bs\_enus  
Personal Productivity: Self-organization and Overcoming  
Procrastination  
Course .....pd\_16\_a02\_bs\_enus  
Personal Productivity Improvement: Managing Tasks and  
Maximizing Productivity  
Course .....pd\_16\_a03\_bs\_enus

### ■ Peer Relationships

The Value of Peer Relationships  
Course .....pd\_17\_a01\_bs\_enus  
Developing Strategic Peer Relationships in Your  
Organization  
Course .....pd\_17\_a02\_bs\_enus  
Forming Peer Relationships and Alliances at Work  
Course .....pd\_17\_a03\_bs\_enus  
Peer Political Styles  
Business Impact Series .....\_pc\_bi\_pabi010  
Building Better Relationships through Understanding  
Challenge Series.....\_pc\_ch\_pach017  
Building Peer Relationships  
Challenge Series.....\_pc\_ch\_pach019

### ■ Business Ethics

Introduction to Workplace Ethics  
Course .....pd\_18\_a01\_bs\_enus  
Developing a Code of Ethical Conduct  
Course .....pd\_18\_a02\_bs\_enus  
Ethical Decision-making in the Workplace  
Course .....pd\_18\_a03\_bs\_enus

## BUSINESS SKILLS COURSEWARE

Do You Share Your Organization's Values?  
Business Impact Series.....\_pc\_bi\_pabi006  
Office Politics – What Will You Do?  
Challenge Series.....\_pc\_ch\_pfch004  
Ethics, Integrity, and Trust  
Challenge Series.....\_pc\_ch\_lach005  
The Ethics Enigma  
Challenge Series.....\_pc\_ch\_pach020

### ■ Living and Working Abroad in the United States

American Work Culture and Values  
Course..... pd\_19\_a01\_bs\_enus  
Key Aspects of the American Work Environment  
Course..... pd\_19\_a02\_bs\_enus  
Communicating Successfully in the American Workplace  
Course..... pd\_19\_a03\_bs\_enus  
Succeeding in the American Workplace  
Course..... pd\_19\_a04\_bs\_enus

### ■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview  
Course..... pd\_21\_a01\_bs\_enus  
Making a Positive Impression in an Internal Interview  
Course..... pd\_21\_a02\_bs\_enus

### ■ Campus to Corporate

Campus to Corporate: Meeting New Expectations  
Course..... pd\_22\_a01\_bs\_enus  
Campus to Corporate: Developing a Professional Image  
Course..... pd\_22\_a02\_bs\_enus

### ■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches  
Course..... pd\_23\_a01\_bs\_enus  
Public Speaking Strategies: Confident Public Speaking  
Course..... pd\_23\_a02\_bs\_enus

### ■ Performance under Pressure

Developing the Right Attitude for Performing under Pressure  
Course..... pd\_24\_a01\_bs\_enus  
Taking Action for Performing under Pressure  
Course..... pd\_24\_a02\_bs\_enus  
Performing with Others under Pressure  
Course..... pd\_24\_a03\_bs\_enus

### ■ Business Etiquette and Professionalism

Developing Your Reputation of Professionalism with Business Etiquette  
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
Project Management for Non-Project Managers	
Simulation .....	PROJ001A
Managing Projects with No Direct Authority	
Business Impact Series.....	_pc_bi_pmbi001
Supporting Project Managers	
Challenge Series.....	_pc_ch_lach042
Ensuring Management Buy-in on a Project	
Business Impact Series.....	_pc_bi_pmbi002
Managing Conflict in Project Teams	
Business Impact Series.....	_pc_bi_pmbi003
Managing Scope on a Project	
Business Impact Series.....	_pc_bi_pmbi004
Weighing the Costs of Project Change	
Business Impact Series.....	_pc_bi_pmbi005
Managing Vendor Relationships	
Business Impact Series.....	_pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion	
Business Impact Series.....	_pc_bi_pmbi007
Addressing Stakeholder Conflicts	
Business Impact Series.....	_pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference?	
Business Impact Series.....	_pc_bi_pmbi009
Controlling Project Cost	
Business Impact Series.....	_pc_bi_pmbi010
Project Management Essentials	
Challenge Series.....	_pc_ch_lach041

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

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

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

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

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)	
Course .....	proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)	
Course .....	proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)	
Course .....	proj_21_a03_bs_enus

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

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

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

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

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

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

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

Planning Project Human Resources (PMBOK® Guide Fifth Edition)  
 Course..... proj\_25\_a01\_bs\_enus

Managing Project Human Resources (PMBOK® Guide Fifth Edition)  
 Course..... proj\_25\_a02\_bs\_enus

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

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)  
 Course..... proj\_26\_a01\_bs\_enus

Control Project Communications (PMBOK® Guide Fifth Edition)  
 Course..... proj\_26\_a02\_bs\_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a01\_bs\_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a02\_bs\_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a03\_bs\_enus

Risk Response and Control (PMBOK® Guide Fifth Edition)  
 Course..... proj\_27\_a04\_bs\_enus

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)  
 Course..... proj\_28\_a01\_bs\_enus

Managing Procurements (PMBOK® Guide Fifth Edition)  
 Course..... proj\_28\_a02\_bs\_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)  
 Course..... proj\_29\_a01\_bs\_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)  
 Course..... proj\_29\_a02\_bs\_enus

### ■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management  
 Course .....proj\_16\_a01\_bs\_enus

Program Life Cycle and Benefits Management  
 Course .....proj\_16\_a02\_bs\_enus

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

The Role of Ethics in Project Management  
 Course .....proj\_15\_a01\_bs\_enus

Core PMI® Values and Ethical Standards  
 Course .....proj\_15\_a02\_bs\_enus

### ■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management  
 Course .....proj\_17\_a01\_bs\_enus

IT Project Management Essentials: Initiating and Planning IT Projects  
 Course .....proj\_17\_a02\_bs\_enus

IT Project Management Essentials: Executing IT Projects  
 Course .....proj\_17\_a03\_bs\_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects  
 Course .....proj\_17\_a04\_bs\_enus

IT Project Management Essentials: Managing Risks in an IT Project  
 Course .....proj\_17\_a05\_bs\_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects  
 Course .....proj\_17\_a06\_bs\_enus

### ■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project  
 Course .....proj\_18\_a01\_bs\_enus

Managing Software Project Outsourcing: Developing a Vendor Contract  
 Course .....proj\_18\_a02\_bs\_enus

Managing Software Project Outsourcing: Working with the Outsourced Team  
 Course .....proj\_18\_a03\_bs\_enus

Managing Software Project Outsourcing: Dealing with Risks  
 Course .....proj\_18\_a04\_bs\_enus

## BUSINESS SKILLS COURSEWARE

### ■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

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

### ■ PRINCE2®: 2009 Foundation

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

### ■ Mentoring Assets

Mentoring PRINCE2: Foundation Mentoring Assets.....	mntprince2f
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Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned Mentoring Assets .....	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. Mentoring Assets .....	mntcapm5ed

### ■ Test Preps

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

### ■ PRINCE2®: Practitioner

PRINCE2 Practitioner Exam Information Course .....	prin_prac_a01_bs_enus
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## PROJECT EFFECTIVENESS

## TEAM BUILDING CURRICULUM

### ■ Optimizing Your Performance On a Team

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

### ■ Leading Teams

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

## BUSINESS SKILLS COURSEWARE

Leading Teams: Fostering Effective Communication and Collaboration Course.....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance Course.....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict Course.....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams Course.....	team_03_a08_bs_enus
Building Trust Incrementally Business Impact Series.....	_pc_bi_lsbi004
Inspiring Your Team Business Impact Series.....	_pc_bi_lsbi010
Support Your Leader Business Impact Series.....	_pc_bi_pfb010
Choosing the Right Team Culture Challenge Series.....	_pc_ch_pfch006
Managing Communications in a Virtual Team Business Impact Series.....	_pc_bi_mgbi001
Building and Leading Teams Challenge Series.....	_pc_ch_lach023
Meeting Team Performance Challenges Challenge Series.....	_pc_ch_pach010

## PROJECT EFFECTIVENESS

### BUSINESS ANALYSIS

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

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

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned Final Exams .....	ib_buap_a01_fe_enus
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## 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_sspi009
The Ethics of Gift Giving Business Impact Series .....	_pc_bi_sspi014
Using Persuasion Techniques to Boost Sales Business Impact Series .....	_pc_bi_sspi018
Get it Together: Organizing Your Sales Approach Business Impact Series .....	_pc_bi_sabi002
Presentations That Get People Talking Business Impact Series .....	_pc_bi_sabi003
Initiating Discovery Meetings Challenge Series.....	_pc_ch_sach001
The Proof Is in the Proposal Challenge Series.....	_pc_ch_sach003
Building Momentum in Discovery Meetings Business Impact Series .....	_pc_bi_sabi011
Using Customer Knowledge to Advance Sales Challenge Series.....	_pc_ch_sach006
Appealing to Prospects Business Impact Series .....	_pc_bi_sabi012
Getting Your Head around Pipeline Management Business Impact Series .....	_pc_bi_sabi013
Prospecting Strategically Challenge Series.....	_pc_ch_sach011
Responding to News of a Lost Sale Challenge Series.....	_pc_ch_sach017

## ■ Sales Negotiations

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

## ■ Solution Selling

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

## ■ Strategic Account Sales Skills

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

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

## ■ Sales Management

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

## ■ Essential Selling Skills

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

## BUSINESS SKILLS COURSEWARE

Making the Cold Call Business Impact Series.....	_pc_bi_sabi020
Aligning Your Business Case to Customer Priorities Challenge Series.....	_pc_ch_sach018
Effective Sales Coaching Challenge Series.....	_pc_ch_sach020

## SALES AND CUSTOMER FACING SKILLS

### CUSTOMER SERVICE CURRICULUM

#### ■ Frontline Call Center Skills

The Importance of Call Tracking and Ticketing Business Impact Series.....	_pc_bi_ctbi003
Creating an Effective On-hold Message Business Impact Series.....	_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types Business Impact Series.....	_pc_bi_ctbi010

#### ■ Inbound Call Center Management

Converting a Call Center to a Profit Center Business Impact Series.....	_pc_bi_ctbi001
Managing Your Call Center More Efficiently Business Impact Series.....	_pc_bi_ctbi002
Customer Service Training - The Interview and Beyond Business Impact Series.....	_pc_bi_ctbi004
Disaster Recovery - Keeping the Lines Open Business Impact Series.....	_pc_bi_ctbi005
Preventing Agent Absenteeism through Better Working Conditions Business Impact Series.....	_pc_bi_ctbi006
Prioritizing Rewards and Recognition in Call Centers Business Impact Series.....	_pc_bi_ctbi011

#### ■ ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle Course.....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus

ITIL® 2011 Edition Foundation: Service Transition Processes and Policies Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

#### ■ ITIL® 2011 Edition Overview

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

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

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



## BUSINESS SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing  
Course..... ib\_iosb\_a11\_it\_enus

ITIL® 2011 Edition OSA: Introduction to Functions  
Course..... ib\_iosb\_a12\_it\_enus

ITIL® 2011 Edition OSA: Function Activities  
Course..... ib\_iosb\_a13\_it\_enus

ITIL® 2011 Edition OSA: Technology and Implementation Considerations  
Course..... ib\_iosb\_a14\_it\_enus

### ■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR)  
Course..... cust\_06\_a01\_bs\_enus

Support Center Services and Work Environment  
Course..... cust\_06\_a02\_bs\_enus

Team and Customer Relationships  
Course..... cust\_06\_a03\_bs\_enus

### ■ Customer Service Representative, Skills

Customer Interactions  
Course..... cust\_07\_a01\_bs\_enus

Communication Skills  
Course..... cust\_07\_a02\_bs\_enus

Conflict, Stress, and Time Management  
Course..... cust\_07\_a03\_bs\_enus

### ■ Customer Service Representative, Process

Customer Service Processes and Procedures  
Course..... cust\_08\_a01\_bs\_enus

Quality in a Support Center  
Course..... cust\_08\_a02\_bs\_enus

Support Center Tools, Technologies and Metrics  
Course..... cust\_08\_a03\_bs\_enus

Dealing with Irrational Customers and Escalating Complaints  
Course..... cust\_08\_a04\_bs\_enus

### ■ Customer Service Fundamentals

Customer Service Fundamentals: Building Rapport in Customer Relationships  
Course..... cust\_09\_a01\_bs\_enus

Customer Service in the Field  
Course..... cust\_09\_a02\_bs\_enus

Customer Service over the Phone  
Course..... cust\_09\_a03\_bs\_enus

Internal Customer Service  
Course..... cust\_09\_a04\_bs\_enus

Customer Service Confrontation and Conflict  
Course ..... cust\_09\_a05\_bs\_enus

Shaping the Direction of Customer Service in Your Organization  
Course ..... cust\_09\_a06\_bs\_enus

Aligning Performance to Key Indicators  
Business Impact Series ..... \_pc\_bi\_ctbi007

The Angry Caller: What's Your Plan?  
Business Impact Series ..... \_pc\_bi\_spbi016

### ■ Customer Focus

Identifying and Managing Customer Expectations  
Course ..... cust\_10\_a01\_bs\_enus

Creating and Sustaining a Customer-focused Organization  
Course ..... cust\_10\_a02\_bs\_enus

Customer-focused Interaction  
Course ..... cust\_10\_a03\_bs\_enus

Listening to Your Customers  
Business Impact Series ..... \_pc\_bi\_spbi002

Creating a Customer-focused Organization  
Challenge Series..... \_pc\_ch\_lach020

Developing Your Customer Focus  
Challenge Series..... \_pc\_ch\_pach009

### ■ Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships  
Course ..... cust\_11\_a01\_bs\_enus

Customer Advocacy: Enhancing the Customer Experience  
Course ..... cust\_11\_a02\_bs\_enus

Customer Advocacy: Supporting Customer Advocacy  
Course ..... cust\_11\_a03\_bs\_enus

## SALES AND CUSTOMER FACING SKILLS

### INDUSTRY FOUNDATIONS

### ■ Industry Overviews

The Telecommunications Industry Overview: Version 3  
Course ..... indo\_01\_a11\_bs\_enus

The Health Care Industry Overview: Version 3  
Course ..... indo\_01\_a12\_bs\_enus

The Insurance Industry Overview: Version 3  
Course ..... indo\_01\_a13\_bs\_enus

The Banking Industry Overview: Version 3  
Course ..... indo\_01\_a14\_bs\_enus

The Oil and Gas Industry Overview: Version 3  
Course ..... indo\_01\_a15\_bs\_enus

The Retail Industry Overview: Version 3  
Course ..... indo\_01\_a16\_bs\_enus

## BUSINESS SKILLS COURSEWARE

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

## SALES AND CUSTOMER FACING SKILLS

### TESTPREPS

#### ■ Test Preps

TestPrep ITIL Foundation	
Testprep Exams.....	ib_itlv_a01_tp_enus

## SALES AND CUSTOMER FACING SKILLS

### MENTORING ASSETS

#### ■ Mentoring Assets

Mentoring ITIL Foundation	
Mentoring Assets.....	mntitv3f

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

#### ■ Environmental

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

#### ■ Safety and Health

Access to Employee Medical and Exposure Records Course.....	esh_sah_a35_sh_enus
Accident Investigation and Reporting Course.....	esh_sah_a62_sh_enus
Aerial Work Platforms Course.....	esh_sah_b66_sh_enus
Ammonia Safety Course.....	esh_sah_b48_sh_enus
Asbestos Course.....	esh_sah_a37_sh_enus
Back Safety and Injury Prevention Course.....	esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors Course.....	esh_sah_a71_sh_enus
Benzene Awareness Course.....	esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness Course.....	esh_sah_b19_sh_enus
Carcinogen Safety Course.....	esh_sah_a81_sh_enus

Chemical Process Safety Course .....	esh_sah_a82_sh_enus
Chemical Process Safety Management Course .....	esh_sah_b51_sh_enus
Chlorine Safety Course .....	esh_sah_a03_sh_enus
Cold Stress Course .....	esh_sah_a50_sh_enus
Combustible Dust Course .....	esh_sah_b46_sh_enus
Compressed Gas Safety Course .....	esh_sah_a55_sh_enus
Computer Ergonomics Course .....	esh_sah_a63_sh_enus
Confined Spaces Course .....	esh_sah_a28_sh_enus
Construction Safety Orientation Course .....	esh_sah_a84_sh_enus
Crane Signaling and Communications Course .....	esh_sah_b67_sh_enus
Cryogenic Safety Course .....	esh_sah_a04_sh_enus
Decontamination (HAZWOPER) Course .....	esh_sah_b06_sh_enus
Electrical Safety Course .....	esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training Course .....	esh_sah_a07_sh_enus
Emergency and Disaster Preparedness Course .....	esh_sah_b18_sh_enus
Emergency Response and Spill Control (HAZWOPER) Course .....	esh_sah_b07_sh_enus
Emergency Response in the Workplace Course .....	esh_sah_b27_sh_enus
Ergonomics in the Workplace Course .....	esh_sah_b25_sh_enus
Fall Protection Course .....	esh_sah_b22_sh_enus
Fire and Explosion Hazards (HAZWOPER) Course .....	esh_sah_b08_sh_enus
Fire Safety and Prevention Course .....	esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator Course .....	esh_sah_a72_sh_enus
First Aid: Basic Course .....	esh_sah_b34_sh_enus
First Aid: CPR Course .....	esh_sah_a73_sh_enus
First Aid: Medical Emergencies Course .....	esh_sah_a74_sh_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Forklift Operation 1: Safety Inspection and Maintenance  
Course.....esh\_sah\_b76\_sh\_enus

Forklift Operation 2: Stability and Capacity  
Course.....esh\_sah\_b78\_sh\_enus

Forklift Operation 3: Load Handling  
Course.....esh\_sah\_b77\_sh\_enus

Forklift Operation 4: Traveling and Maneuvering  
Course.....esh\_sah\_b79\_sh\_enus

Forklift Safety Awareness  
Course.....esh\_sah\_b28\_sh\_enus

Globally Harmonized System of Classification and Labeling of Chemicals (GHS)  
Course.....esh\_sah\_a56\_sh\_enus

Hand and Power Tool Safety  
Course.....esh\_sah\_b33\_sh\_enus

Hazard Communication (HAZWOPER)  
Course.....esh\_sah\_a80\_sh\_enus

Hazard Communication: An Employee's Right to Know  
Course.....esh\_sah\_b23\_sh\_enus

Hazardous Material Handling and Storage  
Course.....esh\_sah\_a20\_sh\_enus

Hazardous Materials in the Workplace  
Course.....esh\_sah\_a36\_sh\_enus

Hazards to Outdoor Workers  
Course.....esh\_sah\_b47\_sh\_enus

Hearing Conservation  
Course.....esh\_sah\_b24\_sh\_enus

Heat and Cold Exposure Management (HAZWOPER)  
Course.....esh\_sah\_b09\_sh\_enus

Heat Stress Recognition and Prevention  
Course.....esh\_sah\_a39\_sh\_enus

Hexavalent Chromium  
Course.....esh\_sah\_a41\_sh\_enus

Hot Work Permits  
Course.....esh\_sah\_a51\_sh\_enus

Hydrogen Sulfide  
Course.....esh\_sah\_a86\_sh\_enus

Indoor Hoisting and Rigging  
Course.....esh\_sah\_a60\_sh\_enus

Industrial Ergonomics  
Course.....esh\_sah\_b30\_sh\_enus

Injury and Illness Prevention Program (I2P2)  
Course.....esh\_sah\_b50\_sh\_enus

Introduction to Industrial Hygiene  
Course.....esh\_sah\_a15\_sh\_enus

Isocyanates  
Course.....esh\_sah\_b89\_sh\_enus

Job Hazard Analysis  
Course.....esh\_sah\_b29\_sh\_enus

Laboratory Safety  
Course.....esh\_sah\_a85\_sh\_enus

Ladder Safety  
Course .....esh\_sah\_b31\_sh\_enus

Laser Safety Training  
Course .....esh\_sah\_a87\_sh\_enus

Lead and Cadmium  
Course .....esh\_sah\_a02\_sh\_enus

Lead Awareness  
Course .....esh\_sah\_a88\_sh\_enus

Liquefied Petroleum Gas (LPG) Safety  
Course .....esh\_sah\_a89\_sh\_enus

Loading Dock Safety  
Course .....esh\_sah\_b75\_sh\_enus

Lockout/Tagout  
Course .....esh\_sah\_b17\_sh\_enus

Lockout/Tagout for Authorized Persons  
Course .....esh\_sah\_a08\_sh\_enus

Machine Guarding  
Course .....esh\_sah\_b16\_sh\_enus

Mobile Crane Operator Safety  
Course .....esh\_sah\_b68\_sh\_enus

Mold Awareness  
Course .....esh\_sah\_a01\_sh\_enus

NFPA 70E Electrical Safety in the Workplace 2012 Edition  
Course .....esh\_sah\_a78\_sh\_enus

Non-Ionizing Radiation Safety  
Course .....esh\_sah\_a09\_sh\_enus

Office Ergonomics  
Course .....esh\_sah\_a64\_sh\_enus

Office Safety  
Course .....esh\_sah\_b83\_sh\_enus

OSHA 300 Recordkeeping  
Course .....esh\_sah\_a83\_sh\_enus

Pandemic Flu Awareness  
Course .....esh\_sah\_a10\_sh\_enus

Personal Protective Equipment (HAZWOPER)  
Course .....esh\_sah\_b14\_sh\_enus

PPE: Body Protection  
Course .....esh\_sah\_a66\_sh\_enus

PPE: Head Protection  
Course .....esh\_sah\_a69\_sh\_enus

Portable Fire Extinguishers  
Course .....esh\_sah\_a42\_sh\_enus

Powered Industrial Truck Safety  
Course .....esh\_sah\_b84\_sh\_enus

PPE: Eye and Face Protection  
Course .....esh\_sah\_a68\_sh\_enus

PPE: Foot and Leg Protection  
Course .....esh\_sah\_a67\_sh\_enus

PPE: Hand Protection  
Course .....esh\_sah\_a70\_sh\_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

PPE: Personal Protective Equipment  
Course.....esh\_sah\_a17\_sh\_enus

Radiation Safety  
Course.....esh\_sah\_a90\_sh\_enus

Radio Frequency Safety for Communications Workers  
Course.....esh\_sah\_b49\_sh\_enus

Regulatory Information  
Course.....esh\_sah\_a91\_sh\_enus

Regulatory Overview (HAZWOPER)  
Course.....esh\_sah\_b10\_sh\_enus

Respiratory Protection  
Course.....esh\_sah\_b26\_sh\_enus

Rigging Equipment and Inspection  
Course.....esh\_sah\_b82\_sh\_enus

Safe Work Practices  
Course.....esh\_sah\_a52\_sh\_enus

Safety Data Sheets  
Course.....esh\_sah\_a77\_sh\_enus

Scaffolding and Ladder Safety  
Course.....esh\_sah\_a32\_sh\_enus

Scissor Lifts  
Course.....esh\_sah\_b65\_sh\_enus

Signs and Tags  
Course.....esh\_sah\_a45\_sh\_enus

Silica  
Course.....esh\_sah\_b80\_sh\_enus

Site Control (HAZWOPER)  
Course.....esh\_sah\_b11\_sh\_enus

Site Safety and Health Plan Procedures (HAZWOPER)  
Course.....esh\_sah\_b12\_sh\_enus

Slips, Trips, and Falls  
Course.....esh\_sah\_b32\_sh\_enus

Sprains and Strains  
Course.....esh\_sah\_a11\_sh\_enus

Toxicology (HAZWOPER)  
Course.....esh\_sah\_b13\_sh\_enus

Trenching and Excavation Safety  
Course.....esh\_sah\_a54\_sh\_enus

Tuberculosis: Prevention and Control  
Course.....esh\_sah\_a92\_sh\_enus

Warehouse Safety  
Course.....esh\_sah\_b81\_sh\_enus

Welding, Cutting, and Brazing  
Course.....esh\_sah\_a61\_sh\_enus

Workplace Inspections  
Course.....esh\_sah\_a40\_sh\_enus

Workplace Safety Orientation  
Course.....esh\_sah\_a65\_sh\_enus

Lead Awareness in General Industry  
Course.....esh\_sah\_b88\_sh\_enus

Active Shooter  
Course .....esh\_sah\_b92\_sh\_enus

Lead Awareness in Construction  
Course .....esh\_sah\_b93\_sh\_enus

## ■ Transportation

Accident Procedures Involving Large Vehicles  
Course .....esh\_sah\_b52\_sh\_enus

Collision Avoidance  
Course .....esh\_sah\_b54\_sh\_enus

Defensive Driving  
Course .....esh\_sah\_b45\_sh\_enus

Defensive Driving Fundamentals  
Course .....esh\_sah\_b21\_sh\_enus

Defensive Driving: Truck Safety  
Course .....esh\_sah\_a12\_sh\_enus

Distracted Driving  
Course .....esh\_sah\_b55\_sh\_enus

DOT: Air Brakes  
Course .....esh\_sah\_b53\_sh\_enus

DOT: Inspections  
Course .....esh\_sah\_b73\_sh\_enus

DOT 1: Hazardous Materials Table  
Course .....esh\_sah\_b41\_sh\_enus

DOT 2: Packaging, Labeling, Marking, and Placarding  
Course .....esh\_sah\_b42\_sh\_enus

DOT 3: Shipping Papers  
Course .....esh\_sah\_b43\_sh\_enus

DOT 4: Loading and Storage  
Course .....esh\_sah\_b44\_sh\_enus

DOT: CSA Fundamentals  
Course .....esh\_sah\_b60\_sh\_enus

DOT Drug and Alcohol Awareness  
Course .....esh\_trns\_a01\_sh\_enus

DOT: Hours of Service  
Course .....esh\_sah\_b57\_sh\_enus

DOT Security for Shipment of Hazardous Materials  
Course .....esh\_trns\_a02\_sh\_enus

Emergency Situations While Driving  
Course .....esh\_sah\_b56\_sh\_enus

Ergonomics and Injury Prevention for Commercial Vehicle Operators  
Course .....esh\_sah\_b70\_sh\_enus

Flagging Safety  
Course .....esh\_sah\_a75\_sh\_enus

Flatbed Cargo Securement  
Course .....esh\_sah\_b71\_sh\_enus

Hazardous Weather Driving for Commercial Vehicle Operators  
Course .....esh\_sah\_b72\_sh\_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

IATA 1: Hazard Class Identification/Classification  
Course.....esh\_sah\_a94\_sh\_enus

IATA 2: Marking and Labeling  
Course.....esh\_sah\_a95\_sh\_enus

IATA 3: Packaging  
Course.....esh\_sah\_a96\_sh\_enus

IATA 4: Documentation  
Course.....esh\_sah\_a97\_sh\_enus

IATA 5: Limitations and Shipment Review  
Course.....esh\_sah\_a98\_sh\_enus

IMDG 1: Introduction, General Provisions, and  
Classifications  
Course.....esh\_sah\_a57\_sh\_enus

IMDG 2: Dangerous Goods List, Special Provisions and  
Exceptions  
Course.....esh\_sah\_a58\_sh\_enus

IMDG 3: Packaging, Marking, Labeling, Placarding, and  
Documentation  
Course.....esh\_sah\_a59\_sh\_enus

IMDG 4: Loading, Unloading, and Offering Dangerous  
Goods  
Course.....esh\_sah\_a79\_sh\_enus

Negotiating Hazards for Commercial Vehicles  
Course.....esh\_sah\_b74\_sh\_enus

Safe Vehicle Backing  
Course.....esh\_sah\_a76\_sh\_enus

Trailer Coupling and Uncoupling  
Course.....esh\_sah\_b69\_sh\_enus

Urban Driving  
Course.....esh\_sah\_b59\_sh\_enus

Fall Prevention Awareness - Canada  
Course .....esh\_sah\_b38\_sh\_enus

Hearing Conservation - Canada  
Course .....esh\_sah\_b37\_sh\_enus

Ladder and Scaffolding Safety - Canada  
Course .....esh\_sah\_b40\_sh\_enus

Lockout/Tagout – Canada  
Course .....esh\_sah\_b36\_sh\_enus

Occupational Health and Safety Awareness: Ontario Reg.  
297/13 – Canada  
Course .....esh\_sah\_b90\_sh\_enus

Respiratory Protection - Canada  
Course .....esh\_sah\_b39\_sh\_enus

Transport Canada TDG: Documents, Markings, and  
Containers  
Course .....esh\_sah\_b62\_sh\_enus

Transport Canada TDG: Introduction and Responsibilities  
Course .....esh\_sah\_b61\_sh\_enus

Transport Canada TDG: Related Regulations and  
Standards  
Course .....esh\_sah\_b64\_sh\_enus

Transport Canada TDG: Special Situations and  
Emergency Actions  
Course .....esh\_sah\_b63\_sh\_enus

Workplace Hazardous Materials Information System -  
Canada  
Course .....esh\_sah\_b85\_sh\_enus

## ■ Security

NFPA 1600 Disaster/Emergency Management  
Course.....esh\_sec\_a01\_sh\_enus

Workplace Security Awareness  
Course.....esh\_sah\_a93\_sh\_enus

NFPA 1600 Business Continuity Programs  
Course.....esh\_sec\_a02\_sh\_enus

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

## ■ Safety and Health

Confined Space Entry – Canada  
Course.....esh\_sah\_b35\_sh\_enus

Defensive Driving Fundamentals – Canada  
Course.....esh\_sah\_b86\_sh\_enus

## LEGAL COMPLIANCE COURSEWARE

### LEGAL COMPLIANCE COURSEWARE

#### COMPLIANCE

#### ■ HR Compliance

Conflicts of Interest in the Workplace Course.....	lchr_01_a07_lc_enus
Rightful Employment Termination Course.....	lchr_01_a08_lc_enus
Privacy and Information Security Course.....	lchr_01_a10_lc_enus
Promoting a Substance-free Workplace Course.....	lchr_01_a14_lc_enus
Integrity in the Workplace Course.....	lchr_01_a16_lc_enus
Preventing Fraud and Abuse Course.....	lchr_01_a17_lc_enus
Sarbanes-Oxley: What You Need to Know Course.....	lchr_01_a19_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course.....	lchr_01_a20_lc_enus
Foreign Corrupt Practices Act Course.....	lchr_01_a27_lc_enus
Intellectual Property Overview Course.....	lchr_01_a29_lc_enus
Independent Contractors and Temporary Employees Course.....	lchr_01_a31_lc_enus
Insider Trading Course.....	lchr_01_a32_lc_enus
Wage and Hour Awareness for Managers Course.....	lchr_01_a37_lc_enus
Wage and Hour for Employees Course.....	lchr_01_a36_lc_enus
Code of Conduct Awareness Course.....	lchr_01_a38_lc_enus
AGG (GETA) – Information for Employees Course.....	lchr_01_a39_lc_enus
AGG (GETA) - Information for Management Course.....	lchr_01_a42_lc_enus
Global Anti-bribery Course.....	lchr_01_a48_lc_enus
EU Privacy and Information Security Course.....	lchr_01_a49_lc_enus
Global Privacy and Information Security Course.....	lchr_01_a51_lc_enus
PCI Compliance Essentials Course.....	lchr_01_a54_lc_enus

Anti-Money Laundering: An Overview Course.....	lchr_01_a56_lc_enus
Global Insider Dealing Course.....	lchr_01_a57_lc_enus
Global Conflicts of Interest Course.....	lchr_01_a58_lc_enus
The Internet, Social Media, and Electronic Communication Course.....	lchr_01_a63_lc_enus
Union Awareness Course.....	lchr_01_a64_lc_enus
Interviewing: Doing it Right Course.....	lchr_01_a65_lc_enus
Business Ethics Course.....	lchr_01_a68_lc_enus
EEO and Lawful Hiring Course.....	lchr_01_a70_lc_enus
Procurement Integrity Course.....	lchr_01_a72_lc_enus
Government Contracting Essentials Course.....	lchr_01_a75_lc_enus
Canadian Antitrust Course.....	lchr_01_a78_lc_enus
US Antitrust Course.....	lchr_01_a41_lc_enus
Global Antitrust Course.....	lchr_01_a50_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course.....	lchr_01_a52_lc_enus
A Manager's Guide to Discipline and Documentation Course.....	lchr_01_a53_lc_enus
Bullying and Violence in the Workplace Course.....	lchr_01_a55_lc_enus
EU Antitrust Course.....	lchr_01_a60_lc_enus
The AODA: Customer Service and Accessibility Standard Course.....	lchr_01_a67_lc_enus
Preventing Harassment and Violence in the Canadian Workplace Course.....	lchr_01_a21_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course.....	lchr_01_a73_lc_enus
Record Retention Course.....	lchr_01_a77_lc_enus
Title IX for Higher Education Course.....	lchr_01_a79_lc_enus
Supply Chain Transparency Course.....	lchr_01_a80_lc_enus
US Export Controls Course.....	lchr_01_a81_lc_enus
FERPA for Higher Education Course.....	lchr_01_a85_lc_enus

## LEGAL COMPLIANCE COURSEWARE

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

### Harassment

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

### HIPAA

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

### Title 31

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

### Compliance Impact Series

COMPLIANCE IMPACT: Information Security – The Break-In Business Impact Series .....	_pc_bi_lcbi003
COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story Business Impact Series .....	_pc_bi_lcbi001
COMPLIANCE IMPACT: Antitrust – Rigging the Bid Business Impact Series .....	_pc_bi_lcbi002
COMPLIANCE IMPACT: Insider Dealing – The Tipping Point Business Impact Series .....	_pc_bi_lcbi004
COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend Business Impact Series .....	_pc_bi_lcbi005
COMPLIANCE IMPACT: Reasonable Accommodation – The Ask Business Impact Series .....	_pc_bi_lcbi006
COMPLIANCE IMPACT: Bribery – The Shipment Business Impact Series .....	_pc_bi_lcbi011
COMPLIANCE IMPACT: Using the Internet – Beware the Share Business Impact Series .....	_pc_bi_lcbi007
COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures Business Impact Series .....	_pc_bi_lcbi008
COMPLIANCE IMPACT: PCI – Verifying the Transaction Business Impact Series .....	_pc_bi_lcbi009
COMPLIANCE IMPACT: Workplace Violence – The Warning Signs Business Impact Series .....	_pc_bi_lcbi010
COMPLIANCE IMPACT: Antitrust – Trade Association Meeting Business Impact Series .....	_pc_bi_lcbi012
COMPLIANCE IMPACT: Bribery – The High Commission Red Flag Business Impact Series .....	_pc_bi_lcbi013
COMPLIANCE IMPACT: Insider Dealing - The Memo Business Impact Series .....	_pc_bi_lcbi014
COMPLIANCE IMPACT: Social Media - Blogger Gone Bad Business Impact Series .....	_pc_bi_lcbi015
COMPLIANCE IMPACT: Harassment - It's No Joke Business Impact Series .....	_pc_bi_lcbi016



## LEGAL COMPLIANCE COURSEWARE

COMPLIANCE IMPACT: Harassment - Handling the  
Complaint  
Business Impact Series.....\_pc\_bi\_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One  
Bad Apple  
Business Impact Series.....\_pc\_bi\_lcbi018

COMPLIANCE IMPACT: Reporting Misconduct – Trust  
Your Instincts  
Business Impact Series.....\_pc\_bi\_lcbi019

COMPLIANCE IMPACT: Political Activities – Keep It  
Personal  
Business Impact Series.....\_pc\_bi\_lcbi020

COMPLIANCE IMPACT: Respectful Workplace – The  
Bully  
Business Impact Series.....\_pc\_bi\_lcbi021

COMPLIANCE IMPACT: Wage and Hour - Working Off  
the Clock  
Business Impact Series.....\_pc\_bi\_lcbi022

## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL COMPLIANCE

#### ■ Federal Government Legal Compliance

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

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS

#### CISCO SYSTEMS

#### ■ Routing and Switching

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

#### ■ Voice

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

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

#### ■ Security

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

#### ■ Design

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

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

## LIVE LEARNING ALL ACCESS BUNDLES

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

### LIVE LEARNING ALL ACCESS

(ISC)2

#### ■ Security

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

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

### LIVE LEARNING ALL ACCESS

MICROSOFT TECHNICAL

#### ■ Microsoft SharePoint Server 2013

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

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

#### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore  
Live Learning Course ..... LLMS0049

Administering Microsoft Windows Server 2012 Expert Encore  
Live Learning Course ..... LLMS0050

Configuring Advanced Windows Server 2012 Services Expert Encore  
Live Learning Course ..... LLMS0051

Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore  
Live Learning Course ..... LLMS0052

Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore  
Live Learning Course ..... LLMS0053

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course ..... LLMS0054

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course ..... LLMS0055

Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore  
Live Learning Course ..... LLMS0056

Windows Powershell 101 Expert Live with Encore  
Live Learning Course ..... LLMS0062

#### ■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore  
Live Learning Course ..... LLMS0036

Configuring Microsoft Windows 8.1 Expert Live with Encore  
Live Learning Course ..... LLMS0048

#### ■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore  
Live Learning Course ..... LLMS0033

Configuring Microsoft Exchange Server 2010 SP1 Expert Encore  
Live Learning Course ..... LLMS0031

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore  
Live Learning Course ..... LLMS0057

#### ■ Microsoft Windows Server 2008

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

#### ■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore  
Live Learning Course ..... LLMS0043

Configuring Microsoft SharePoint 2010 Expert Encore  
Live Learning Course ..... LLMS0045

Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore  
Live Learning Course ..... LLMS0059

#### ■ Microsoft SQL Server 2012

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

### LIVE LEARNING ALL ACCESS

COMPTIA

# LIVE LEARNING ALL ACCESS BUNDLES

## ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore  
Live Learning Course ..... LLCT0011

## ■ Desktop Support

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

## ■ Security

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

## LIVE LEARNING ALL ACCESS

### VMWARE

## ■ vSphere

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

## ■ vCloud

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

## LIVE LEARNING ALL ACCESS CISCO

### CISCO SYSTEMS

## ■ Routing and Switching

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore  
Live Learning Course ..... LLCS0064

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

## ■ Voice

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

## LIVE LEARNING ALL ACCESS BUNDLES

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

### ■ Security

Securing Networks with Cisco Routers and Switches  
(SECURE) v1.0 Expert Encore  
Live Learning Course ..... LLCS0069

Implementing Cisco Intrusion Prevention System (IPS) v7  
Expert Encore  
Live Learning Course ..... LLCS0075

Deploying Cisco ASA Firewall Solutions (FIREWALL) v2.0  
Expert Encore  
Live Learning Course ..... LLCS0080

Deploying Cisco ASA VPN Solutions (VPN) v2.0 Expert  
Encore  
Live Learning Course ..... LLCS0081

Implementing Cisco IOS Network Security (IINS) 2.0  
Expert Live with Encore  
Live Learning Course ..... LLCS0082

Implementing Cisco Edge Network Security Solutions  
(SENS) 1.0 Expert Encore  
Live Learning Course ..... LLCS0089

Implementing Cisco Threat Control Solutions (SITCS) 1.0  
Expert Encore  
Live Learning Course ..... LLCS0090

### ■ Design

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

### ■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI)  
v5.0 Expert Encore  
Live Learning Course ..... LLCS0086

Implementing Cisco Data Center Unified Computing  
(DCUCI) v5.0 Expert Encore  
Live Learning Course ..... LLCS0087

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

## LIVE LEARNING ALL ACCESS CISCO

(ISC)2

### ■ Security

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

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

## LIVE LEARNING ALL ACCESS CISCO

COMPTIA

### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with  
Encore  
Live Learning Course ..... LLCT0011

## LIVE LEARNING ALL ACCESS MICROSOFT

MICROSOFT TECHNICAL

### ■ Microsoft SharePoint Server 2013

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

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

### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012  
Expert Encore  
Live Learning Course ..... LLMS0049

Administering Microsoft Windows Server 2012 Expert  
Encore  
Live Learning Course ..... LLMS0050

Configuring Advanced Windows Server 2012 Services  
Expert Encore  
Live Learning Course ..... LLMS0051

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

Live Learning Course ..... LLMS0052

Implementing an Advanced Server 2012 R2 Infrastructure  
Expert Live with Encore  
Live Learning Course ..... LLMS0053

## LIVE LEARNING ALL ACCESS BUNDLES

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course .....LLMS0054

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore  
Live Learning Course .....LLMS0055

Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore  
Live Learning Course .....LLMS0056

Windows Powershell 101 Expert Live with Encore  
Live Learning Course .....LLMS0062

### ■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore  
Live Learning Course .....LLMS0036

Configuring Microsoft Windows 8.1 Expert Live with Encore  
Live Learning Course .....LLMS0048

### ■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore  
Live Learning Course .....LLMS0033

Configuring Microsoft Exchange Server 2010 SP1 Expert Encore  
Live Learning Course .....LLMS0031

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore  
Live Learning Course .....LLMS0057

### ■ Microsoft Windows Server 2008

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

### ■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore  
Live Learning Course .....LLMS0043

Configuring Microsoft SharePoint 2010 Expert Encore  
Live Learning Course .....LLMS0045

Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore  
Live Learning Course .....LLMS0059

### ■ Microsoft SQL Server 2012

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

## LIVE LEARNING ALL ACCESS MICROSOFT

### COMPTIA

#### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore  
Live Learning Course ..... LLCT0011

#### ■ Desktop Support

CompTIA A+ 220-801 Expert Encore  
Live Learning Course ..... LLCT0016

CompTIA A+ 220-802 Expert Encore  
Live Learning Course ..... LLCT0018

#### ■ Security

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

## LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

### PROJECT MANAGEMENT

#### ■ PMP Certification

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

#### ■ Project Management Skills

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

#### ■ Professional Development

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

#### ■ Skillssoft Courses

Leadership Essentials: Communicating Vision Course ..... lead\_05\_a02\_bs\_enus

Leadership Essentials: Building Your Influence as a Leader Course ..... lead\_05\_a03\_bs\_enus

Leadership Essentials: Leading with Emotional Intelligence Course ..... lead\_05\_a04\_bs\_enus

## LIVE LEARNING ALL ACCESS BUNDLES

Leadership Essentials: Leading Innovation  
Course.....lead\_05\_a06\_bs\_enus

Leadership Essentials: Leading Change  
Course.....lead\_05\_a07\_bs\_enus

Leading Teams: Developing the Team and its Culture  
Course..... team\_03\_a03\_bs\_enus

Leading Teams: Building Trust and Commitment  
Course..... team\_03\_a04\_bs\_enus

Leading Teams: Fostering Effective Communication and Collaboration  
Course..... team\_03\_a05\_bs\_enus

Leading Teams: Motivating and Optimizing Performance  
Course..... team\_03\_a06\_bs\_enus

Leading Teams: Dealing with Conflict  
Course..... team\_03\_a07\_bs\_enus

Leading Teams: Managing Virtual Teams  
Course..... team\_03\_a08\_bs\_enus

Workplace Conflict: Recognizing and Responding to Conflict  
Course.....comm\_22\_a01\_bs\_enus

Workplace Conflict: Strategies for Resolving Conflicts  
Course.....comm\_22\_a02\_bs\_enus

Negotiation Essentials: What Is Negotiation?  
Course.....comm\_24\_a01\_bs\_enus

Negotiation Essentials: Communicating  
Course.....comm\_24\_a03\_bs\_enus

Negotiation Essentials: Persuading  
Course.....comm\_24\_a04\_bs\_enus

Problem Solving: Determining and Building Your Strengths  
Course.....pd\_12\_a02\_bs\_enus

Problem Solving: Digging Deeper  
Course.....pd\_12\_a03\_bs\_enus

Decision Making: Making Tough Decisions  
Course.....pd\_12\_a06\_bs\_enus

Working with Difficult People: Identifying Difficult People  
Course.....comm\_23\_a01\_bs\_enus

Working with Difficult People: How to Work with Negative People  
Course.....comm\_23\_a03\_bs\_enus

Working with Difficult People: How to Work with Procrastinators  
Course.....comm\_23\_a04\_bs\_enus

Working with Difficult People: How to Work with Self-serving People  
Course.....comm\_23\_a06\_bs\_enus

Communicating Across Cultures  
Course.....comm\_26\_a02\_bs\_enus

Improving Communication in Cross-cultural Relationships  
Course.....comm\_26\_a03\_bs\_enus

Getting Results without Direct Authority: Building Relationships and Credibility  
Course.....comm\_27\_a01\_bs\_enus

Getting Results without Direct Authority: Reciprocity  
Course .....comm\_27\_a03\_bs\_enus

Getting Results without Direct Authority: Persuasive Communication  
Course .....comm\_27\_a02\_bs\_enus

Getting Results without Direct Authority: Influencing Your Boss  
Course .....comm\_27\_a04\_bs\_enus

Principles of Accounting and Finance for Non-financial Professionals  
Course .....fin\_02\_a01\_bs\_enus

The Essentials of Budgeting for Non-financial Professionals  
Course .....fin\_02\_a04\_bs\_enus

Giving Feedback  
Course .....comm\_29\_a01\_bs\_enus

Giving Constructive Criticism  
Course .....comm\_29\_a02\_bs\_enus

Management Essentials: Directing Others  
Course .....mgmt\_15\_a01\_bs\_enus

Management Essentials: Confronting Difficult Employee Behavior  
Course .....mgmt\_15\_a04\_bs\_enus

Analyzing Data with What-if Analysis in Excel 2010  
Course .....mo\_aexl\_a06\_dt\_enus

PivotTables and PivotCharts in Excel 2010  
Course .....mo\_aexl\_a07\_dt\_enus

Managing Resource Assignments with Project 2010  
Course .....mo\_bprj\_a07\_dt\_enus

Monitoring Schedule Performance with Project 2010  
Course .....mo\_bprj\_a08\_dt\_enus

Communicating Project Information with Project 2010  
Course .....mo\_bprj\_a09\_dt\_enus

Preparing to Communicate Effectively at the 'C' Level  
Course .....comm\_31\_a01\_bs\_enus

Techniques for Communicating Effectively with Senior Executives  
Course .....comm\_31\_a02\_bs\_enus

Meeting the Needs of Your Experts  
Course .....mgmt\_21\_a01\_bs\_enus

Overcoming Challenges When Managing Experts  
Course .....mgmt\_21\_a02\_bs\_enus

Advanced Customizing with Project 2010  
Course .....mo\_aprj\_a01\_dt\_enus

Advanced Tools for Managing Multiple Projects with Project 2010  
Course .....mo\_aprj\_a02\_dt\_enus

Advanced Resource Management with Project 2010  
Course .....mo\_aprj\_a03\_dt\_enus

Advanced Scheduling Management with Project 2010  
Course .....mo\_aprj\_a04\_dt\_enus

Advanced Reporting and Management Tools in Project 2010  
Course .....mo\_aprj\_a05\_dt\_enus



## LIVE LEARNING ALL ACCESS BUNDLES

Managing Effective Business Meetings  
Course.....comm\_32\_a02\_bs\_enus

Dealing with Common Meeting Problems  
Course.....comm\_32\_a03\_bs\_enus

Managing Software Project Outsourcing: Preparing to  
Manage an Outsourced  
Project  
Course.....proj\_18\_a01\_bs\_enus

Managing Software Project Outsourcing: Developing a  
Vendor Contract  
Course.....proj\_18\_a02\_bs\_enus

Managing Software Project Outsourcing: Dealing with  
Risks  
Course.....proj\_18\_a04\_bs\_enus

Presenting Data using Conditional Formatting and  
Sparklines in Excel 2013  
Course.....mo\_bgel\_a05\_dt\_enus

Performing Calculations Using Functions in Excel 2013  
Course.....mo\_bgel\_a06\_dt\_enus

Presenting Data in Tables and Charts in Excel 2013  
Course.....mo\_bgel\_a07\_dt\_enus

Manipulating Data in Excel 2013  
Course.....mo\_adel\_a03\_dt\_enus

Data Search, Data Validation, and Macros in Excel 2013  
Course.....mo\_adel\_a04\_dt\_enus

### LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

#### COMPTIA

#### ■ Project Management

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

### LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

#### PROFESSIONAL DEVELOPMENT

#### ■ Professional Development

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

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### VMWARE

#### ■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert  
Encore  
Live Learning Course ..... LLVM0001

Datacenter Virtualization with vSphere 5: Design and  
Optimization Expert Encore  
Live Learning Course ..... LLVM0003

vSphere 5.1 ICM Part Two Expert Encore  
Live Learning Course ..... LLVM0005

vSphere 5.5 ICM Part One Expert Live with Encore  
Live Learning Course ..... LLVM0007

vSphere 5.5 ICM Part Two Expert Live with Encore  
Live Learning Course ..... LLVM0008

Datacenter Virtualization with vSphere 5: Part 2 Expert  
Encore  
Live Learning Course ..... LLVM0002

#### ■ vCloud

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

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### MICROSOFT TECHNICAL

#### ■ Microsoft Windows Server 2008 for All Access Virtualization

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

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### PMP COURSE

#### ■ PMP Certification

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

### LIVE LEARNING ALL ACCESS VIRTUALIZATION

#### COMPTIA

#### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with  
Encore  
Live Learning Course ..... LLCT0011

## LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS VIRTUALIZATION

CISCO SYSTEMS FOR AA VIRTUALIZATION

### ■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0  
Expert Live with  
Encore  
Live Learning Course ..... LLCS0084

## SKILLSOFT LIVE LEARNING

### INFORMATION TECHNOLOGY

#### CISCO SYSTEMS

#### ■ Routing and Switching

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

#### ■ Voice

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

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

#### ■ Security

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

#### ■ Design

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

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

## SKILLSOFT LIVE LEARNING

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

### INFORMATION TECHNOLOGY

#### (ISC)2

#### ■ Security

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

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

### INFORMATION TECHNOLOGY

#### COMPTIA

#### ■ Networking

CompTIA Network+ (2012 Edition) Expert Live with  
Encore  
Live Learning Course ..... LLCT0011

#### ■ Desktop Support

CompTIA A+ 220-801 Expert Encore  
Live Learning Course ..... LLCT0016

CompTIA A+ 220-802 Expert Encore  
Live Learning Course ..... LLCT0018

#### ■ Security

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

### INFORMATION TECHNOLOGY

#### MICROSOFT TECHNICAL

#### ■ Microsoft SharePoint Server 2013

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

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

#### ■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012  
Expert Encore  
Live Learning Course ..... LLMS0049

Administering Microsoft Windows Server 2012 Expert  
Encore  
Live Learning Course ..... LLMS0050

Configuring Advanced Windows Server 2012 Services  
Expert Encore  
Live Learning Course ..... LLMS0051

Designing and Implementing a Server 2012 R2  
Infrastructure Expert Live with  
Encore  
Live Learning Course ..... LLMS0052

Implementing an Advanced Server 2012 R2 Infrastructure  
Expert Live with Encore  
Live Learning Course ..... LLMS0053

Installing and Configuring Microsoft Windows Server 2012  
R2 Expert Live with  
Encore  
Live Learning Course ..... LLMS0054

Administering Microsoft Windows Server 2012 R2 Expert  
Live with Encore  
Live Learning Course ..... LLMS0055

Configuring Advanced Windows Server 2012 R2 Services  
Expert Live with Encore  
Live Learning Course ..... LLMS0056

Windows Powershell 101 Expert Live with Encore  
Live Learning Course ..... LLMS0062

#### ■ Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore  
Live Learning Course ..... LLMS0036

Configuring Microsoft Windows 8.1 Expert Live with  
Encore  
Live Learning Course ..... LLMS0048

#### ■ Microsoft Back Office

Implementing and Maintaining Microsoft SQL Server 2008  
R2 Expert Live with  
Encore  
Live Learning Course ..... LLMS0033

Configuring Microsoft Exchange Server 2010 SP1 Expert  
Encore  
Live Learning Course ..... LLMS0031

Core Solutions of Microsoft Exchange Server 2013 Expert  
Live with Encore  
Live Learning Course ..... LLMS0057

## SKILLSOFT LIVE LEARNING

### ■ Microsoft Windows Server 2008

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

### ■ SharePoint Server 2010

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

### ■ Microsoft SQL Server 2012

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

### ■ PMP Certification

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

### ■ Project Management Skills

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

## INFORMATION TECHNOLOGY

### VMWARE

### ■ vSphere

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

### ■ vCloud

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

## PROJECT MANAGEMENT

### PROJECT MANAGEMENT

## GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

### ■ Global Banking and Financial Services Curriculum

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