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  - Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls
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- Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3
  - Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3
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  - Microsoft Visual Studio 2012: HTML5 APIs and Local Storage
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  - Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs
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  - Java SE7 Fundamentals: Variables, Operators, and Objects
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SOFTWARE DEVELOPMENT

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  - Creating User Interfaces for Windows Applications with C# 2010
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- **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
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  - Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
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  - Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010
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  - Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010
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- **Microsoft .NET Framework 4: Web Application Development with Visual C# 2010**
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  - Securing and Managing a WCF 4 Application with C# 2010
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  - Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010
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- **Accessing Data with Microsoft .NET Framework for C# Developers (70-516)**
  - Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
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  - Getting Started with ADO.NET 4 DataSets Using C# 2010
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  - Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
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  - Updating ADO.NET DataSets with C# 2010
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  - Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
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  - Working with the ADO.NET Entity Framework 4 Using C# 2010
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  - Using LINQ and XML with ADO.NET 4 and C# 2010
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**Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010**

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

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Managing ADO.NET 4 Connections and Commands with Visual Basic 2010  
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Getting Started with ADO.NET 4 DataSets using Visual Basic 2010  
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Working with the ADO.NET Entity Framework 4 using Visual Basic 2010  
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**Microsoft .NET: An Overview**

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**Essentials of Developing Windows Store Apps Using C#**

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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

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- **Perl Programming Fundamentals**
  - Perl Language Fundamentals
  - Starting to Program with Perl

- **Developing With Python**
  - Advanced Python
  - Python Language Basics
  - Applications of Python

- **Software Development Fundamentals**
  - Introduction to Programming
  - Programming Basics
  - Beginning Windows Applications

- **Ruby On Rails**
  - Ruby on Rails - Fundamentals
  - Ruby on Rails - Database Fundamentals
  - Web APIs with Ruby on Rails
  - Ruby on Rails for .NET Developers
  - Working with Databases in Ruby on Rails

- **Ruby Programming**
  - Getting Started with Ruby
  - Working with Ruby
  - Advanced Ruby Features

- **Working with Clojure**
  - Clojure Fundamentals
  - Data and State Management in Clojure
  - Optimizing Clojure Projects
  - Clojure Data-Driven and Web Application Fundamentals

- **C/C++ Programming**
  - C++11: Advanced Techniques and C++14 Preview
  - C++11: Programming Fundamentals
  - C++11: Programming Techniques
  - C++11: Programming with Boost

- **Software Development**
  - SOFTWARE DEVELOPMENT

- **SOFTWARE PROGRAMMING**
  - C/C++ PROGRAMMING

- **SOFTWARE PROGRAMMING FUNDAMENTALS**
  - Getting Started with Software Programming

- **Applications of Python**
  - Python Language Basics
  - Advanced Python

- **Getting Started with Ruby**
  - Ruby on Rails - Fundamentals
  - Ruby on Rails - Database Fundamentals
  - Web APIs with Ruby on Rails
  - Ruby on Rails for .NET Developers
  - Working with Databases in Ruby on Rails

- **Beginning Windows Applications**
  - Programming Basics
  - Beginning Windows Applications

- **Clojure Fundamentals**
  - Data and State Management in Clojure
  - Optimizing Clojure Projects
  - Clojure Data-Driven and Web Application Fundamentals

- **Clojure Data-Driven and Web Application Fundamentals**
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  - Data and State Management in Clojure
  - Optimizing Clojure Projects
  - Clojure Data-Driven and Web Application Fundamentals

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## 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: sd_sftf_a01_it_enus
- Maintaining Quality Code Course: sd_sftf_a02_it_enus
- Object-oriented Coding Best Practices Course: sd_sftf_a03_it_enus
- Programming Techniques and Strategies Course: sd_sftf_a04_it_enus

## SOFTWARE DEVELOPMENT

### SOFTWARE TESTING FOUNDATIONS

**Software Testing Foundations**

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

**Selenium Automated Web Testing**

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

**Testing with JUnit**

- JUnit Fundamentals Course: jl_jtut_a01_it_enus
- Working with JUnit Tests Course: jl_jtut_a02_it_enus

**70-497: Software Testing with Visual Studio**

- Software Testing with Visual Studio: Manage Test Cases Course: sd_stvs_a01_it_enus

## MICROSOFT WINDOWS STORE APPS

**Microsoft Advanced Windows Store App Development using HTML5 and JavaScript**

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

### MICROSOFT C#

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

#### SOFTWARE DEVELOPMENT

### ECLIPSE

#### Fundamentals of Eclipse
- Introduction to Eclipse
  - Course: `sd_eclp_a01_it_enus`
- Using Eclipse
  - Course: `sd_eclp_a02_it_enus`

### SOFTWARE DEVELOPMENT

#### MENTORING ASSETS

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- 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`
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  - 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 98-361 Software Development Fundamentals
  - Mentoring Assets: `mnt98361`
- Mentoring 1Z0-803 Java SE 7 Programmer I
  - Mentoring Assets: `mnt1z0803`

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#### 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_masc_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`

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IT SKILLS COURSEWARE

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TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4
TestPrep Exams ...........................................jl_jsef_a01_tp_enus
TestPrep 1Z0-804 Java SE 7 Programmer II
TestPrep Exams ...........................................jl_ispe_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_sdfm_a01_tp_enus
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript
TestPrep Exams ...........................................wd_wshl_a02_tp_enus
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript
TestPrep Exams ...........................................wd_awsh_a01_tp_enus
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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

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CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
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Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites
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Microsoft SharePoint 2010: Configuring
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper-V
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS
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- Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory
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- Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption
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- Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS
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- Microsoft Windows Server 2012 R2 - Administration: Network Services and Access
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- Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP
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- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA
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- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DHCP & DNS
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- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: PKI
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- Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks
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■ Microsoft Windows Server 2008: Configuring Active Directory
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■ Microsoft Windows Server 2008: Configuring Network Infrastructure
Configure IP Addressing and Windows Services in Windows Server 2008 Course ........................................... ws_mwci_a01_it_enus
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Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
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UNIX: Operating System Fundamentals

Introduction to UNIX
Course ........................................ 78920_ENG
UNIX System Architecture
Course ........................................ 78924_ENG
IT SKILLS COURSEWARE

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

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX PROFESSIONAL INSTITUTE

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

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

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

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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

Boot 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_vmpc_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance
Course: ........................................ vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management
Course: ........................................ vi_vmpc_a03_it_enus

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

■ VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
Course: ........................................ vi_vmwa_a01_it_enus
VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
Course: ........................................ vi_vmwa_a02_it_enus
VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
Course: .......................................... vi_vmwa_a03_it_enus
VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation
Course: .......................................... vi_vmwa_a04_it_enus

■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization
Course: ........................................ vi_vmpa_a01_it_enus
VMware vSphere 5 - Part 1: vCenter Server Installation
Course: .......................................... vi_vmpa_a02_it_enus
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration
Course: .......................................... vi_vmpa_a03_it_enus
VMware vSphere 5 - Part 1: ESXi Installation and Configuration
Course: .......................................... vi_vmpa_a04_it_enus
VMware vSphere 5 – Part 1: vCenter Server Inventory
Course: .......................................... vi_vmpa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server Administration
Course: .......................................... vi_vmpa_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_a01_it_enus
Microsoft PowerShell and Exchange Server: Distribution
Groups and Databases
Course...................................................................... mw_pses_a02_it_enus

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
    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

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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................................................mntesvcp5p1

TEST PREPS

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 LPIC Exam 1
TestPrep Exams.............................lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPIC 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_excs_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_enva_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

Social Networking

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

INTERNET AND NETWORK TECHNOLOGIES

COMP TIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

COMP TIA 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

COMP TIA 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

COMP TIA SECURITY+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats
Course ............................................. cs_styp_a01_it_enus

CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
Course ............................................. cs_styp_a02_it_enus

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

Course ............................................. cs_styp_a04_it_enus

Course ............................................. cs_styp_a05_it_enus

Course ............................................. cs_styp_a06_it_enus

CompTIA Security+ 2011: Securing the IT Environment
Course ............................................. cs_styp_a07_it_enus

CompTIA Security+ 2011: Cryptography and Public Key Infrastructures
Course ............................................. cs_styp_a08_it_enus
INTERNET AND NETWORK TECHNOLOGIES

NETWORK PROTOCOLS

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

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

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

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

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

WIRELESS COMMUNICATIONS

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

WIRELESS COMMUNICATIONS

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

INTERNET AND NETWORK TECHNOLOGIES

- **Understanding and Evaluating RFID Technology for your Business**
  RFID Technology and Business Applications
  Course ............................................. 232047_ENG
  RFID: Applications Management
  Course ............................................. 232057_ENG

WIRELESS COMMUNICATIONS

- **Introduction to Voice over IP**
  PSTN and VoIP Fundamentals
  Course ............................................. dt_voce_a01_it_enus
  VoIP Technologies
  Course ............................................. dt_voce_a02_it_enus
  VoIP Quality and Security
  Course ............................................. dt_voce_a03_it_enus
SSCP Domain: Security Operations and Administration
Part 1
Course.............................................. sp_sycp_a08_it_enus
SSCP Domain: Security Operations and Administration
Part 2
Course.............................................. sp_sycp_a09_it_enus
SSCP Domain: Security Operations and Administration
Part 3
Course.............................................. sp_sycp_a10_it_enus
SSCP Domain: Risk, Response, and Recovery
Course.............................................. sp_sycp_a11_it_enus

■ Certified Internet Security Auditor (CISA)

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

■ Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing
Course.............................................. sp_ceth_a01_it_enus
Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance
Course.............................................. sp_ceth_a02_it_enus
Certified Ethical Hacker (CEH) v8: Network Scanning
Course.............................................. sp_ceth_a03_it_enus
Certified Ethical Hacker (CEH) v8: Enumeration and Cryptography
Course.............................................. sp_ceth_a04_it_enus
Certified Ethical Hacker (CEH) v8: System Hacking
Course.............................................. sp_ceth_a05_it_enus
Certified Ethical Hacker (CEH) v8: Malware
Course.............................................. sp_ceth_a06_it_enus
Certified Ethical Hacker (CEH) v8: Sniffing
Course.............................................. sp_ceth_a07_it_enus
Certified Ethical Hacker (CEH) v8: Social Engineering
Course.............................................. sp_ceth_a08_it_enus
Certified Ethical Hacker (CEH) v8: Denial of Service and Session Hijacking
Course.............................................. sp_ceth_a09_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Servers
Course.............................................. sp_ceth_a10_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Web Applications
Course.............................................. sp_ceth_a11_it_enus
Certified Ethical Hacker (CEH) v8: SQL Injection
Course.............................................. sp_ceth_a12_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks
Course.............................................. sp_ceth_a13_it_enus
Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms
Course.............................................. sp_ceth_a14_it_enus
Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeypots
Course.............................................. sp_ceth_a15_it_enus
Certified Ethical Hacker (CEH) v8: Buffer Overflow
Course.............................................. sp_ceth_a16_it_enus

■ Certified Information Security Manager (CISM) 2013

CISM 2013: Information Security Governance (Part 1)
Course.............................................. sp_ciso_a01_it_enus
CISM 2013: Information Security Governance (Part 2)
Course.............................................. sp_ciso_a02_it_enus
CISM 2013: Information Security Governance (Part 3)
Course.............................................. sp_ciso_a03_it_enus
CISM 2013: Information Risk Management and Compliance (Part 1)
Course.............................................. sp_ciso_a04_it_enus
CISM 2013: Information Security Incident Management (Part 1)
Course.............................................. sp_ciso_a11_it_enus
CISM 2013: Information Risk Management and Compliance (Part 2)
Course.............................................. sp_ciso_a05_it_enus
CISM 2013: Information Security Incident Management (Part 2)
Course.............................................. sp_ciso_a12_it_enus
IT SKILLS COURSEWARE

Cisco CAPPs 8.0: Integrating Cisco Unified Communications Applications
Cisco CAPPs 8.0: Introduction to Voice-Mail

Cisco CAPPs 8.0: Configuring the CUC System and Dial Plan Components
Cisco CAPPs 8.0: Implementing Cisco Unity Connection
Cisco CAPPs 8.0: Implementing Cisco Unity Express in CUCM Express Environment
Cisco CAPPs 8.0: Troubleshooting Cisco Unity Express
Cisco CAPPs 8.0: Voice Profile for Internet Mail Implementation
Cisco CAPPs 8.0: Understanding Cisco Unified Presence Implementation
Cisco CAPPs 8.0: Integrating Cisco Unified Presence and its Components

CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Network Calling
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Cisco CIPT1 8.0: Implementing Call Coverage
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager

INTERNET AND NETWORK TECHNOLOGIES

CISCO

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

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IT SKILLS COURSEWARE

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

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

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

- Implementing Cisco Voice Communications and QoS (CVOICE)
  - Cisco CVOICE 8.0: Introduction to Voice Gateways
  - Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs
  - Cisco CVOICE 8.0: Transporting Voice over IP networks
  - Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols
  - Cisco CVOICE 8.0: VoIP Call Legs
  - Cisco CVOICE 8.0: Cisco Unified Communications Manager Express
  - Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints
  - Cisco CVOICE 8.0: Call Routing and Dial Plans
  - Cisco CVOICE 8.0: Path Selection and Calling Privileges
  - Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element
  - Cisco CVOICE 8.0: QoS Mechanisms
  - Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS

- Cisco ROUTE 1.0: Implementing Cisco IP Routing
  - Cisco ROUTE 1.0: Routing Services for Converged Networks
  - Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise
  - Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation
  - Cisco ROUTE 1.0: The OSPF Routing Protocol
  - Cisco ROUTE 1.0: Implementing an OSPF-Based Solution
  - Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution
  - Cisco ROUTE 1.0: Implementing Path Control
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: Implementing 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_icis_a01_it_enus
Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks
Course ........................................ cc_icis_a02_it_enus
Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications
Course ........................................ cc_icis_a03_it_enus
Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs
Course ........................................ cc_icis_a04_it_enus
Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues
Course ........................................ cc_icis_a05_it_enus
Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP
Course ........................................ cc_icis_a06_it_enus
Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues
Course ........................................ cc_icis_a07_it_enus
Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutions
Course ........................................ cc_icis_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 RIP
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_cins_a01_it_enus
Cisco SWITCH 1.0: Implementing VLANs in Campus Networks
Course ........................................ cc_cins_a02_it_enus
Cisco SWITCH 1.0: Implementing Spanning-Tree
Course ........................................ cc_cins_a03_it_enus
Cisco SWITCH 1.0: Inter-VLAN Routing
Course ........................................ cc_cins_a04_it_enus
Cisco SWITCH 1.0: Highly Available Networks
Course ........................................ cc_cins_a05_it_enus
Cisco SWITCH 1.0: Configuring Layer 3 High Availability
Course ........................................ cc_cins_a06_it_enus
Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft
Course ........................................ cc_cins_a07_it_enus
Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks
Course ........................................ cc_cins_a08_it_enus
Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network
Course ........................................ cc_cins_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_desg_a11_it_enus
Cisco IINS 2.0: Securing the Management Plane and AAA Configuration
Course........................................ cc_desg_a04_it_enus
Cisco IINS 2.0: Securing the Data Plane on Cisco Switches
Course........................................ cc_desg_a05_it_enus
Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments
Course........................................ cc_desg_a06_it_enus
Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls
Course........................................ cc_desg_a07_it_enus
Cisco IINS 2.0: Implementing Firewall Policies
Course........................................ cc_desg_a08_it_enus
Cisco IINS 2.0: Implementing IPS
Course........................................ cc_desg_a09_it_enus
Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure
Course........................................ cc_desg_a10_it_enus
Cisco IINS 2.0: IPsec Fundamentals and VPNs
Course........................................ cc_desg_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_tuc_a01_it_enus
Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility
Course........................................ cc_tuc_a06_it_enus
Cisco TVOICE 8.0: Troubleshooting Call Setup Issues
Course........................................ cc_tuc_a03_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence
Course........................................ cc_tuc_a07_it_enus
Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues
Course........................................ cc_tuc_a04_it_enus
Cisco TVOICE 8.0: Troubleshooting SAF and CSD Issues
Course........................................ cc_tuc_a05_it_enus
Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility Manager Troubleshooting
Course........................................ cc_tuc_a02_it_enus
Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues
Course........................................ cc_tuc_a08_it_enus
Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues
Course........................................ cc_tuc_a09_it_enus
Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues
Course........................................ cc_tuc_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_swich_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture I
Course........................................ cc_swich_a02_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II
Course........................................ cc_swich_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation
Course........................................ cc_swich_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Tuning and MST Implementation
Course........................................ cc_swich_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing
Course........................................ cc_swich_a06_it_enus
Cisco SWITCH 2.0: High-Availability Networks
Course........................................ cc_swich_a07_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP
Course........................................ cc_swich_a08_it_enus
Cisco SWITCH 2.0: Campus Network Security I
Course........................................ cc_swich_a09_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation
Course........................................ cc_swich_a11_it_enus
Cisco SWITCH 2.0: Campus Network Security II
Course........................................ cc_swich_a12_it_enus
Cisco SWITCH 2.0: Campus Network Security III
Course........................................ cc_swich_a13_it_enus
IT SKILLS COURSEWARE

INTERNET AND NETWORK TECHNOLOGIES

EMC

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

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

- Cloud Computing for Business Professionals
  - Introducing Cloud Computing
    - Course: cl_clbp_a01_it_enus
  - Moving Business Services into the Cloud
    - Course: cl_clbp_a02_it_enus

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

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

- Mentoring Assets
  - Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)
    - Mentoring Assets: mnt642902
  - Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
    - Mentoring Assets: mnt642832
  - Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)
    - Mentoring Assets: mnt642813
  - Mentoring Certified Information Systems Security Professional (CISSP)
    - Mentoring Assets: mntcissp
  - Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
    - Mentoring Assets: mnt640461
  - Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)
    - Mentoring Assets: mntes642437
  - Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)
    - Mentoring Assets: mntes642447
  - Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
    - Mentoring Assets: mntes642457
  - Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)
    - Mentoring Assets: mntes642467
  - Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
    - Mentoring Assets: mntes642427
  - Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESIGN)
    - 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

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TestPrep Exams.............................................. cc_cins_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_icne_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)
TestPrep Exams.............................................. cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)
TestPrep Exams.............................................. sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+
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_swich_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012
TestPrep Exams.............................................. ws_mopc_a01_tp_enus
TestPrep Systems Security Certified Practitioner (SSCP)
TestPrep Exams.............................................. sp_sscp_a01_tp_enus
TestPrep Certified Information Systems Auditor (CISA)
TestPrep Exams.............................................. sp_cisa_a01_tp_enus
TestPrep N10-005 Network+
TestPrep Exams.............................................. cs_ctmt_a01_tp_enus

**ENTERPRISE DATABASE SYSTEMS**

**ORACLE 12C**

**Oracle Database 12c: New Features for Administrators**

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
Course ............................................. od_nfad_a01_it_enus
Oracle Database 12c: Managing CDB and PBD, and Data Optimization
Course ............................................. od_nfad_a02_it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
Course ............................................. od_nfad_a03_it_enus
Oracle Database 12c: Managing Security
Course ............................................. od_nfad_a04_it_enus
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
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**Mentoring 1Z0-053 Oracle Database 11g: Administration III**
- 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 120-060 Upgrade to Oracle Database 12c**
- Mentoring Assets: mnt1z0060

**Mentoring 120-062 Oracle Database 12c: Installation and Administration**
- Mentoring Assets: mnt1z0062

**Mentoring 70-414 Implementing an Advanced Server Infrastructure**
- Mentoring Assets: mnt70414

**MySQL**

**MySQL:**
- Database Concepts, Design, and Installation Course: df_mysq_a01_it_enus
- Querying Data Using the SELECT Statement Course: df_mysq_a02_it_enus

**Test Preps**
**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 Security Model and Page Layouts**
Course ................................................................. 238847_ENG

**Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization**
Course ................................................................. 238857_ENG

**Oracle 11i: Oracle Projects and Task Definition I**
Course ................................................................. 238856_ENG

**Oracle 11i: Oracle Projects and Task Definition II**
Course ................................................................. 238857_ENG

**Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization**
Course ................................................................. 238858_ENG

**Oracle 11i: Organization Forecasting and Integration**
Course ................................................................. 238869_ENG

### Oracle 11i 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: 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_boeou_a01_dt_enus

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

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

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

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

WEB DESIGN

IT PROFESSIONAL

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

**HTML5**

- Introduction to HTML5 Course
- HTML5 Layout Course
- HTML5 and CSS3 Course
- HTML5 Layout with CSS3 Course
- HTML5 Forms Course
- HTML5 APIs and Media Course
- HTML5 and Advanced CSS3 Course
- HTML5 and JavaScript Course
- HTML5 Graphics and Canvas Course
- Advanced HTML5 Course
- Advanced Features of JavaScript, CSS3 and HTML5 Course

**XML Essentials**

- XML Language Basics Course
- Manipulating XML with the XML DOM and Ajax Course
- XML Transformation Using XSLT and XSL-FO Course
- Querying XML Data with XPath and XQuery Course
- Web Services and XML Course

**WEB DESIGN**

**WEB SITE DESIGN - PRINCIPLES**

**Designing and Hosting a Web Site**

- Web Development Fundamentals Course
- Internet Site Development Course
- Web 2.0 Fundamentals Course

**ADOBE**

**Adobe Flash CS5**

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

**Adobe Photoshop CS5**

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

**Adobe Dreamweaver CS5**

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

**Adobe InDesign CS4**

- Adobe InDesign CS4: Fundamentals Course

**Adobe Dreamweaver CS4**

- Setting up a Site and Adding Content in Dreamweaver CS4 Course
- Adding Links and Images in Dreamweaver CS4 Course
- Tables, Accessibility, and Standards in Dreamweaver CS4 Course
IT SKILLS COURSEWARE

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

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

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

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

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

Adobe Acrobat Pro XI
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_fscc_a01_dt_enus
Adobe Flash Professional CC - Working with ActionScript Course ...................................... at_fscc_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and Features Course ...................................... at_fscc_a03_dt_enus

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

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

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

Adobe Photoshop CC
Adobe Photoshop CC Fundamentals Course ...................................... at_pscs_a01_dt_enus
Adobe Photoshop CC Essential Elements Course ...................................... at_pscs_a02_dt_enus
IT SKILLS COURSEWARE

Adobe Photoshop CC Color and Transforming Course..................................at_pscs_a03_dt_enus
Adobe Photoshop CC Tools and Features Course........................................at_pscs_a04_dt_enus
Adobe Photoshop CC Advanced Tools and Features Course......................at_pscs_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_tpsc_a01_it_enus
TypeScript Essentials: Advanced TypeScript
Course........................................ sl_tpsc_a02_it_enus

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

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

Information Security for End Users
Introduction to Information Security
Course........................................ db_iiseu_a01_dt_enus
Using your Desktop Computer and Mobile Devices Safely
Course........................................ db_iiseu_a02_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment
Course........................................ db_iiseu_a03_dt_enus

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
Course........................................ ib_itlv_a01_it_enus
Course........................................ ib_itlv_a02_it_enus
Course........................................ ib_itlv_a03_it_enus
Course........................................ ib_itlv_a04_it_enus
Course........................................ ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course........................................ ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement
Course........................................ ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes
Course........................................ ib_itlv_a08_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_a02_it_enus
ITIL® 2011 Edition OSA: Continual Service Improvement
Course........................................ ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations
Course........................................ ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions
Course........................................ ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment
Course........................................ ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
Course........................................ ib_iosb_a07_it_enus
Course........................................ ib_iosb_a08_it_enus
Course........................................ ib_iosb_a09_it_enus

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

BUSINESS SKILLS FOR THE IT PROFESSIONAL MENTORING

■ Mentoring
Mentoring ITIL Foundation Mentoring Assets..................................................................................mntltv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers
Project Management Fundamentals Course...................................................................................proj_01_a01_bs_enus
Transiting 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..........................PROJ01A
Managing Projects with No Direct Authority
Business Impact Series........pc_bi_pmbi001
Supporting Project Managers
Challenge Series..................pc_ch_lach042
Ensuring Management Buy-in on a Project
Business Impact Series........pc_bi_pmbi002
Managing Conflict in Project Teams
Business Impact Series........pc_bi_pmbi003
Managing Scope on a Project
Business Impact Series........pc_bi_pmbi004
Weighing the Costs of Project Change
Business Impact Series........pc_bi_pmbi005
Managing Vendor Relationships
Business Impact Series........pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion
Business Impact Series........pc_bi_pmbi007
Addressing Stakeholder Conflicts
Business Impact Series........pc_bi_pmbi008
Portfolios, Programs, and Projects: What’s the Difference?
Business Impact Series........pc_bi_pmbi009
Controlling Project Cost
Business Impact Series........pc_bi_pmbi010
Project Management Essentials
Challenge Series.................pc_ch_lach041

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

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

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

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

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

Project Quality Management (PMBOK® Guide - Fifth Edition-aligned)
Plan Quality Management (PMBOK® Guide Fifth Edition)
Course..........................proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
Course..........................proj_24_a02_bs_enus
Planning Project Human Resources (PMBOK® Guide Fifth Edition)
Course .................................. proj_25_a01_bs_enus
Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Course .................................. proj_25_a02_bs_enus

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

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

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

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

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

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

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

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

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Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers
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Adobe Reader X

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DESKTOP SKILLS COURSEWARE

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  - Creating and Populating a Database in Access 2013
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  - Modifying Tables in Access 2013
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  - Resource Management in Project 2013
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Creating Basic Tables in Access 2010
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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
Microsoft Excel for Mac 2011: Using Basic Formulas
Course........................................... om_bemc_a05_dt_enus
Microsoft Excel for Mac 2011: Using Basic Functions
Course........................................... om_bemc_a06_dt_enus
Microsoft Excel for Mac 2011: Inserting Basic Charts
Course........................................... om_bemc_a07_dt_enus
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Course........................................... om_bemc_a08_dt_enus

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

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

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

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

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

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

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

Microsoft Office 2007: Beginning Excel
Getting Started with Excel 2007
Course........................................... mo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in Excel 2007
Course........................................... mo_bgex_a02_dt_enus
Reviewing and Printing in Excel 2007
Course........................................... mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions
Course........................................... mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles
Course........................................... mo_bgex_a06_dt_enus
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_acpu_a01_dt_enus
- Advanced Data Management in Access 2007
  Course: mo_acpu_a02_dt_enus

Microsoft Office 2007: Access for the Power User
- Programmability and Administration in Access 2007
  Course: mo_acpu_a01_dt_enus
- Database Administration in Access 2007
  Course: mo_acpu_a02_dt_enus

Microsoft Office 2007: Beginning Visio
- Creating Visio 2007 Diagrams
  Course: mo_bgvs_a01_dt_enus
- Enhancing and Customizing Diagrams in Visio 2007
  Course: mo_bgvs_a02_dt_enus
- Collaborating and Using Visio 2007 With Other Programs
  Course: mo_bgvs_a03_dt_enus

Microsoft Office 2007: Advanced Visio
- Business Contact Manager with Outlook 2007
  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_pbler_a01_dt_enus
  Extending Publisher 2007 Beyond Publications
  Course ............................................. mo_pbler_a02_dt_enus

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

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

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

- Microsoft Office Live Meeting 2007 for End Users
  Attending a Microsoft Office 2007 Live Meeting
  Course ............................................. mo_lmeu_a01_dt_enus
  Hosting a Microsoft Office 2007 Live Meeting
  Course ............................................. mo_lmeu_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 8

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

- Microsoft Windows 8.1: End User
  New Features and Common Tasks in Windows 8.1
  Course ............................................. mw_etev_a07_dt_enus
  Organizing Files and Searching for Items in Windows 8.1
  Course ............................................. mw_etev_a08_dt_enus
  Personalizing Windows 8.1
  Course ............................................. mw_etev_a09_dt_enus
  Working with Apps in Windows 8.1
  Course ............................................. mw_etev_a10_dt_enus
  Getting Online, Sharing, and Using SkyDrive in Windows 8.1
  Course ............................................. mw_etev_a11_dt_enus
  Managing Hardware and Advanced Options in Windows 8.1
  Course ............................................. mw_etev_a12_dt_enus

MICROSOFT WINDOWS 7

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

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

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

**DESKTOP COMPUTER SKILLS**

**LOTUS NOTES 8**

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

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

**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 8**

- **Microsoft Internet Explorer 8: End User**
  Internet Explorer 8: Basic Features Course.......................... id_mcin_a01_dt_enus
  Internet Explorer 8: Advanced Features Course.......................... id_mcin_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**

**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**

**SAP**

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DESKTOP SKILLS COURSEWARE

Overview of SAP for Project Teams

- Overview of SAP Solutions
- Financial Accounting with SAP
- SAP Logistics Modules
- SAP ERP Architecture
- SAP Administration
- SAP Project Planning and Implementation
- SAP NetWeaver Platform

SAP Business Suite 7 for End Users

- SAP Enterprise Resource Planning (ERP)
- SAP Customer Relationship Management (CRM)
- SAP Product Lifecycle Management
- SAP Supply Chain Management
- SAP Supplier Relationship Management

SAP Business One for End Users

- SAP Business One - Introduction for End Users

SAP Business Objects Business Intelligence

- SAP BusinessObjects: Overview
- SAP BusinessObjects: Crystal Reports
- SAP BusinessObjects: Web Intelligence
- SAP BusinessObjects: Dashboards and Analytics
- SAP BusinessObjects: InfoView
- SAP BusinessObjects: Business Intelligence

Apple Safari for End Users

- Getting Started with Safari
- Up and Running with Safari 5.1
- Sharing Content and Browsing the Web Privately and Securely using Safari

Mac OS X Lion for End Users

- Getting Started with Mac OS X Lion for End Users
- Getting Organized with Mac OS X Lion
- Using Mac OSX Lion to Interact with the World
- Under the Hood with Mac OS X Lion

Social Networking for Users

- Social Networking for Users

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

MENTORING ASSETS

Mentoring Assets

- Mentoring 77-881 Word 2010
- Mentoring 77-882 Excel 2010
- Mentoring Using Word 2007
- Mentoring Using Excel 2007
- Mentoring Using PowerPoint 2007
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...................... mnt0178
Mentoring 77-418 Word 2013
Mentoring Assets...................... mnt7418
Mentoring 77-420 Excel 2013
Mentoring Assets...................... mnt7420
Mentoring 77-422 PowerPoint 2013
Mentoring Assets...................... mnt7422
Mentoring 77-423 Outlook 2013
Mentoring Assets...................... mnt7423
Mentoring 77-427 Excel 2013 Expert Part One
Mentoring Assets...................... mnt7427
Mentoring 77-428 Excel 2013 Expert Part Two
Mentoring Assets...................... mnt7428
Mentoring 77-419 SharePoint 2013
Mentoring Assets...................... mnt7419

TestPrep 77-884 Outlook 2010
Testprep Exams...................... mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert
Testprep Exams...................... mo_aexl_a01_tp_enus
TestPrep 70-178 Microsoft Project 2010, Managing Projects
Testprep Exams...................... mo_bpri_a01_tp_enus

TestPreps

TestPrep Using Word 2007
Testprep Exams...................... TPWD2007_ENG
TestPrep Using Excel 2007
Testprep Exams...................... TPEX2007_ENG
TestPrep Using PowerPoint 2007
Testprep Exams...................... TPPP2007_ENG
TestPrep Using Outlook 2007
Testprep Exams...................... TPOL2007_ENG
TestPrep Using Access 2007
Testprep Exams...................... TPAC2007_ENG
TestPrep 77-881 Word 2010
Testprep Exams...................... mo_bwrd_a01_tp_enus
TestPrep 77-882 Excel 2010
Testprep Exams...................... mo_bexl_a01_tp_enus
TestPrep 77-883 PowerPoint 2010
Testprep Exams...................... mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010
Testprep Exams...................... mo_bacc_a01_tp_enus
BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

- Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
  - Lean and Six Sigma
  - Six Sigma Projects and the Black Belt Role
  - Six Sigma Leadership and Change Management
  - Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
  - Final Exams

  - Critical Requirements and Benchmarking for Six Sigma
  - Business Performance and Financial Measures in Six Sigma
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Team Management
  - Forming Project Teams for Six Sigma
  - Motivation and Communication in Six Sigma Teams
  - Managing Six Sigma Team Performance
  - Final Exam: Six Sigma Black Belt (2007 BOK): Team Management
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Define
  - Using Voice of the Customer in Six Sigma
  - Developing Project Charters and Tracking Six Sigma Projects
  - Final Exam: Six Sigma Black Belt (2007 BOK): Define
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Control
  - Statistical Process Control (SPC) in Six Sigma

- Six Sigma Black Belt (2007 BOK): Measure
  - Process Characteristics for Six Sigma
  - Data Collection and Measurement in Six Sigma
  - Six Sigma Measurement Systems
  - Basic Statistics and Graphical Methods for Six Sigma
  - Probability for Six Sigma
  - Process Capability for Six Sigma
  - Final Exams: Six Sigma Black Belt (2007 BOK): Measure
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Analyze
  - Correlation and Regression Analysis in Six Sigma
  - Multivariate Analysis and Attribute Data Analysis in Six Sigma
  - Hypothesis Testing Concepts and Tests for Means in Six Sigma
  - Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
  - Nonparametric Tests in Six Sigma Analysis
  - Nonstatistical Analysis Methods in Six Sigma
  - Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Improve
  - Designing and Planning Experiments in Six Sigma
  - Conducting Experiments and Analyzing Results in Six Sigma
  - Improvement Methods and Implementation Issues in Six Sigma
  - Final Exam: Six Sigma Black Belt (2007 BOK): Improve
  - Final Exams

- Six Sigma Black Belt (2007 BOK): Wide Deployment
  - Enterprise Management
  - Six Sigma Leadership and Change Management
  - Six Sigma Pro
  - Lean and Six Sigma
BUSINESS SKILLS COURSEWARE

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

Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
Common Design for Six Sigma Methodologies, Design for X, and Robust Design
Course ........................................ oper_19_a01_bs_enus
Special Design Tools in Design for Six Sigma
Course ........................................ oper_19_a02_bs_enus
Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS)
Frameworks and Methodologies
Final Exam ...................................... 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_ssbio009
Value Stream Maps for Non-manufacturing Processes
Business Impact Series....................... pc_bi_ssbio10

Operations Management
Operations Management and the Organization
Course ........................................ oper_21_a01_bs_enus
Operations Management: Product and Service Management
Course ........................................ oper_21_a02_bs_enus
Operations and Supply Chain Management
Course ........................................ oper_21_a03_bs_enus
Operations Management: Inventory Management
Course ........................................ oper_21_a04_bs_enus
Operations Management: Forecasting and Capacity Planning
Course ........................................ oper_21_a05_bs_enus
Operations Management: Operations Scheduling
Course ........................................ oper_21_a06_bs_enus
Operations Management: Management of Quality
Course ........................................ oper_21_a07_bs_enus
Operations Management: Facilities Planning and Management
Course ........................................ oper_21_a08_bs_enus

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

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

Six Sigma: Champion Training
Introduction to Six Sigma for Champions
Course ........................................ oper_03_a01_bs_enus
## Six Sigma Process Improvement

- 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_ssbio01
- Quick Wins in Six Sigma Implementation
  Business Impact Series: pc_bi_ssbio02
- Six Sigma Versus TQM
  Business Impact Series: pc_bi_ssbio03
- Lean Inbound Transportation
  Business Impact Series: pc_bi_ssbio04
- A Critical-to-quality Tree - What’s That?
  Business Impact Series: pc_bi_ssbio06
- Basic Measurement Concepts in Six Sigma
  Business Impact Series: pc_bi_ssbio07
- Does Your Business Really Need Six Sigma?
  Challenge Series: pc_ch_ssch001
- Identifying Candidates for Key Six Sigma Roles
  Challenge Series: pc_ch_ssch002

### Six Sigma Green Belt: Six Sigma and the Organization

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

### Six Sigma Green Belt: Define

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

### Six Sigma Green Belt: Improve

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

### Six Sigma Green Belt: Control

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

### Six Sigma Green Belt: Measure

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

Measurement System Analysis in Six Sigma Course................................. oper_26_a05_bs_enus
Process and Performance Capability Measurement in Six Sigma Course................................. oper_26_a06_bs_enus

Six Sigma Green Belt: Analyze
Multi-vari Studies, Correlation, and Linear Regression in Six Sigma Course................................. oper_27_a01_bs_enus
Introduction to Hypothesis Testing and Tests for Means in Six Sigma Course................................. oper_27_a02_bs_enus
Hypothesis Tests for Variances and Proportions in Six Sigma Course................................. oper_27_a03_bs_enus

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

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

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

Leading and Implementing Sustainable Green Business Strategies
Introduction to Green Business and Sustainability Course................................. stgy_04_a01_bs_enus
Green Business: Planning Sustainability Strategies Course................................. stgy_04_a02_bs_enus
Green Business: Implementing Sustainability Strategies Course................................. stgy_04_a03_bs_enus

The Fundamentals of Globalization
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 Course................................. pc_mgbi011
Business Impact Series................................. pc_bimi
The Etiquette of Cross-cultural Gift Giving Course................................. pc_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_bipi004
Returning to Core Competencies Business Impact Series................................. pc_bisi014
Competitive Awareness and Strategy Challenge Series................................. pc_ch_lach022

Risk Management
Risk Management: Identifying Risk Course................................. stgy_09_a01_bs_enus
Risk Management: Assessing Risk Course................................. stgy_09_a02_bs_enus
Risk Management: Dealing with Risk Course................................. stgy_09_a03_bs_enus
BUSINESS SKILLS COURSEWARE

- **Business Planning Essentials**
  - Business Planning Essentials: Preparing a Business Plan Course...........................................mkt_03_a01_bs_enus
  - Business Planning Essentials: Performing Key Analyses Course...........................................mkt_03_a02 Bs_enus
  - Business Planning Essentials: Preparing for Implementation Course...........................................mkt_03_a03_bs_enus

- **Marketing Essentials**
  - Marketing Essentials: Introduction to Marketing Course....................................................mkt_01_a01_bs_enus
  - Marketing Essentials: Planning and People Course.................................................................mkt_01_a02 bs_enus
  - Marketing Essentials: Product and Price Course........................................................................mkt_01_a03 bs_enus
  - Marketing Essentials: Place Course...........................................................................................mkt_01_a04 bs_enus
  - Marketing Essentials: Promotion Course.....................................................................................mkt_01_a05 bs_enus
  - Marketing Essentials: Marketing and Ethics Course.....................................................................mkt_01_a06 bs_enus
  - Designing Products to Fit the Channel Business Impact Series................................................._pc_bi_spbi005
  - Using Web Analytics to Increase Sales Business Impact Series................................................._pc_bi_spbi012
  - Trade Show Marketing - Planning Ahead Business Impact Series.............................................._pc_bi_spbi013

- **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 Essentials of Budgeting for Non-financial Professionals Course..........................................fin_02_a03 bs_enus
  - The Time Value of Money and Investment Decisions for Non-financial Professionals Course........fin_02_a04 bs_enus
  - Financial Statements for Non-financial Professionals Course....................................................fin_02_a05 bs_enus
  - Analyzing Financial Statements for Non-financial Professionals Course.....................................fin_02_a06 bs_enus
  - Increasing Cash Flow in Times of Need Business Impact Series..................................................pc_bi_fabi003
  - Attracting New Investors - Keeping Presentations Focused Business Impact Series......................pc_bi_fabi004
  - What’s Your Gross Profit Margin Really Saying? Business Impact Series.......................................pc_bi_fabi005
  - Recognizing The Value of Intangible Assets Business Impact Series..........................................pc_bi_fabi006
  - Recession: How it Affects Business Business Impact Series.......................................................pc_bi_fabi007
  - Assessing Nonrecurring Items in Income Statements Business Impact Series.............................pc_bi_fabi008
  - The Time Value of Money: Possible Pitfalls Business Impact Series............................................pc_bi_fabi009
  - Using Financial Analysis for Credit Decisions Challenge Series.............................................._pc_ch_lach012

- **Accounting Fundamentals**
  - Basic Accounting Principles and Framework Course.................................................................fin_03_a01 bs_enus
BUSINESS SKILLS COURSEWARE

The Accounting Equation and Financial Statements
Course .................................................. fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting
Course .................................................. fin_03_a03_bs_enus
Accounting Transactions and Books of Account
Course .................................................. fin_03_a04_bs_enus
Trial Balance & Adjusting Entries
Course .................................................. fin_03_a05 bs_enus
The Income Statement
Course .................................................. fin_03_a06 bs_enus
The Balance Sheet
Course .................................................. fin_03_a07 bs_enus
The Cash Flow Statement
Course .................................................. fin_03_a08 bs_enus
Accounting for Companies' Stock Transactions and Dividends
Course .................................................. fin_03_a09 bs_enus
Outsourcing Financial Activities
Business Impact Series ................................ pc_bi_fabi001
Deconstructing the Balance Sheet
Business Impact Series ................................ pc_bi_fabi010
Final Exam: Accounting Fundamentals
Final Exams ............................................. fin_03_a01_fe_enus

Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process
Course .................................................. fin_07_a01 bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return
Course .................................................. fin_07_a02 bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index
Course .................................................. fin_07_a03 bs_enus
Capital Budgeting: Capital Allocation
Course .................................................. fin_07_a04 bs_enus
Final Exam: Capital Budgeting Essentials
Final Exams ............................................. fin_07_a01_fe_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks
Course .................................................. ad_01_a02 bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss
Course .................................................. ad_01_a03 bs_enus
Administrative Professionals: Interacting with Others
Course .................................................. ad_01_a04 bs_enus
Administrative Professionals: Putting Your Best Foot Forward
Course .................................................. ad_01_a05 bs_enus
Essential Skills for Administrative Support Professionals Simulation
Simulation ............................................... AD001A

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.......................... hr_07_a01_bs_enus
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_ptbi011
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: PHR/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: PHR/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_lsb011

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BUSINESS SKILLS COURSEWARE

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

Business Coaching Essentials

- Business Coaching: Getting Ready to Coach
  Course........................................ mgmt_14_a01_bs_enus
- Business Coaching: Conducting Coaching Sessions
  Course........................................ mgmt_14_a02_bs_enus
- Business Coaching: Building the Coaching Relationship
  Course........................................ mgmt_14_a03_bs_enus
- Business Coaching: Using Different Coaching Styles
  Course........................................ mgmt_14_a04_bs_enus
- The Art of Effective Coaching
  Business Impact Series........................ pc_bi_labi018
  Coaching
  Challenge Series............................... pc_ch_lach024

Management Essentials

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

First Time Manager Essentials

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

Performance Appraisal Essentials

- Performance Appraisal Essentials: Planning for Appraisals
  Course........................................ mgmt_17_a01_bs_enus
- Performance Appraisal Essentials: Conducting Traditional Appraisals
  Course........................................ mgmt_17_a02_bs_enus
- Performance Appraisal Essentials: 360-degree Appraisals
  Course........................................ mgmt_17_a03_bs_enus
- Preparing for Your Performance Appraisal
  Business Impact Series........................ pc_bi_ptbi017

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_mgb005
Managing the Next Generation
Business Impact Series.......................... pc_bi_mgb013
Understanding the Motives of Millennials
Business Impact Series......................... pc_bi_mgb014

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_hrib013
Recognizing Natural Leaders
Challenge Series.............................. _pc_ch_lch001

Advanced Management Skills
Developing a High-performance Organization
Course......................................... mgmt_23_a01_bs_enus
Cross-functional Strategic Management
Course......................................... mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty
Course......................................... mgmt_23_a03_bs_enus
Managing High Performers
Course......................................... mgmt_23_a04_bs_enus
Managing New Managers
Course......................................... mgmt_23_a05_bs_enus
Managing Experienced Managers
Course......................................... mgmt_23_a06_bs_enus
Developing Adaptable Managers
Business Impact Series..................... _pc_bi_mgb013
Employee Engagement
Challenge Series.............................. _pc_ch_mgch006
Delivering Bad News Effectively
Challenge Series.............................. _pc_ch_lch033
Building Upward Relationships
Challenge Series.............................. _pc_ch_lch039

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

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

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

Delegation Essentials
Delegation Essentials: An Introduction to Delegating
Course......................................... mgmt_27_a01_bs_enus
Delegation Essentials: The Delegation Process
Course......................................... mgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation Problems
Course......................................... mgmt_27_a03_bs_enus
Delegating Appropriate Tasks
Business Impact Series..................... _pc_bi_mgb017
Developing Employees through Delegation
Challenge Series.............................. _pc_ch_lch017

Business Execution
Business Execution: Understanding the Fundamentals
Course......................................... mgmt_28_a01_bs_enus
Business Execution: Crafting a Business Strategy that Executes
Course......................................... mgmt_28_a02_bs_enus
Business Execution: Linking Strategy to People and Operations
Course......................................... mgmt_28_a03_bs_enus
Business Execution: Monitoring and Evaluating Initiatives
Course......................................... mgmt_28_a04_bs_enus
Fostering a Business Execution Culture
Business Impact Series..................... _pc_bi_lbsbi008
Performance Dashboard or Scorecard?
Business Impact Series..................... _pc_bi_mgb012

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

- **Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships**
  Course: mgmt_29_a03_bs_enus
  Course: mgmt_29_a04_bs_enus

- **Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program**
  Course: mgmt_29_a03_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

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_lsi003
  Leading Outside the Organization Business Impact Series: pc_bi_lsi005
  Knowing When to Take Leadership Risks Business Impact Series: pc_bi_lsi006
  Wanted: Innovation Leaders Business Impact Series: pc_bi_lsi013

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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_lsbi001
The Emotionally Intelligent Leader
Challenge Series .................................. pc_ch_lach014

Employee Engagement

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

Creating a Positive Work Environment

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

Developing a Culture of Learning

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

Effective Succession Planning

Initiating Succession Planning
Course ................................................. lead_09_a01_bs_enus
Effective Succession Planning: Determining a Talent Pool for Key Positions
Course ................................................. lead_09_a02_bs_enus
Implementing and Assessing a Succession Planning Program
Course ................................................. lead_09_a03_bs_enus
Succession Planning
Business Impact Series .......................... pc_bi_lsbi002
Succession Planning and Management Programs
Challenge Series .................................. pc_ch_lsch004

Making Cross-Functional Teams Work
Cross-functional Team Fundamentals
Course ................................................. lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams
Course ................................................. lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team
Course ................................................. lead_10_a03_bs_enus
Using Conflict to an Organization’s Advantage
Business Impact Series ......................... pc_bi_mgbi002
Mediating Project Team Conflict
Business Impact Series .......................... pc_bi_pfbi006
Facilitating Work-related Conflict Discussions
Business Impact Series .......................... pc_bi_pfbi015

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
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 Micromanagers
Course.......................................................... comm_23_a07_bs_enus

Coping with Aggressive Behavior in the Workplace
Business Impact Series........................................ pc_bi_pabi008

Blame Backfires—Conquer Negative Thinking
Business Impact Series........................................ pc_bi_pfbi003

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_pfbi013

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_pfbi009

Emotional Intelligence at Work Challenge Series................................ pc_ch_pach014

**Fundamentals of Cross Cultural Communication**

Culture and Its Effect on Communication
Course .......................................................... comm_26_a01_bs_enus

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

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

Communicating with a Cross-cultural Audience
Business Impact Series........................................ pc_bi_pfbi020

Dispute Resolution in International Contracts
Challenge Series................................................ pc_ch_lsch005

**Getting Results without Direct Authority**

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

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

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

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

Influencing Key Decision Makers
Business Impact Series........................................ pc_bi_lsbio15

Influence and Persuasion
Challenge Series................................................ pc_ch_lach016

**Listening Essentials**

Listening Essentials: The Basics of Listening
Course .......................................................... comm_28_a01_bs_enus

Listening Essentials: Improving Your Listening Skills
Course .......................................................... comm_28_a02_bs_enus

Effective Listening
Challenge Series................................................ pc_ch_lach030

Listening with Skill
Challenge Series................................................ pc_ch_pach002

Final Exam: Listening Essentials
Final Exams ....................................................... comm_28_a01_fe_enus

**Constructive Feedback and Criticism**

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

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

Receiving Feedback and Criticism
Course .......................................................... comm_29_a03_bs_enus

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BUSINESS SKILLS COURSEWARE

- Criticisms in Context
  Business Impact Series............................................._pc_bi_pfbi016
- 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_pfbi008
  Making Meetings Work
  Business Impact Series.............................................._pc_bi_pfbi018
  Managing Meetings for Productivity and Effectiveness
  Challenge Series......................................................_pc_ch_lach031

- Basic Presentation Skills
  Basic Presentation Skills: Planning a Presentation
  Course.................................................................comm_33_a01_bs_enus
  Basic Presentation Skills: Creating a Presentation
  Course.................................................................comm_33_a02_bs_enus
  Basic Presentation Skills: Delivering a Presentation
  Course.................................................................comm_33_a03_bs_enus
  Handling Difficult Questions as a Presenter
  Business Impact Series.............................................._pc_bi_pabi007

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

- Professional Networking Essentials
  Professional Networking Essentials: Finding Opportunities To Make Connections
  Course.................................................................comm_38_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

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 ..................................................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_pfbi019
Developing Your Career Challenge Series .............................................pc_ch_lach037
Building and Managing Upward Relationships Challenge Series .................................. pc_ch_pach008
Planning Your Career Challenge Series ..................................................pc_ch_pach013
Exploring Self-development Challenge Series ............................................. pc_ch_pach023
Managing Your Relationship with Your Boss Simulation Simulation ..................................................PD010A

Effective Time Management

Time Management: Analyzing Your Use of Time Course ............................................... pd_11_a01_bs_enus
Time Management: Planning and Prioritizing Your Time Course ............................................... pd_11_a02_bs_enus
Time Management: Avoiding Time Stealers Course ............................................... pd_11_a03_bs_enus
Coping with Information Overload Business Impact Series .................. pc_bi_pfbi002
Prioritizing Personal and Professional Responsibilities Business Impact Series .................. pc_bi_mgbi003
**BUSINESS SKILLS COURSEWARE**

Planning for Interruptions Helps with Procrastination  
Business Impact Series..................................pd_14_a02_bs_enus
Setting and Managing Priorities  
Challenge Series............................................pd_ch_lach018
Coping with Conflicting Priorities  
Challenge Series............................................pc_ch_pach005
Setting Goals  
Challenge Series............................................pc_ch_pach007
Getting Time under Control  
Challenge Series............................................pc_ch_pach021

- **Problem Solving and Decision-Making Strategies**
  Problem Solving: The Fundamentals  
  Course...................................................pd_12_a01_bs_enus
  Problem Solving: Determining and Building Your Strengths  
  Course...................................................pd_12_a02_bs_enus
  Problem Solving: Digging Deeper  
  Course...................................................pd_12_a03_bs_enus
  Decision Making: The Fundamentals  
  Course...................................................pd_12_a04_bs_enus
  Decision Making: Tools and Techniques  
  Course...................................................pd_12_a05_bs_enus
  Decision Making: Making Tough Decisions  
  Course...................................................pd_12_a06_bs_enus
  Uncovering the Root Problem  
  Challenge Series.......................................pc_ch_lach003
  Playing the Devil's Advocate in Decision Making  
  Business Impact Series................................pc_bi_pabi005
  Turning Problems Around with Reverse Brainstorming  
  Business Impact Series................................pc_bi_lsbi017
  Problem Solving: Process, Tools, and Techniques  
  Challenge Series.......................................pc_ch_pach003

- **Dealing with Organizational Change**
  Understanding Organizational Change  
  Course...................................................pd_13_a01_bs_enus
  Preparing for Organizational Change  
  Course...................................................pd_13_a02_bs_enus
  Embracing Organizational Change  
  Course...................................................pd_13_a03_bs_enus
  Managing the Stress of Organizational Change  
  Business Impact Series.................................pc_bi_mgbi004
  The Importance of Flexibility in the Workplace  
  Business Impact Series.................................pc_bi_ptbi007
  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
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- **Building and Maintaining Trust**
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  Rebuilding Trust  
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  The Fruits of Integrity: Building Trust at Work  
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- **Personal Productivity Improvement**
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  Personal Productivity: Self-organization and Overcoming Procrastination  
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  Personal Productivity Improvement: Managing Tasks and Maximizing Productivity  
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- **Peer Relationships**
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  Developing Strategic Peer Relationships in Your Organization  
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  Forming Peer Relationships and Alliances at Work  
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  Building Better Relationships through Understanding  
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- **Business Ethics**
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Key Aspects of the American Work Environment
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Course............................................ pd_26_a03 bs_enus
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  - Managing Projects with No Direct Authority
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  - Ensuring Management Buy-in on a Project
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  - Managing Conflict in Project Teams
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  - Weighing the Costs of Project Change
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  - Managing Vendor Relationships
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  - Anticipating and Solving Problems as a Project Champion
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  - Portfolios, Programs, and Projects: What's the Difference?
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  - Project Management Overview (PMBOK® Guide Fifth Edition)
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  - Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
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  - Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
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  - Identifying Project Risks (PMBOK® Guide Fifth Edition)
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  - Performing Risk Analysis (PMBOK® Guide Fifth Edition)
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  - Risk Response and Control (PMBOK® Guide Fifth Edition)
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- Project Procurement Management (PMBOK® Guide - Fifth Edition-aligned)
  - Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
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  - Managing Procurements (PMBOK® Guide Fifth Edition)
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- Program Management (PMI® Second Edition-aligned)
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- Code of Ethics and Professional Conduct (PMI® Standard-aligned)
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  - IT Project Management Essentials: Initiating and Planning IT Projects
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  - Managing Software Project Outsourcing: Developing a Vendor Contract
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  - Managing Software Project Outsourcing: Working with the Outsourced Team
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  - Managing Software Project Outsourcing: Dealing with Risks
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**Agile Practitioner - (PMI-ACP & ScrumMaster aligned)**

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<tr>
<th>Course</th>
<th>Description</th>
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<tbody>
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<td>Adopting an Agile Approach to Project Management</td>
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<tr>
<td>Overview of Agile Methodologies</td>
<td>Overview of the Scrum Development Process</td>
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<tr>
<td>Leading an Agile Team</td>
<td>Planning and Monitoring Iterations on an Agile Project</td>
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<td>Managing Stakeholder Engagement on an Agile Project</td>
<td>Ensuring Delivery of Value and Quality in Agile Projects</td>
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<tr>
<td>Establishing Team Goals and Responsibilities</td>
<td>Core PMI® Values and Ethical Standards</td>
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<td>Being an Effective Team Member</td>
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<td>Establishing Team Goals and Responsibilities</td>
<td>Elements of a Cohesive Team</td>
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<tr>
<td>Effective Team Communication</td>
<td>Using Feedback to Improve Team Performance</td>
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<tr>
<td>Power and Politics in Matrixed Teams</td>
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<tr>
<td>Challenge Series</td>
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### PRINCE2®: 2009 Foundation

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<th>Course</th>
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<td>Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)</td>
<td>Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)</td>
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<tr>
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<td>Mentoring Project Management Professional (PMP)</td>
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<tr>
<td>Mentoring PMBOK Guide 5th Edition Aligned</td>
<td>Mentoring Assets</td>
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<td>Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.</td>
<td>Mentoring Assets</td>
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### Test Preps

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<tr>
<td>Testprep PRINCE2: Foundation</td>
<td>TestPrep PRINCE2 Practitioner Exam Information</td>
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<tr>
<td>TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.</td>
<td>TestPrep Exams</td>
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### PRINCE2®: Practitioner

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<tr>
<td>PRINCE2 Practitioner Exam Information</td>
<td>PRINCE2 Practitioner Exam Information</td>
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### PROJECT EFFECTIVENESS

#### TEAM BUILDING CURRICULUM

### Optimizing Your Performance On a Team

<table>
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<tr>
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<td>Power and Politics in Matrixed Teams</td>
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### Leading Teams

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<td>Leading Teams: Launching a Successful Team</td>
<td>Leading Teams: Establishing Goals, Roles, and Guidelines</td>
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<td>Leading Teams: Developing the Team and its Culture</td>
<td>Leading Teams: Building Trust and Commitment</td>
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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
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Support Your Leader
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PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

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

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Course............................................ib_buap_a01_it_enus
Introduction to Business Analysis Planning
Course............................................ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring
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Business Analysis Requirements Elicitation
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Business Analysis Requirements Management and Communication
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Business Analysis: Enterprise Analysis
Course............................................ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis
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Business Analysis: Verify and Validate Requirements
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Business Analysis: Solution Assessment and Validation
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Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
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SALES AND CUSTOMER FACING SKILLS

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Using Persuasion Techniques to Boost Sales
Business Impact Series.......................... pc_bi_spbi018
Get it Together: Organizing Your Sales Approach
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Responding to News of a Lost Sale
Challenge Series.................................. pc_ch_sach017

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  Course............................................. sale_02_a03_bs_enus
  Talking Value with Your Customers
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  Dealing with Questions, Objections, and Resistance
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  Dealing with Negotiation Challenges
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  Regaining Your Customer's Trust
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  Managing a Sales Pipeline
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SALES AND CUSTOMER FACING SKILLS
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Creating an Effective On-hold Message
Business Impact Series.......................... pc_bi_ctbi008
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■ Inbound Call Center Management
Converting a Call Center to a Profit Center
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Course ...........................................ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation
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ITIL® 2011 Edition Foundation: Service Operation Processes
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ITIL® 2011 Edition Foundation: Continual Service Improvement
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■ ITIL® 2011 Edition Overview
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Course ...........................................ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
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ITIL® 2011 Edition Overview: Certification and Benefits
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■ ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)
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ITIL® 2011 Edition OSA: Introduction to Incident Management
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ITIL® 2011 Edition OSA: Incident Management Interactions
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ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
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ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
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ITIL® 2011 Edition OSA: Introduction to Problem Management
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Course ...........................................ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk
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BUSINESS SKILLS COURSEWARE

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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
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Customer Service Representative, Professionalism

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Team and Customer Relationships Course ..................................................................................................... cust_06_a03_bs_enus

Customer Service Representative, Skills

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Customer Service Fundamentals

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Internal Customer Service Course ..................................................................................................................... cust_09_a04 bs_enus
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Shaping the Direction of Customer Service in Your Organization Course ......................................................... cust_09_a06 bs_enus
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Customer Focus

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The Health Care Industry Overview: Version 3 Course ..................................................................................... indo_01_a12 bs_enus
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The Oil and Gas Industry Overview: Version 3 Course ........................................................................................ indo_01_a15 bs_enus
The Retail Industry Overview: Version 3 Course ............................................................................................... indo_01_a16 bs_enus
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The Pharmaceutical Industry Overview: Version 4
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The Information Technology Industry Overview: Version 3
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The Federal Government Industry Overview: Version 3
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The Education Industry Overview: Version 1
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The Utilities Industry Overview: Version 1
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The Chemicals Industry Overview: Version 1
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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
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The Food and Beverage Industry Overview: Version 3
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The Agriculture Industry Overview
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Test Preps

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SALES AND CUSTOMER FACING SKILLS

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Mentoring Assets

Mentoring ITIL Foundation
Mentoring Assets.............................................mntitv3f
Environmental Management Systems (EMS)
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Environmental Regulations Overview
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Spill Prevention and Control
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Spill Prevention, Control, and Countermeasure Plan
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Storm Water Pollution Prevention
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Universal Waste Rule Training
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Used Oil Management
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Access to Employee Medical and Exposure Records
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PPE: Body Protection Course................................................................................esh_sah_a66_sh_enus
PPE: Head Protection Course................................................................................esh_sah_a66_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_a88_sh_enus
PPE: Foot and Leg Protection Course....................................................................esh_sah_a67_sh_enus
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Radio Frequency Safety for Communications Workers
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Regulatory Information
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Regulatory Overview (HAZWOPER)
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Safety Data Sheets
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Scissor Lifts
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Silica
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Site Control (HAZWOPER)
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Site Safety and Health Plan Procedures (HAZWOPER)
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Slips, Trips, and Falls
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Sprains and Strains
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Toxicology (HAZWOPER)
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Trenching and Excavation Safety
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Tuberculosis: Prevention and Control
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Workplace Safety Orientation
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Lead Awareness in General Industry
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Defensive Driving: Truck Safety
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Distracted Driving
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DOT: Air Brakes
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DOT: Inspections
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DOT 1: Hazardous Materials Table
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DOT 2: Packaging, Labeling, Marking, and Placarding
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DOT 3: Shipping Papers
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DOT 4: Loading and Storage
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DOT: CSA Fundamentals
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DOT Drug and Alcohol Awareness
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DOT: Hours of Service
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DOT Security for Shipment of Hazardous Materials
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Emergency Situations While Driving
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Ergonomics and Injury Prevention for Commercial Vehicle Operators
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Flagging Safety
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Flatbed Cargo Securement
Course ..........................................................  
Hazardous Weather Driving for Commercial Vehicle Operators
Course ..........................................................  

Active Shooter
Course ..........................................................  
Lead Awareness in Construction
Course ..........................................................  

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ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

IATA 1: Hazard Class Identification/Classification
Course...........................................esh_sah_a94_sh_enus

IATA 2: Marking and Labeling
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IATA 3: Packaging
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IATA 4: Documentation
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IATA 5: Limitations and Shipment Review
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IMDG 1: Introduction, General Provisions, and Classifications
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IMDG 2: Dangerous Goods List, Special Provisions and Exceptions
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IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation
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IMDG 4: Loading, Unloading, and Offering Dangerous Goods
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Negotiating Hazards for Commercial Vehicles
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Safe Vehicle Backing
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Trailer Coupling and Uncoupling
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Urban Driving
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Fall Prevention Awareness - Canada
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Hearing Conservation - Canada
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Ladder and Scaffolding Safety - Canada
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Lockout/Tagout – Canada
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Occupational Health and Safety Awareness: Ontario Reg. 297/13 – Canada
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Respiratory Protection - Canada
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Transport Canada TDG: Documents, Markings, and Containers
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Transport Canada TDG: Introduction and Responsibilities
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Transport Canada TDG: Related Regulations and Standards
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Transport Canada TDG: Special Situations and Emergency Actions
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Security

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Workplace Security Awareness
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NFPA 1600 Business Continuity Programs
Course...........................................esh_sec_a02_sh_enus

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Safety and Health

Confined Space Entry – Canada
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Defensive Driving Fundamentals – Canada
Course...........................................esh_sah_b86_sh_enus
Legal Compliance Courseware

HR Compliance

Conflicts of Interest in the Workplace Course
Rights Employment Termination Course
Privacy and Information Security Promoting Substance-free Workplace Course
Integrity in the Workplace Course
Preventing Fraud and Abuse Course
Sarbanes-Oxley: What You Need to Know Course
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course
Foreign Corrupt Practices Act Course
Intellectual Property Overview Course
Independent Contractors and Temporary Employees Course
Insider Trading Course
Wage and Hour Awareness for Managers Course
Wage and Hour for Employees Course
Code of Conduct Awareness Course
AGG (GTA) – Information for Employees Course
AGG (GTA) - Information for Management Course
Global Anti-bribery Course
EU Privacy and Information Security Course
Global Privacy and Information Security Course
PCI Compliance Essentials Course
Anti-Money Laundering: An Overview Course
Global Insider Dealing Course
Global Conflicts of Interest Course
The Internet, Social Media, and Electronic Communication Course
Union Awareness Course
Interviewing: Doing it Right Course
Business Ethics Course
EEO and Lawful Hiring Course
Procurement Integrity Course
Government Contracting Essentials Course
Canadian Antitrust Course
US Antitrust Course
Global Antitrust Course
A Manager's Guide to Diversity, Inclusion, and Accommodation Course
A Manager's Guide to Discipline and Documentation Course
Bullying and Violence in the Workplace Course
EU Antitrust Course
The AODA: Customer Service and Accessibility Standard Course
Preventing Harassment and Violence in the Canadian Workplace Course
FMLA Leave and More: An Overview of Legally Protected Leave Course
Record Retention Course
Title IX for Higher Education Course
Supply Chain Transparency Course
US Export Controls Course
FERPA for Higher Education Course
### 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

### 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
- 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
- Workplace Harassment Prevention for Managers
  Course: lch_01_a16_lc_enus
- Harassment Prevention for Managers - State and Local Government Sector Edition
  Course: lch_01_a17_lc_enus

### Compliance Impact Series

- COMPLIANCE IMPACT: Information Security – The Break-In
  Business Impact Series: pc_bi_lcbi003
- COMPLIANCE IMPACT: Respectful Workplace – Reuben’s Story
  Business Impact Series: pc_bi_lcbi001
- COMPLIANCE IMPACT: Antitrust – Rigging the Bid
  Business Impact Series: pc_bi_lcbi002
- COMPLIANCE IMPACT: Insider Dealing – The Tipping Point
  Business Impact Series: pc_bi_lcbi004
- COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend
  Business Impact Series: pc_bi_lcbi005
- COMPLIANCE IMPACT: Reasonable Accommodation – The Ask
  Business Impact Series: pc_bi_lcbi006
- COMPLIANCE IMPACT: Bribery – The Shipment
  Business Impact Series: pc_bi_lcbi011
- COMPLIANCE IMPACT: Using the Internet – Beware the Share
  Business Impact Series: pc_bi_lcbi007
- COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures
  Business Impact Series: pc_bi_lcbi008
- COMPLIANCE IMPACT: PCI – Verifying the Transaction
  Business Impact Series: pc_bi_lcbi009
- COMPLIANCE IMPACT: Workplace Violence – The Warning Signs
  Business Impact Series: pc_bi_lcbi010
- COMPLIANCE IMPACT: Antitrust – Trade Association Meeting
  Business Impact Series: pc_bi_lcbi012
- COMPLIANCE IMPACT: Bribery – The High Commission Red Flag
  Business Impact Series: pc_bi_lcbi013
- COMPLIANCE IMPACT: Insider Dealing - The Memo
  Business Impact Series: pc_bi_lcbi014
- COMPLIANCE IMPACT: Social Media - Blogger Gone Bad
  Business Impact Series: pc_bi_lcbi015
- COMPLIANCE IMPACT: Harassment - It’s No Joke
  Business Impact Series: pc_bi_lcbi016
COMPLIANCE IMPACT: Harassment - Handling the Complaint
Business Impact Series............................. _pc_bi_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple
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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
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COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock
Business Impact Series............................. _pc_bi_lcbi022
Federal Government Legal Compliance

The No FEAR Act (Update Available)
Course............................................fgov_01_a17_lc_enus

The US Constitution
Course.............................................fgov_01_a18_lc_enus

Sexual Harassment Prevention for Federal Employees
Course.............................................fgov_01_a19_lc_enus

Accessibility and Section 508 Awareness
Course.............................................fgov_01_a20_lc_enus

Workplace Safety
Course..............................................fgov_01_a21_lc_enus

Government Ethics
Course.............................................fgov_01_a22_lc_enus

Proper Use of Government Charge Cards
Course.............................................fgov_01_a23_lc_enus

Federal HR Flexibilities
Course.............................................fgov_01_a24_lc_enus

Privacy Awareness
Course.............................................fgov_01_a26_lc_enus

Telework for Government Employees
Course.............................................fgov_01_a28_lc_enus

Sexual Harassment Prevention for Federal Managers
Course.............................................fgov_01_a29_lc_enus

Reasonable Accommodation for the Federal Workplace
Course.............................................fgov_01_a31_lc_enus

USERRA: An Overview
Course.............................................fgov_01_a32_lc_enus

Pre-retirement Planning for FERS
Course.............................................fgov_01_a27_lc_enus

The Plain Writing Act
Course.............................................fgov_01_a30_lc_enus

Information Security Awareness
Course.............................................fgov_01_a25_lc_enus

The No FEAR Act
Course.............................................fgov_01_a33_lc_enus

EEO and Preventing Discrimination in the Federal Workplace
Course.............................................fgov_01_a34_lc_enus
LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

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

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

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

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

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

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

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

LIVE LEARNING ALL ACCESS

(ISC)²

Security


LIVE LEARNING ALL ACCESS

MICROSOFT TECHNICAL

Microsoft SharePoint Server 2013

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

Microsoft Windows Server 2012

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

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore Live Learning Course LLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore Live Learning Course LLMS0056
Windows Powershell 101 Expert Live with Encore Live Learning Course LLMS0062

Client Operating Systems

Configuring Microsoft Windows 7 Expert Encore Live Learning Course LLMS0036
Configuring Microsoft Windows 8.1 Expert Live with Encore Live Learning Course LLMS0048

Microsoft Back Office

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

Microsoft Windows Server 2008

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

SharePoint Server 2010

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

Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases Live Learning Course LLMS0058

LIVE LEARNING ALL ACCESS

COMPTIA
LIVE LEARNING ALL ACCESS BUNDLES

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

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

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

 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 (SENESS) 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 (DESIGN) 2.1 Expert Encore
Live Learning Course ............................................. LLCS0079

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

LIVE LEARNING ALL ACCESS CISCO (ISC)2

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

LIVE LEARNING ALL ACCESS CISCO COMPTIA

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

LIVE LEARNING ALL ACCESS MICROSOFT MICROSOFT TECHNICAL

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

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


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


Professional Development

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

Skillsoft Courses

Leadership Essentials: Communicating Vision Course ........................................ lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader Course ........................................ lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence Course ........................................ lead_05_a04_bs_enus
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_aprj_a02_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

Getting Results without Direct Authority: Fostering Effective Communication and Collaboration
Course .................................................................comm_24_a01_bs_enus

Getting Results without Direct Authority: Fostering Effective Communication and Collaboration
Course .................................................................comm_24_a02_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_aprj_a02_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

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

Encore
Live Learning Course....................................LLCT0011

LIVE LEARNING ALL ACCESS VIRTUALIZATION
VMWARE
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 (SENCSS) 1.0 Expert Encore
Live Learning Course ..................................... LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore
Live Learning Course ..................................... LLCS0090

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

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

INFORMATION TECHNOLOGY
(ISC)²

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

INFORMATION TECHNOLOGY
COMPTIA

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

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

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

INFORMATION TECHNOLOGY
MICROSOFT TECHNICAL

Microsoft Windows Server 2012
Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning Course .....................................LLMS0049
Administering Microsoft Windows Server 2012 Expert Encore
Live Learning Course .....................................LLMS0050
Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning Course .....................................LLMS0051
Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course .....................................LLMS0052
Installing 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 Back Office

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
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

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

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GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

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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