



Skillsoft Course Directory

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

December 2015

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IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

MICROSOFT WEB APPLICATIONS

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

Microsoft Windows Store App Essentials with HTML5: Overview	Course.....	wd_wshj_a01_it_enus
Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls	Course.....	wd_wshj_a02_it_enus
Microsoft Windows Store App Essentials with HTML5: PLM and Contracts	Course.....	wd_wshj_a03_it_enus
Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles	Course.....	wd_wshj_a04_it_enus
Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch	Course.....	wd_wshj_a05_it_enus
Microsoft Windows Store App Essentials with HTML5: Managing Data	Course.....	wd_wshj_a06_it_enus
Microsoft Windows Store App Essentials with HTML5: Security	Course.....	wd_wshj_a07_it_enus
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■ Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

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

Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	Course.....	wd_hjsc_a07_it_enus
Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	Course.....	wd_hjsc_a08_it_enus

■ Microsoft Azure and Web Services

Working With Local Data Access Technologies	Course.....	cl_mazw_a01_it_enus
Querying and Manipulating Data with the Entity Framework	Course.....	cl_mazw_a02_it_enus
Creating and Consuming WCF Web Services	Course.....	cl_mazw_a03_it_enus
WCF Instancing and Concurrency and WCF Data Services	Course.....	cl_mazw_a04_it_enus
Creating and Consuming Web API Services	Course.....	cl_mazw_a05_it_enus
Data Access and Services with Microsoft Azure	Course.....	cl_mazw_a06_it_enus
Preparing and Packaging Applications For Deployment	Course.....	cl_mazw_a07_it_enus
Web Application and Services Deployment	Course.....	cl_mazw_a08_it_enus

■ Web API Essentials

Web API Essentials	Course.....	sd_apid_a01_it_enus
Web API Advanced	Course.....	sd_apid_a02_it_enus

■ Microsoft Azure

Microsoft Azure: Introduction	Course.....	cl_msaz_a01_it_enus
Microsoft Azure: Networks and Storage	Course.....	cl_msaz_a02_it_enus
Microsoft Azure: Publishing and Caching	Course.....	cl_msaz_a03_it_enus

■ Microsoft Azure: Implementing Infrastructure Solutions

Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks	Course.....	cl_mazi_a01_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Virtual Machines	Course.....	cl_mazi_a02_it_enus

IT SKILLS COURSEWARE

Microsoft Azure - Implementing Infrastructure Solutions: Implementing Websites Course.....	cl_mazi_a03_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Storage and PaaS Cloud Course.....	cl_mazi_a04_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Data Services Course.....	cl_mazi_a05_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: CDNs and Automation Course.....	cl_mazi_a06_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Active Directory Course.....	cl_mazi_a07_it_enus

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

■ Introduction to Ajax Development

Ajax Basics Course.....	wt_ajax_a01_it_enus
Ajax API Essentials Course.....	wt_ajax_a02_it_enus
Ajax Applications and Server Communication Course.....	wt_ajax_a03_it_enus

■ Ajax

Ajax: Requesting Data and Retrieving Responses Course.....	wt_ajax_a01_it_enus
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■ CQRS Theory

Introduction to CQRS Course.....	sd_cqrs_a01_it_enus
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SOFTWARE DEVELOPMENT

JAVA 2 PROGRAMMING

■ Java SE7 Fundamentals

Java SE7 Fundamentals: Introduction to Java Course.....	jl_jsef_a01_it_enus
Java SE7 Fundamentals: Variables, Operators, and Objects Course.....	jl_jsef_a02_it_enus
Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops Course.....	jl_jsef_a03_it_enus

Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts Course	jl_jsef_a04_it_enus
Java SE7 Fundamentals: Handling Errors and Deploying Applications Course	jl_jsef_a05_it_enus

■ Java SE 7 New Features

Java SE7 New Features: Java Language and Technology Enhancements Course	jl_jses_a01_it_enus
Java SE7 New Features: I/O, Network, and Desktop Enhancements Course	jl_jses_a02_it_enus

■ Java SE7 Professional

Java SE7 Professional: Syntax and Class Design Course	jl_jsep_a01_it_enus
Java SE7 Professional: Generics, Errors, and I/O Course	jl_jsep_a02_it_enus
Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization Course	jl_jsep_a03_it_enus

■ Introduction to Java EE 6

Introduction to Java EE 6 Course	jl_jteo_a01_it_enus
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■ Developing Applications Using Java Spring

Java Spring: Spring Application Basics Course	jl_spng_a01_it_enus
Java Spring: Annotation Configuration and Java Configuration in Spring Course	jl_spng_a02_it_enus
Java Spring: Creating Web Applications Using Spring MVC Course	jl_spng_a03_it_enus
Java Spring: Working with Data in Spring Course	jl_spng_a04_it_enus
Java Spring: Aspect-Oriented Programming Using Spring AOP Course	jl_spng_a05_it_enus
Java Spring: Adding Security Using the Spring Security Project Course	jl_spng_a06_it_enus

■ Java Hibernate

Getting Started with Java Hibernate Course	jl_hbnt_a01_it_enus
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IT SKILLS COURSEWARE

Customized Mapping and Basic Querying in Java
Hibernate
Course.....jl_hbnt_a02_it_enus
Advanced Querying in Java Hibernate
Course.....jl_hbnt_a03_it_enus

■ Java SE 8 Fundamentals

Java SE 8 Fundamentals: Introduction to Java
Course.....jl_jsee_a01_it_enus
Java SE 8 Fundamentals: Classes and Objects
Course.....jl_jsee_a02_it_enus
Java SE 8 Fundamentals: Methods, Encapsulation, and
Conditionals
Course.....jl_jsee_a03_it_enus
Java SE 8 Fundamentals: Data Manipulation and
Inheritance
Course.....jl_jsee_a04_it_enus
Java SE 8 Fundamentals: Interfaces, Exceptions, and
Deployment
Course.....jl_jsee_a05_it_enus

■ Java SE 8 Programming

Java SE 8 Programming: Encapsulation, Polymorphism,
and Abstraction
Course.....jl_sepr_a01_it_enus
Java SE 8 Programming: Interfaces, Lambda Expressions,
Collections, and
Generics
Course.....jl_sepr_a02_it_enus
Java SE 8 Programming: Inheritance, Interfaces,
Exceptions, and Deployment
Course.....jl_sepr_a03_it_enus
Java SE 8 Programming: Date/Time API, I/O and File I/O
(NIO.2), and Concurrency
Course.....jl_sepr_a04_it_enus
Java SE 8 Programming: Concurrency, Parallelism, the
JDBC API, and Localization
Course.....jl_sepr_a05_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

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

Creating Windows Applications with C# 2010
Course.....sd_wdcs_a01_it_enus
Creating User Interfaces for Windows Applications with C#
2010
Course.....sd_wdcs_a02_it_enus

Windows Applications Content Creation and Management
with C# 2010
Coursesd_wdcs_a03_it_enus
Windows Applications Databinding with C# 2010
Coursesd_wdcs_a04_it_enus
Customizing and Managing Multithreaded Applications
with C# 2010
Coursesd_wdcs_a05_it_enus
Securing and Deploying WPF Applications with C# 2010
Coursesd_wdcs_a06_it_enus

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

Microsoft .NET Framework 4.0: Web Applications with
Visual Studio 2010 and
Visual Basic 2010
Coursesd_masp_a01_it_enus
Microsoft .NET Framework 4.0: Web Form Controls with
VB 2010
Coursesd_masp_a02_it_enus
Microsoft .NET Framework 4.0: Data Integration with VB
2010
Coursesd_masp_a03_it_enus
Microsoft .NET Framework 4.0: Client-Side Scripting and
AJAX with VB 2010
Coursesd_masp_a04_it_enus
Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB
2010
Coursesd_masp_a05_it_enus
Microsoft .NET Framework 4.0: Configuring and Deploying
Web Applications with
VB 2010
Coursesd_masp_a06_it_enus
Microsoft .NET Framework 4: Debugging, Tracing and
Monitoring Web Applications
with VB 2010
Coursesd_masp_a07_it_enus
Microsoft .NET Framework 4.0: Web Application
Optimization and Customization
with VB 2010
Coursesd_masp_a08_it_enus

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

Microsoft .NET Framework 4: Web Applications with
Visual Studio 2010 and Visual
C# 2010
Coursesd_masc_a01_it_enus
Microsoft.NET Framework 4: Web Form Controls with C#
2010
Coursesd_masc_a02_it_enus
Microsoft .NET Framework 4: Data Integration with C#
2010
Coursesd_masc_a03_it_enus

Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010
 Course..... sd_masc_a04_it_enus

Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010
 Course..... sd_masc_a05_it_enus

Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010
 Course..... sd_masc_a06_it_enus

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

Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010
 Course..... sd_masc_a08_it_enus

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

Getting Started with WCF 4 Using C# 2010
 Course.....sd_wccs_a01_it_enus

WCF 4 Contracts, Behaviors, and Data Management Using C# 2010
 Course.....sd_wccs_a02_it_enus

Securing and Managing a WCF 4 Application with C# 2010
 Course.....sd_wccs_a03_it_enus

Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010
 Course.....sd_wccs_a04_it_enus

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

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
 Course..... sd_adcs_a01_it_enus

Managing ADO.NET 4 Connections and Commands with C# 2010
 Course..... sd_adcs_a02_it_enus

Getting Started with ADO.NET 4 DataSets Using C# 2010
 Course..... sd_adcs_a03_it_enus

Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
 Course..... sd_adcs_a04_it_enus

Updating ADO.NET DataSets with C# 2010
 Course..... sd_adcs_a05_it_enus

Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
 Course..... sd_adcs_a06_it_enus

Working with the ADO.NET Entity Framework 4 Using C# 2010
 Course sd_adcs_a07_it_enus

Using LINQ and XML with ADO.NET 4 and C# 2010
 Course sd_adcs_a08_it_enus

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

Getting Started with WCF 4 using VB 2010
 Coursesd_wcvb_a01_it_enus

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

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

Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010
 Coursesd_wcvb_a04_it_enus

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

Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
 Course sd_advb_a01_it_enus

Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
 Course sd_advb_a02_it_enus

Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
 Course sd_advb_a03_it_enus

Updating ADO.NET DataSets with Visual Basic 2010
 Course sd_advb_a05_it_enus

Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010
 Course sd_advb_a04_it_enus

Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010
 Course sd_advb_a06_it_enus

Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
 Course sd_advb_a07_it_enus

Using LINQ and XML with ADO.NET 4 and Visual Basic 2010
 Course sd_advb_a08_it_enus

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

Windows Application Development with Visual Basic 2010
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IT SKILLS COURSEWARE

Creating User Interfaces for Windows Applications with Visual Basic 2010
Course..... sd_wdwb_a02_it_enus

Windows Applications Content Creation and Management with Visual Basic 2010
Course..... sd_wdwb_a03_it_enus

Windows Applications Databinding with Visual Basic 2010
Course..... sd_wdwb_a04_it_enus

Customizing and Managing Multithreaded Applications with Visual Basic 2010
Course..... sd_wdwb_a05_it_enus

Securing and Deploying WPF Applications with Visual Basic 2010
Course..... sd_wdwb_a06_it_enus

■ Microsoft .NET: An Overview

.NET Overview: Windows, Web, and the Cloud
Course.....sd_mnov_a01_it_enus

■ Essentials of Developing Windows Store Apps Using C#

Getting Familiar With Windows 8.1 UI and Layout
Course..... wd_wsae_a01_it_enus

Working With Data and Files
Course..... wd_wsae_a02_it_enus

Navigation and Layout in Windows Store Apps
Course..... wd_wsae_a03_it_enus

Working With Charms and Contracts
Course..... wd_wsae_a04_it_enus

Working With The App Bar, Semantic Zoom, User Input, and Process Lifetime Management
Course..... wd_wsae_a05_it_enus

Authentication, Authorization, and App Deployment
Course..... wd_wsae_a06_it_enus

■ Microsoft .NET Framework: WPF with XAML and C#

WPF Fundamentals with XAML and C#
Course..... sd_wpfn_a01_it_enus

■ Architecture N-Tier/REST

Architecture N-Tier/REST: Designing and Building Applications
Course..... sd_arcr_a01_it_enus

■ F# Fundamentals

Getting Started with F#
Course.....sd_fsfm_a01_it_enus

■ Secure Programming for .NET

Securing .NET Programming
Course sd_spdn_a01_it_enus

SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

■ Developing With Python

Python Language Basics
Course pg_dvpy_a01_it_enus

Applications of Python
Course pg_dvpy_a02_it_enus

Advanced Python
Course pg_dvpy_a03_it_enus

■ Software Development Fundamentals with Visual Studio

Introduction to Programming
Course sd_sdfm_a01_it_enus

Programming Basics
Course sd_sdfm_a02_it_enus

Beginning Windows Applications
Course sd_sdfm_a03_it_enus

■ Ruby On Rails

Ruby on Rails - Fundamentals
Course pg_rubr_a01_it_enus

Ruby on Rails - Database Fundamentals
Course pg_rubr_a02_it_enus

Databases in Ruby on Rails: Advanced Concepts
Course pg_rubr_a05_it_enus

Web APIs with Ruby on Rails
Course pg_rubr_a06_it_enus

Ruby on Rails for .NET Developers
Course pg_rubr_a03_it_enus

Working with Databases in Ruby on Rails
Course pg_rubr_a04_it_enus

■ Ruby Programming

Getting Started with Ruby
Course pg_ruby_a01_it_enus

Working with Ruby
Course pg_ruby_a02_it_enus

Advanced Ruby Features
Course pg_ruby_a03_it_enus

■ Working with Clojure

Clojure Fundamentals	Course.....sl_jclj_a01_it_enus
Data and State Management in Clojure	Course.....sl_jclj_a02_it_enus
Optimizing Clojure Projects	Course.....sl_jclj_a03_it_enus
Clojure Data-Driven and Web Application Fundamentals	Course.....sl_jclj_a04_it_enus

■ Introduction to R Programming

Introduction to R Programming	Course.....pg_rprg_a01_it_enus
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■ Programming with ANSI C

ANSI C Language Fundamentals	Course.....sd_ansi_a01_it_enus
Iterations, Functions and Pointers in ANSI C	Course.....sd_ansi_a02_it_enus
Data Structures and File Management in ANSI C	Course.....sd_ansi_a03_it_enus
Optimizing and Debugging ANSI C Programs	Course.....sd_ansi_a04_it_enus

■ Introduction to Swift Programming

Swift Language Basics	Course.....sd_swft_a01_it_enus
Using Swift Advanced Language Features	Course.....sd_swft_a02_it_enus

■ Introduction to Scala

Scala Introduction	Course.....sd_scal_a01_it_enus
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SOFTWARE DEVELOPMENT

C/C++ PROGRAMMING

■ C++11 Programming Essentials

C++11: Programming Fundamentals	Course.....pg_cp1s_a01_it_enus
C++11: Programming Techniques	Course.....pg_cp1s_a02_it_enus
C++11: Programming with Boost	Course.....pg_cp1s_a03_it_enus
C++11: Advanced Techniques and C++14 Preview	Course.....pg_cp1s_a04_it_enus

■ Programming in C++

Programming in C++: Working with Classes	Coursepg_pcpp_a01_it_enus
Programming in C++: Arrays, Pointers, and STL	Coursepg_pcpp_a02_it_enus
Programming in C++: STL I/O and Headers, Templates, and Namespaces	Coursepg_pcpp_a03_it_enus
Programming in C++: Structure and Data Types	Coursepg_pcpp_a04_it_enus
Programming in C++: Program Structure and Exceptions	Coursepg_pcpp_a05_it_enus
Programming in C++: Tools and Techniques	Coursepg_pcpp_a06_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

■ Software Programming Fundamentals

Getting Started with Software Programming	Coursesd_spff_a01_it_enus
Introduction to Software Program Design	Coursesd_spff_a02_it_enus
Software Program Control Flow Fundamentals	Coursesd_spff_a03_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE DESIGN

■ Object-oriented Design

Beginning Object-Oriented Design	Coursesd_oord_a01_it_enus
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■ Service Oriented Architecture

SOA Fundamentals	Coursesd_soae_a01_it_enus
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■ SOLID Principles of Object-oriented Design

Introduction to SOLID	Coursesd_obod_a01_it_enus
SOLID Fundamentals	Coursesd_obod_a02_it_enus

■ JIRA Fundamentals

Leveraging the JIRA Platform for Development Projects	Coursesd_jira_a01_it_enus
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IT SKILLS COURSEWARE

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

■ Advanced Scrum

Advanced Scrum: Developing the Product and Sprint Backlogs Course.....	sd_scrm_a01_it_enus
Advanced Scrum: Integrating and Customizing Scrum Course.....	sd_scrm_a02_it_enus
Advanced Scrum: Addressing Sprint Execution Challenges Course.....	sd_scrm_a03_it_enus

■ Software Practices (SCRUM)

Software Practices (SCRUM): SCRUM Roles Course.....	sd_spsc_a01_it_enus
Software Practices (SCRUM): SCRUM Meetings Course.....	sd_spsc_a02_it_enus

■ User Experience (UX) Design Foundations

UX Design Foundations: Design Principles and Strategies Course.....	sd_uxfd_a01_it_enus
UX Design Foundations: Techniques and Tools Course.....	sd_uxfd_a02_it_enus
UX Design Foundations: Navigation, Layout, and Content Course.....	sd_uxfd_a03_it_enus

■ Software Practices: Waterfall

The Waterfall Software Development Model Course.....	sd_wtfl_a01_it_enus
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SOFTWARE DEVELOPMENT

SOFTWARE TESTING FOUNDATIONS

■ Software Testing Foundations

Fundamentals of Software Testing Course	sd_sfff_a01_it_enus
Testing Throughout the Software Life Cycle Course	sd_sfff_a02_it_enus
Static Techniques and Test Design in Software Testing Course	sd_sfff_a03_it_enus
Black-Box Software Testing Techniques Course	sd_sfff_a04_it_enus
White-Box Software Testing Techniques Course	sd_sfff_a05_it_enus
Software Test Management Course	sd_sfff_a06_it_enus
Configuration Management, Risks, and Incidents in Software Testing Course	sd_sfff_a07_it_enus
Tool Support in Software Testing Course	sd_sfff_a08_it_enus

■ Microsoft Visual Studio Team Foundation Server 2013 Administration

Microsoft Team Foundation Server 2013: Installation and Configuration Course	sd_mtfs_a01_it_enus
Microsoft Team Foundation Server 2013: Customization for Team Use Course	sd_mtfs_a03_it_enus
Microsoft Team Foundation Server 2013: Managing an Implementation Course	sd_mtfs_a02_it_enus
Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control Course	sd_mtfs_a04_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
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IT SKILLS COURSEWARE

Working with JUnit Tests
Course.....jl_jtut_a02_it_enus

■ Software Testing with Visual Studio

Software Testing with Visual Studio: Create and Configure Test Plans
Course.....sd_stvs_a01_it_enus

Software Testing with Visual Studio: Manage Test Cases
Course.....sd_stvs_a02_it_enus

Software Testing with Visual Studio: Manage Test Execution Part 1
Course.....sd_stvs_a03_it_enus

Software Testing with Visual Studio: Manage Test Execution Part 2
Course.....sd_stvs_a04_it_enus

■ Debugging Fundamentals

Introduction to Debugging
Course.....sd_dbug_a01_it_enus

Visual Studio 2013 Debugging
Course.....sd_dbug_a02_it_enus

Debugging Tools
Course.....sd_dbug_a03_it_enus

Software Debugging in Windows
Course.....sd_dbug_a04_it_enus

■ Software Testing Fundamentals

Creating Software Tests
Course.....sd_stfm_a01_it_enus

Managing, Troubleshooting, and Automating Software Tests
Course.....sd_stfm_a02_it_enus

■ Using Cucumber

Cucumber Fundamentals
Course.....sd_ccmb_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT WINDOWS STORE APPS

■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5: Enhancing Performance
Course.....wd_awsh_a01_it_enus

Microsoft Advanced Windows Store Apps with HTML5: Animations and Custom Controls
Course.....wd_awsh_a02_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Media and Devices
Course.....wd_awsh_a03_it_enus

Microsoft Advanced Windows Store App Development with HTML5: User Interaction
Course.....wd_awsh_a04_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Data and Security
Course.....wd_awsh_a05_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy
Course.....wd_awsh_a06_it_enus

■ Advanced Windows Store App Development Using C# and XAML

Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management
Course.....wd_awsa_a01_it_enus

Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS
Course.....wd_awsa_a02_it_enus

Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices
Course.....wd_awsa_a03_it_enus

Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing
Course.....wd_awsa_a04_it_enus

Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment
Course.....wd_awsa_a05_it_enus

■ ASP.NET MVC Web Application Development

Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013
Course.....wd_dwap_a01_it_enus

Designing the User Experience in ASP.NET MVC Web Applications
Course.....wd_dwap_a02_it_enus

Working with ASP.NET MVC Models
Course.....wd_dwap_a03_it_enus

ASP.NET MVC Databases and the Entity Framework
Course.....wd_dwap_a04_it_enus

Developing the User Experience in ASP.NET MVC
Course.....wd_dwap_a05_it_enus

Designing ASP.NET MVC Application Architecture
Course.....wd_dwap_a06_it_enus

Implementing ASP.NET Authentication and Authorization
Course.....wd_dwap_a07_it_enus

Debugging ASP.NET MVC Web Applications
Course.....wd_dwap_a08_it_enus

IT SKILLS COURSEWARE

Configuring and Deploying an ASP.NET MVC Application
Course..... wd_dwap_a09_it_enus
Optimizing and Protecting Application Data
Course..... wd_dwap_a10_it_enus

■ Working with ASP.NET MVC 5

Creating and Securing MVC 5 Applications
Course..... wd_dwaq_a01_it_enus
Using MVC 5 with EF6, Web API 2, SignalR, and Azure
Course..... wd_dwaq_a02_it_enus

SOFTWARE DEVELOPMENT

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

MICROSOFT LINQ

■ Microsoft LINQ

Getting Started with LINQ
Course..... sd_linq_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT ENTERPRISE LIBRARY

■ Microsoft Enterprise Library

Microsoft Enterprise Library
Course sd_enlb_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT ORM

■ NHibernate

NHibernate Essentials
Course sd_nhib_a01_it_enus
NHibernate Advanced Techniques
Course sd_nhib_a02_it_enus

■ Microsoft Entity Framework

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

SOFTWARE DEVELOPMENT

ALGORITHMS

■ Introduction to Algorithms and Data Structures

Introduction to Algorithms and Data Structures
Course sd_alds_a01_it_enus

SOFTWARE DEVELOPMENT

MOBILE APPLICATION DEVELOPMENT

■ Programming Cross-Platform Applications in Visual Studio with Xamarin

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

■ New Features in Android 5.x Lollipop For Developers

Android Lollipop New Features For Developers
Course sd_nfal_a01_it_enus

SOFTWARE DEVELOPMENT

IT SKILLS COURSEWARE

WINDOWS EMBEDDED

■ Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry
Course..... sd_wemb_a01_it_enus

SOFTWARE DEVELOPMENT

CONFIGURATION MANAGEMENT

■ Git Fundamentals

Beginner Git
Course..... sd_gitf_a01_it_enus
Advanced Git
Course..... sd_gitf_a02_it_enus

SOFTWARE DEVELOPMENT

DEFENSIVE PROGRAMMING

■ Defensive Programming in C/C++

Defensive Coding Fundamentals for C/C++
Course..... sd_dpcc_a01_it_enus
Defensive Coding for C/C++
Course..... sd_dpcc_a02_it_enus

■ Defensive Programming in C#

Defensive Coding Fundamentals for C#
Course..... sd_dpcc_a01_it_enus
Defensive Coding for C#
Course..... sd_dpcc_a02_it_enus

■ Defensive Programming in JavaScript and HTML5

Defensive Coding Fundamentals for JavaScript and HTML5
Course..... sd_dpjh_a01_it_enus
Defensive Coding for JavaScript and HTML5
Course..... sd_dpjh_a02_it_enus

■ Defensive Programming in iOS

Thinking Defensively about Functions, Methods, and Input
Course..... sd_dpjo_a01_it_enus
Managing Network Interaction
Course..... sd_dpjo_a02_it_enus
Errors, Exceptions, and Testing
Course..... sd_dpjo_a03_it_enus

Protecting Data in iOS Apps
Course..... sd_dpjo_a04_it_enus

SOFTWARE DEVELOPMENT

APACHE

■ Maven Fundamentals

Getting Started with Maven
Course..... sd_apma_a01_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

■ Mentoring Assets

Mentoring 1Z0-851 Java Standard Edition 6 Programmer
Mentoring Assets mnt310065
Mentoring 70-515 VB - TS: Web Applications
Development with .NET 4
Mentoring Assets mnt70515vb
Mentoring 70-513 C# - TS: Windows Communication
Foundation with .NET 4
Mentoring Assets mnt70513cs
Mentoring 70-515 C# - TS: Web Applications
Development with .NET 4
Mentoring Assets mnt70515cs
Mentoring 70-516 C# - TS: Accessing Data with Microsoft
.NET Framework 4
Mentoring Assets mnt70516cs
Mentoring 70-511 C# - TS: Windows Applications
Development with .NET 4
Mentoring Assets mnt70511cs
Mentoring 70-513 VB - TS: Windows Communication
Foundation with .NET 4
Mentoring Assets mnt70513vb
Mentoring 70-516 VB - TS: Accessing Data with Microsoft
.NET Framework 4
Mentoring Assets mnt70516vb
Mentoring 70-511 VB - TS: Windows Applications
Development with .NET 4
Mentoring Assets mnt70511vb
Mentoring 1Z0-804 Java SE 7 Programmer II
Mentoring Assets mnt1z0804
Mentoring 70-480 Programming in HTML5 with JavaScript
and CSS3
Mentoring Assets mnt70480
Mentoring BH0-010 Certified Tester Foundation Level
Mentoring Assets mntbh0010
Mentoring 70-481 Developing Windows Store Apps using
HTML5 and JavaScript
Mentoring Assets mnt70481

IT SKILLS COURSEWARE

Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript	
Mentoring Assets.....	mnt70482
Mentoring 70-483 Programming in C#	
Mentoring Assets.....	mnt70483
Mentoring 98-361 Software Development Fundamentals	
Mentoring Assets.....	mnt98361
Mentoring 70-484 Essentials of Developing Windows Store Apps Using C#	
Mentoring Assets.....	mnt70484
Mentoring 70-486 Developing ASP.NET MVC Web Applications	
Mentoring Assets.....	mnt70486
Mentoring 70-485 Advanced Windows Store App Development Using C#	
Mentoring Assets.....	mnt70485
Mentoring 70-487 Developing Microsoft Azure and Web Services	
Mentoring Assets.....	mnt70487
Mentoring 1Z0-808 Java SE Programmer 8	
Mentoring Assets.....	mnt1z0808
Mentoring Software Testing Fundamentals	
Mentoring Assets.....	mnt98379
Mentoring 1Z0-809 Java SE 8 Programmer II	
Mentoring Assets.....	mnt1Z0809
Mentoring 1Z0-803 Java SE 7 Programmer I	
Mentoring Assets.....	mnt1z0803

SOFTWARE DEVELOPMENT

TEST PREPS

■ Test Preps

TestPrep 70-515 VB - TS: Web Applications Development with .NET 4	
Testprep Exams	sd_masp_a01_tp_enus
TestPrep 70-515 C# - TS: Web Applications Development with .NET 4	
Testprep Exams	sd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4	
Testprep Exams	sd_wccs_a01_tp_enus
TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4	
Testprep Exams	sd_adcs_a01_tp_enus
TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4	
Testprep Exams	sd_wdcs_a01_tp_enus
TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4	
Testprep Exams	sd_wcvb_a01_tp_enus
TestPrep 1Z0-803 Java SE 7 Programmer I	
Testprep Exams	jl_jsef_a01_tp_enus

TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4	
Testprep Exams	sd_wdvb_a01_tp_enus
TestPrep 1Z0-804 Java SE 7 Programmer II	
Testprep Exams	jl_jsep_a01_tp_enus
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3	
Testprep Exams	wd_hjsc_a01_tp_enus
TestPrep BH0-010 Certified Tester Foundation Level	
Testprep Exams	sd_sftf_a01_tp_enus
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript	
Testprep Exams	wd_wshj_a02_tp_enus
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript	
Testprep Exams	wd_awsh_a01_tp_enus
TestPrep 70-483 Programming in C#	
Testprep Exams	wd_pgcs_a01_tp_enus
TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#	
Testprep Exams	wd_wsae_a01_tp_enus
TestPrep 98-361 Software Development Fundamentals	
Testprep Exams	sd_sdfm_a01_tp_enus
TestPrep 70-485 Advanced Windows Store App Development Using C#	
Testprep Exams	wd_awsa_a01_tp_enus
TestPrep 70-486 Developing ASP.NET MVC Web Applications	
Testprep Exams	wd_dwap_a01_tp_enus
TestPrep 70-487 Developing Microsoft Azure and Web Services	
Testprep Exams	cl_mazw_a01_tp_enus
TestPrep 1Z0-808 Java SE 8 Programmer I	
Testprep Exams	jl_jsee_a01_tp_enus
TestPrep 98-379 Software Testing Fundamentals	
Testprep Exams	sd_stfm_a01_tp_enus
TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4	
Testprep Exams	sd_advb_a01_tp_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

■ CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards Course	cs_apel_a01_it_enus
CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices Course	cs_apel_a02_it_enus

IT SKILLS COURSEWARE

CompTIA A+ 220-801: CPUs, Connections, and Power Supplies Course.....	cs_apel_a03_it_enus
CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals Course.....	cs_apel_a04_it_enus
CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols Course.....	cs_apel_a05_it_enus
CompTIA A+ 220-801: Networking Technologies Course.....	cs_apel_a06_it_enus
CompTIA A+ 220-801: Networking Devices and Tools Course.....	cs_apel_a07_it_enus
CompTIA A+ 220-801: Laptops Course.....	cs_apel_a08_it_enus
CompTIA A+ 220-801: Printers Course.....	cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures Course.....	cs_apel_a10_it_enus

■ CompTIA A+ 220-802

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

■ CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware Course.....	cs_csvr_a01_it_enus
CompTIA Server+ 2009: System Software Course.....	cs_csvr_a02_it_enus
CompTIA Server+ 2009: Server Functions and Network Essentials Course.....	cs_csvr_a03_it_enus

CompTIA Server+ 2009: Storage Course.....	cs_csvr_a04_it_enus
CompTIA Server+ 2009: IT Environment Course.....	cs_csvr_a05_it_enus
CompTIA Server+ 2009: Disaster Recovery Course.....	cs_csvr_a06_it_enus
CompTIA Server+ 2009: Troubleshooting Course.....	cs_csvr_a07_it_enus
CompTIA Server+ 2009: Network and Storage Troubleshooting Course.....	cs_csvr_a08_it_enus

■ CompTIA Server+ 2014

CompTIA Server+ SK0-004: Server Architecture Course.....	cs_svpf_a01_it_enus
CompTIA Server+ SK0-004: Server Administration I Course.....	cs_svpf_a02_it_enus
CompTIA Server+ SK0-004: Server Administration II Course.....	cs_svpf_a03_it_enus
CompTIA Server+ SK0-004: Storage Course.....	cs_svpf_a04_it_enus
CompTIA Server+ SK0-004: Security Course.....	cs_svpf_a05_it_enus
CompTIA Server+ SK0-004: Networking and Disaster Recovery Course.....	cs_svpf_a06_it_enus
CompTIA Server+ SK0-004: Troubleshooting I Course.....	cs_svpf_a07_it_enus
CompTIA Server+ SK0-004: Troubleshooting II Course.....	cs_svpf_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA LINUX+

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

CompTIA Linux+ 2014 Powered By LPI: LX0-103: System Architecture Course.....	cs_lxps_a01_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Installation and Package Management Course.....	cs_lxps_a02_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU and Unix Commands Course.....	cs_lxps_a03_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Advanced GNU and Unix Commands Course.....	cs_lxps_a04_it_enus

IT SKILLS COURSEWARE

CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices and Filesystems
Course..... cs_lxps_a05_it_enus

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

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

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

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

CompTIA Linux+ 2014 Powered By LPI: LX0-104 Security, Data, and Accessibility
Course..... cs_lxpt_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2013

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

Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture
Course..... es_cosp_a01_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design
Course..... es_cosp_a02_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Installation
Course..... es_cosp_a03_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications
Course..... es_cosp_a04_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Authentication
Course..... es_cosp_a05_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy
Course..... es_cosp_a06_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search
Course..... es_cosp_a07_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring
Course..... es_cosp_a08_it_enus

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

Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites
Course es_spdu_a01_it_enus

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

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

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

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

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

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

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

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

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

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

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

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

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

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

IT SKILLS COURSEWARE

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2010

■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010 Course.....	es_spap_a01_it_enus
Development Models and Methods in SharePoint 2010 Course.....	es_spap_a02_it_enus
Presentation Layers and Components in SharePoint 2010 Course.....	es_spap_a03_it_enus
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010 Course.....	es_spap_a04_it_enus
Custom Branding and Navigation for SharePoint 2010 Course.....	es_spap_a05_it_enus
Application Design and Security in SharePoint 2010 Course.....	es_spap_a06_it_enus
Performance Analysis and Debugging in SharePoint 2010 Course.....	es_spap_a07_it_enus
Integration and Data Capture Methodologies with SharePoint 2010 Course.....	es_spap_a08_it_enus
Information Architecture and Workflow Solutions in SharePoint 2010 Course.....	es_spap_a09_it_enus
Regional Settings and Configuration in SharePoint 2010 Course.....	es_spap_a10_it_enus

■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface Programmatically Course.....	es_spad_a01_it_enus
Developing SharePoint 2010 Web Parts and Controls Course.....	es_spad_a02_it_enus
Developing Business Logic Using SharePoint 2010 Workflows and ECM Course.....	es_spad_a03_it_enus
Programmatically Working with Permissions and BCS in SharePoint 2010 Course.....	es_spad_a04_it_enus
Working With SharePoint 2010 Data Course.....	es_spad_a05_it_enus
SharePoint Server 2010 Object Model Course.....	es_spad_a06_it_enus
SharePoint 2010 Features and Solutions Course.....	es_spad_a07_it_enus
SharePoint 2010 Site Branding Course.....	es_spad_a08_it_enus

Extending SharePoint 2010 Search and Document Namespaces Course.....	es_spad_a09_it_enus
Stabilizing and Deploying SharePoint 2010 Components Course.....	es_spad_a10_it_enus

■ Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture Course.....	es_mssb_a01_it_enus
SharePoint 2010 SP1: Logical Design and Sandbox Solutions Course.....	es_mssb_a02_it_enus
SharePoint 2010 SP1: Deployment Topology and Availability Course.....	es_mssb_a03_it_enus
SharePoint 2010 SP1: Planning Service Applications and Component Strategy Course.....	es_mssb_a04_it_enus
Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade Course.....	es_mssb_a05_it_enus
Sharepoint 2010 SP1: Designing Security Course.....	es_mssb_a06_it_enus
SharePoint 2010 SP1: Maintenance and Provisioning Course.....	es_mssb_a07_it_enus
Sharepoint 2010 SP1: Backing Up, Restoring, and Monitoring Course.....	es_mssb_a08_it_enus
Sharepoint 2010 SP1: Planning for Search Course.....	es_mssb_a09_it_enus
SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration Course.....	es_mssb_a10_it_enus

■ Microsoft SharePoint Server 2010 SP1: Configuring

Sharepoint 2010 SP1: Installation and Configuration Course.....	es_mssu_a01_it_enus
Sharepoint 2010 SP1: Core Configuration Course.....	es_mssu_a02_it_enus
Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1 Course.....	es_mssu_a03_it_enus
Sharepoint 2010 SP1: Configuring and Administering Search Course.....	es_mssu_a04_it_enus
Sharepoint 2010 SP1: Configuring Web Applications Course.....	es_mssu_a05_it_enus
SharePoint 2010 SP1: Authentication and Web Application Security Configuration Course.....	es_mssu_a06_it_enus
Sharepoint 2010 SP1: Configuring Site Collections Course.....	es_mssu_a07_it_enus

IT SKILLS COURSEWARE

Sharepoint 2010 SP1: Managing Features and Solutions Course.....	es_mssu_a08_it_enus
SharePoint 2010 SP1: Operational Health Course.....	es_mssu_a09_it_enus
SharePoint 2010 SP1: Performance Course.....	es_mssu_a10_it_enus
SharePoint Online Course.....	es_mssu_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SYSTEM CENTER ESSENTIALS

■ Microsoft System Center Essentials: installation and Configuration

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 8

■ Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications Course.....	mw_mgmb_a01_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings Course.....	mw_mgmb_a02_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access Course.....	mw_mgmb_a03_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security Course.....	mw_mgmb_a04_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices Course.....	mw_mgmb_a05_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security Course	mw_mgmb_a06_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services Course	mw_mgmb_a07_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP Course	mw_mgmb_a08_it_enus

■ Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1 Course	mw_mwcp_a01_it_enus
Microsoft Windows 8.1 - Configuring: Hardware and Applications Course	mw_mwcp_a02_it_enus
Microsoft Windows 8.1 - Configuring: Network Configuration Course	mw_mwcp_a03_it_enus
Microsoft Windows 8.1 - Configuring: Remote Management and Security Course	mw_mwcp_a04_it_enus
Microsoft Windows 8.1 - Configuring: Resource Access Course	mw_mwcp_a05_it_enus
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices Course	mw_mwcp_a06_it_enus
Microsoft Windows 8.1 - Configuring: Windows Clients Course	mw_mwcp_a07_it_enus
Microsoft Windows 8.1 - Configuring: File and System Recovery Course	mw_mwcp_a08_it_enus

■ Microsoft Windows: Deploying Windows Devices and Enterprise Apps

Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies Course	mw_dwde_a01_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility Course	mw_dwde_a02_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE Course	mw_dwde_a03_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI Course	mw_dwde_a04_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: ZTI and SCCM Course	mw_dwde_a05_it_enus

IT SKILLS COURSEWARE

Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation
Course..... mw_dwde_a06_it_enus

■ Microsoft Windows: Managing Enterprise Devices and Apps

Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices
Course.....mw_medb_a01_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM
Course.....mw_medb_a02_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Client Management
Course.....mw_medb_a03_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets
Course.....mw_medb_a04_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Managing Applications
Course.....mw_medb_a05_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Software Updates
Course.....mw_medb_a06_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Compliance
Course.....mw_medb_a07_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Site Management
Course.....mw_medb_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 7

■ Microsoft Windows 7: First Look for IT Professionals

Microsoft Windows 7: First Look for IT Professionals
Course..... mw_mwfp_a01_it_enus

■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7
Course..... mw_mwgcg_a01_it_enus

Deploying Windows 7
Course..... mw_mwgcg_a02_it_enus

Configuring Hardware and Applications in Windows 7
Course..... mw_mwgcg_a03_it_enus

Configuring Network Connectivity in Windows 7
Course..... mw_mwgcg_a04_it_enus

Configuring Access to Resources in Windows 7
Coursemw_mwgcg_a05_it_enus

Configuring Mobile Computing in Windows 7
Coursemw_mwgcg_a06_it_enus

Monitoring, Backing Up, and Restoring Windows 7 Systems
Coursemw_mwgcg_a07_it_enus

■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment
Coursemw_mwda_a01_it_enus

Determining Application Compatibility for Windows 7
Coursemw_mwda_a02_it_enus

Creating a Standard Image to Deploy Windows 7
Coursemw_mwda_a03_it_enus

Deploying Windows 7 Using WDS and USMT
Coursemw_mwda_a04_it_enus

Deploying Windows 7 Using Lite-Touch Installation
Coursemw_mwda_a05_it_enus

Deploying Windows 7 Using Zero-Touch Installation
Coursemw_mwda_a06_it_enus

Designing Windows 7 Client Configuration
Coursemw_mwda_a07_it_enus

Troubleshooting Windows 7 Client Configuration
Coursemw_mwda_a08_it_enus

Designing Application and Update Deployments for Windows 7
Coursemw_mwda_a09_it_enus

■ Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues
Coursemw_mwet_a01_it_enus

Management and Maintenance of Windows 7 Client Systems
Coursemw_mwet_a02_it_enus

Troubleshooting Logon and Resource Access Issues in Windows 7
Coursemw_mwet_a03_it_enus

Resolving Windows 7 Network Connectivity Issues
Coursemw_mwet_a04_it_enus

Troubleshooting IE8 and Encryption Issues in Windows 7
Coursemw_mwet_a05_it_enus

Protecting Windows 7 Against Malware and Vulnerabilities
Coursemw_mwet_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER 2013

■ Microsoft Exchange Server 2013: Advanced Solutions

- Microsoft Exchange Server 2013 - Advanced Solutions: Availability
Course..... es_exca_a01_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Site-resilience Solutions
Course..... es_exca_a02_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Advanced Security
Course..... es_exca_a03_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Compliance and Discovery
Course..... es_exca_a04_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Migration and Federation
Course..... es_exca_a05_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting
Course..... es_exca_a06_it_enus
- Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging
Course..... es_exca_a07_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2012

■ Microsoft Windows Server 2012 R2: Installing and Configuring

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

- Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs
Course ws_icfh_a08_it_enus
- Microsoft Windows Server 2012 R2 - Installing and Configuring: Security
Course ws_icfh_a09_it_enus

■ Microsoft Windows Server 2012 R2: Administration

- Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS
Course ws_admo_a01_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring
Course ws_admo_a02_it_enus
- Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption
Course ws_admo_a03_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Network Services and Access
Course ws_admo_a04_it_enus
- Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP
Course ws_admo_a05_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies
Course ws_admo_a06_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory
Course ws_admo_a07_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing
Course ws_admo_a08_it_enus
- Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences
Course ws_admo_a09_it_enus

■ Microsoft Windows Server 2012 R2: Configuring Advanced Services

- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA
Course ws_cfat_a01_it_enus
- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR
Course ws_cfat_a02_it_enus
- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage
Course ws_cfat_a03_it_enus
- Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC
Course ws_cfat_a04_it_enus

IT SKILLS COURSEWARE

Microsoft Windows Server 2012 R2 - Configuring
Advanced Services: DHCP & DNS
Course..... ws_cfat_a05_it_enus

Microsoft Windows Server 2012 R2 - Configuring
Advanced Services: AD Domains
Course..... ws_cfat_a06_it_enus

Microsoft Windows Server 2012 R2 - Configuring
Advanced Services: AD
Replication
Course..... ws_cfat_a07_it_enus

Microsoft Windows Server 2012 R2 - Configuring
Advanced Services: PKI
Course..... ws_cfat_a08_it_enus

Microsoft Windows Server 2012 R2 - Configuring
Advanced Services: Federation
Course..... ws_cfat_a09_it_enus

■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Updates
Course..... ws_adin_a01_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: VM hosts and guests
Course..... ws_adin_a02_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Storage and
Networks
Course..... ws_adin_a03_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: VM Administration
Course..... ws_adin_a04_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Clustering and NLB
Course..... ws_adin_a05_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Business Continuity
Course..... ws_adin_a06_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Monitoring
Course..... ws_adin_a07_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Certificate
Services
Course..... ws_adin_a08_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: AD RMS and AD FS
Course..... ws_adin_a09_it_enus

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

Microsoft Windows Server 2012 R2: Server Infrastructure -
AD Design
Course..... ws_imin_a01_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
AD DS
Course ws_imin_a02_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
OU and Group Policy
Course ws_imin_a03_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure
– Server Deployment
Course ws_imin_a04_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
DHCP Design
Course ws_imin_a05_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
DNS, File and Storage
Course ws_imin_a06_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
IPAM and VPN
Course ws_imin_a07_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure
– DirectAccess
Course ws_imin_a08_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
Network Protection
Course ws_imin_a09_it_enus

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2008

■ Microsoft Windows Server 2008: Configuring Active Directory

The Active Directory Infrastructure in Windows Server
2008
Course ws_mwcd_a01_it_enus

Additional Active Directory Server Roles in Windows
Server 2008
Course ws_mwcd_a02_it_enus

Active Directory Objects in Windows Server 2008
Course ws_mwcd_a03_it_enus

Group Policy Objects Strategy in Windows Server 2008
Course ws_mwcd_a04_it_enus

Configuring DNS in Windows Server 2008
Course ws_mwcd_a05_it_enus

Active Directory Certificate Services in Windows Server
2008
Course ws_mwcd_a06_it_enus

Communications and Security in Windows Server 2008
Course ws_mwcd_a07_it_enus

IT SKILLS COURSEWARE

Monitoring, Backups, and Recovery in Windows Server 2008
Course.....ws_mwcd_a08_it_enus

■ Microsoft Windows Server 2008: Configuring Network Infrastructure

Configure IP Addressing and Windows Services in Windows Server 2008
Course.....ws_mwci_a01_it_enus

Configure, Manage, and Maintain IP Services in Windows Server 2008
Course.....ws_mwci_a02_it_enus

Name Resolution in Windows Server 2008
Course.....ws_mwci_a03_it_enus

DNS Zones and Replication in Windows Server 2008
Course.....ws_mwci_a04_it_enus

Configure Network Access in Windows Server 2008
Course.....ws_mwci_a05_it_enus

Network Access Security in Windows Server 2008
Course.....ws_mwci_a06_it_enus

Configure File and Print Services in Windows Server 2008
Course.....ws_mwci_a07_it_enus

Monitor Network Infrastructure in Windows Server 2008
Course.....ws_mwci_a08_it_enus

■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers
Course.....ws_mwcf_a01_it_enus

Configuring Windows Server 2008 Availability
Course.....ws_mwcf_a02_it_enus

Configure Terminal Services in Windows 2008
Course.....ws_mwcf_a03_it_enus

Terminal Services Resource Access in Windows 2008
Course.....ws_mwcf_a04_it_enus

Configuring Windows Server Hyper-V and Virtual Machines
Course.....ws_mwcf_a05_it_enus

Configuring Web Services and Security in Windows Server 2008
Course.....ws_mwcf_a06_it_enus

Managing IIS in Windows Server 2008
Course.....ws_mwcf_a07_it_enus

Configuring Web Service Protocols in Windows Server 2008
Course.....ws_mwcf_a08_it_enus

Configuring Network Application Services in Windows Server 2008
Course.....ws_mwcf_a09_it_enus

■ Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment
Coursews_wsad_a01_it_enus

Planning Active Directory and Group Policy for Windows Server 2008
Coursews_wsad_a02_it_enus

Windows Server 2008 Management and Delegation
Coursews_wsad_a03_it_enus

Managing File Servers and Data Provisioning in Windows Server 2008
Coursews_wsad_a04_it_enus

Windows Server 2008 Application Server Management and Application Provisioning
Coursews_wsad_a05_it_enus

Windows Server 2008 Application Servers and Services
Coursews_wsad_a06_it_enus

Patch Management and Securing and Monitoring Servers in Windows Server 2008
Coursews_wsad_a07_it_enus

Certificate Services, SANs, and High Availability in Windows Server 2008
Coursews_wsad_a08_it_enus

Accessing Windows Networks Remotely in Windows Server 2008
Coursews_wsad_a09_it_enus

Windows Server 2008 Backup and Recovery
Coursews_wsad_a10_it_enus

■ Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008
Coursews_mwse_a01_it_enus

Network Access in Microsoft Windows Server 2008
Coursews_mwse_a02_it_enus

Application Access and Delivery in Microsoft Windows Server 2008
Coursews_mwse_a03_it_enus

Server and Application Virtualization in Microsoft Windows Server 2008
Coursews_mwse_a04_it_enus

Designing the Active Directory Infrastructure in Microsoft Windows Server 2008
Coursews_mwse_a05_it_enus

Active Directory Administration in Microsoft Windows Server 2008
Coursews_mwse_a06_it_enus

Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
Coursews_mwse_a07_it_enus

IT SKILLS COURSEWARE

The Certificate Services Infrastructure in Microsoft Windows Server 2008
Course.....ws_mwse_a08_it_enus

Software Updates and Compliance Management in Microsoft Windows Server 2008
Course.....ws_mwse_a09_it_enus

Designing Data Security and High Availability in Microsoft Windows Server 2008
Course.....ws_mwse_a10_it_enus

■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2
Course..... ws_mwur_a01_it_enus

Management Improvements in Windows Server 2008 R2
Course..... ws_mwur_a02_it_enus

Improvements to Role Services in Windows Server 2008 R2
Course..... ws_mwur_a03_it_enus

Access Control in Windows Server 2008 R2
Course..... ws_mwur_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER

■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment
Course..... es_excs_a01_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management
Course..... es_excs_a02_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers
Course..... es_excs_a03_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity
Course..... es_excs_a04_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Message Transport
Course..... es_excs_a05_it_enus

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

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

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

■ Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server
Course es_mesd_a01_it_enus

Exchange Server 2010 SP1: Installation and Configuration
Course es_mesd_a02_it_enus

Exchange Server 2010 SP1: Administrative Tools
Course es_mesd_a03_it_enus

Exchange Server 2010 SP1: Mailbox Server Administration
Course es_mesd_a04_it_enus

Exchange Server 2010 SP1: Public Folders and Messaging Records Management
Course es_mesd_a05_it_enus

Exchange Server 2010 SP1: Message Transport
Course es_mesd_a06_it_enus

Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security
Course es_mesd_a07_it_enus

Exchange Server 2010 SP1: Client Access
Course es_mesd_a08_it_enus

Exchange Server 2010 SP1: High Availability
Course es_mesd_a09_it_enus

Exchange Server 2010 SP1: Backup and Recovery
Course es_mesd_a10_it_enus

Exchange Server 2010 SP1: Monitoring Mail Flow and Performance
Course es_mesd_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT HYPER-V

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

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview
Course hv_wshv_a01_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V
Course hv_wshv_a02_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server
Course hv_wshv_a03_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
Course hv_wshv_a04_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management
Course hv_wshv_a05_it_enus

IT SKILLS COURSEWARE

Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates	Course..... hv_wshv_a06_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability	Course..... hv_wshv_a07_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services	Course..... hv_wshv_a08_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles	Course..... hv_wshv_a09_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments	Course..... hv_wshv_a10_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

■ Unix OS Fundamentals

Unix OS Fundamentals: An Introduction to Unix	Course.....lu_unsf_a01_it_enus
Unix OS Fundamentals: Managing Files and Directories	Course.....lu_unsf_a02_it_enus
Unix OS Fundamentals: Security	Course.....lu_unsf_a03_it_enus
Unix OS Fundamentals: Network Administration	Course.....lu_unsf_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX PROFESSIONAL INSTITUTE

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

Linux User Notification and Device Management	Course.....lu_lalq_a01_it_enus
E-mail and Security in Linux	Course.....lu_lalq_a02_it_enus
Linux Kernel Compilation and Linux Startup	Course.....lu_lalq_a03_it_enus
Linux File Sharing and Filesystem Management	Course.....lu_lalq_a04_it_enus
Linux Network Configuration	Course.....lu_lalq_a05_it_enus
Managing Resource Utilization in Linux	Course.....lu_lalq_a06_it_enus

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

Linux Network Services	Courselu_lalr_a01_it_enus
Linux System Maintenance and Hardware Configuration	Courselu_lalr_a02_it_enus
Linux Security	Courselu_lalr_a03_it_enus
Linux System Troubleshooting	Courselu_lalr_a04_it_enus
Booting Linux and Installing Applications from Source	Courselu_lalr_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

■ VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: vSphere Clustering	Coursevi_vmipc_a01_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance	Coursevi_vmipc_a02_it_enus
VMware vSphere 5 - Part 2: Processor and Resource Management	Coursevi_vmipc_a03_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps	Coursevi_vmipc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance	Coursevi_vmipc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security	Coursevi_vmipc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use	Coursevi_vmipc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy	Coursevi_vmipc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades	Coursevi_vmipc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines	Coursevi_vmipc_a10_it_enus

VMware: Datacenter Virtualization Design and Optimization with vSphere 5

- VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
Course..... vi_vmpo_a01_it_enus
- VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
Course..... vi_vmpo_a02_it_enus
- VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
Course..... vi_vmpo_a03_it_enus
- VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation
Course..... vi_vmpo_a04_it_enus

VMware vSphere 6 Install, Configure, Manage: Part 2

- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering
Course..... vi_vhpp_a01_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 DRS
Course..... vi_vhpp_a02_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring
Course..... vi_vhpp_a03_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Design
Course..... vi_vhpp_a04_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Updating
Course..... vi_vhpp_a05_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Upgrading
Course..... vi_vhpp_a06_it_enus

VMware vSphere 6 Install, Configure, Manage: Part 1

- VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere 6 Overview
Course..... vi_vhpr_a01_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 1: vSphere Installation
Course..... vi_vhpr_a02_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 1: Virtual Networks
Course..... vi_vhpr_a03_it_enus
- VMware vSphere 6 Install, Configure, Manage - Part 1: Storage and VMs
Course..... vi_vhpr_a04_it_enus

VMware Workstation 11 Fundamentals

- Installing and Configuring VMware Workstation 11
Coursevi_vmsu_a01_it_enus
- Creating and Configuring Virtual Machines in VMware Workstation 11
Coursevi_vmsu_a02_it_enus
- Managing Virtual Machine Devices and Resources in VMware Workstation 11
Coursevi_vmsu_a03_it_enus
- VMware Workstation 11 Networking and Remote Connectivity
Coursevi_vmsu_a04_it_enus

VMware Overview

- VMware Data Center Virtualization Overview
Coursecl_vmov_a02_it_enus
- VMware Business Mobility Solutions
Coursecl_vmov_a03_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 1

- VMware vSphere 5 - Part 1: Introduction to Virtualization
Coursevi_vmwa_a01_it_enus
- VMware vSphere 5 - Part 1: vCenter Server Installation
Coursevi_vmwa_a02_it_enus
- VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration
Coursevi_vmwa_a03_it_enus
- VMware vSphere 5 - Part 1: ESXi Installation and Configuration
Coursevi_vmwa_a04_it_enus
- VMware vSphere 5 – Part 1: vCenter Server Inventory
Coursevi_vmwa_a05_it_enus
- VMware vSphere 5 - Part 1: vCenter Server Administration
Coursevi_vmwa_a06_it_enus
- VMware vSphere 5 - Part 1: vCenter Server Management
Coursevi_vmwa_a07_it_enus
- VMware vSphere 5 - Part 1: Creating Virtual Machines
Coursevi_vmwa_a08_it_enus
- VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines
Coursevi_vmwa_a09_it_enus
- VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation
Coursevi_vmwa_a10_it_enus
- VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks
Coursevi_vmwa_a11_it_enus
- VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts
Coursevi_vmwa_a12_it_enus

IT SKILLS COURSEWARE

VMware vSphere 5 – Part 1: Storage Configuration and Management
Course..... vi_vmwa_a13_it_enus

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OFFICE 365

■ Managing Identities and Requirements in Office 365

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

■ Enabling Office 365 Services

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

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WINDOWS POWERSHELL

■ Microsoft PowerShell and Exchange Server

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

■ Microsoft PowerShell and SharePoint

Microsoft PowerShell and SharePoint: Getting Started Coursemw_pssp_a01_it_enus
Microsoft PowerShell and SharePoint: Managing Sites Coursemw_pssp_a02_it_enus

■ Microsoft PowerShell and SQL Server

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

■ Microsoft PowerShell for Windows

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

■ Windows PowerShell Desired State Configuration

Windows PowerShell Desired State Configuration Fundamentals Coursemw_pscf_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT LYNC SERVER 2013

■ Microsoft Lync Server 2013

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 10

■ Microsoft Windows 10: Exploring the Technical Preview

First Encounters with Windows 10
Course..... mw_wtpp_a01_it_enus

■ Microsoft Windows 10 End User First Look

Microsoft Windows 10 First Look: Interface and New Features
Course..... mw_wtfl_a01_it_enus
Microsoft Windows 10 First Look: Configuration
Course..... mw_wtfl_a02_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT INTERNET INFORMATION SERVICES 8.5

■ Microsoft Internet Information Services

Installing and Configuring a Microsoft IIS Server Service
Course..... ws_inis_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

DEVOPS

■ Working with Chef

Working with Chef: Fundamentals
Course..... os_chef_a01_it_enus

■ DevOps Fundamentals

DevOps Fundamentals: Tools, Technologies, and Infrastructures
Course..... os_devo_a01_it_enus

■ Using Docker

Using Docker: Benefits and Installation
Course..... os_dock_a01_it_enus

■ Using Puppet

Using Puppet: Implementation and Benefits
Course..... os_pupp_a01_it_enus
Using Puppet: Configuration and Programming
Course..... os_pupp_a02_it_enus

■ Using Vagrant

Using Vagrant: Introduction
Course..... os_vagr_a01_it_enus
Using Vagrant: Configuration
Course..... os_vagr_a02_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

RED HAT LINUX

■ Red Hat Certified System Administrator RHEL 7

Red Hat Certified System Administrator: The Environment
Course..... lu_rhel_a01_it_enus
Red Hat Certified System Administrator: The Command Line
Course..... lu_rhel_a02_it_enus
Red Hat Certified System Administrator: Administration and Permissions
Course..... lu_rhel_a03_it_enus
Red Hat Certified System Administrator: Scripting and Scheduling
Course..... lu_rhel_a04_it_enus
Red Hat Certified System Administrator: Processes, Networking, and Logging
Course..... lu_rhel_a05_it_enus
Red Hat Certified System Administrator: Advanced Networking
Course..... lu_rhel_a06_it_enus
Red Hat Certified System Administrator: Remote Connections and Access
Course..... lu_rhel_a07_it_enus
Red Hat Certified System Administrator: File Systems and Device Management
Course..... lu_rhel_a08_it_enus
Red Hat Certified System Administrator: Boot Process and Installation
Course..... lu_rhel_a09_it_enus
Red Hat Certified System Administrator: Introduction to Virtualization
Course..... lu_rhel_a10_it_enus
Red Hat Certified System Administrator: SELinux and Troubleshooting
Course..... lu_rhel_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT MOBILITY AND DEVICE FUNDAMENTALS

■ Windows Devices and Mobility Fundamentals

Device Configuration and Data Access
 Course.....sd_mmdf_a01_it_enus
 Data Management and Device Security
 Course.....sd_mmdf_a02_it_enus
 Cloud Services and Enterprise Mobility
 Course.....sd_mmdf_a03_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UBUNTU

■ Getting Started with Ubuntu

Introduction to Ubuntu
 Course.....lu_gsub_a01_it_enus
 Essential Tools for Ubuntu
 Course.....lu_gsub_a02_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

SOFTWARE DEVELOPMENT

■ Working with Jenkins

Working with Jenkins: Fundamentals
 Course.....sd_jenk_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS SERVER 2016

■ Microsoft Windows Server 2016 (First Look)

Microsoft Windows Server 2016 (First Look): Active Directory and Networking
 Course.....os_stfl_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring
 Mentoring Assets.....mnt70640

Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
 Mentoring Assets mnt70642
 Mentoring 70-646 PRO: Windows Server 2008, Server Administrator
 Mentoring Assets mnt70646
 Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator
 Mentoring Assets mnt70647
 Mentoring 70-680 TS: Windows 7, Configuring
 Mentoring Assets mnt70680
 Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator
 Mentoring Assets mnt70686
 Mentoring SK0-003 Server+
 Mentoring Assetsmntsk0003
 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 Assetsmntlx0101
 Mentoring LX0-102 Linux+ Powered by LPI Exam 2
 Mentoring Assetsmntlx0102
 Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring
 Mentoring Assets mnt70662
 Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 2
 Mentoring Assets mntesvc5p2
 Mentoring 220-801 CompTIA A+
 Mentoring Assets mnt220801
 Mentoring 220-802 CompTIA A+
 Mentoring Assets mnt220802
 Mentoring 70-687 Configuring Windows 8.1
 Mentoring Assets mnt70687
 Mentoring 70-410 Installing and Configuring Windows Server 2012
 Mentoring Assets mnt70410
 Mentoring 70-461 Querying Microsoft SQL Server 2012
 Mentoring Assets mnt70461
 Mentoring 70-411 Administering Windows Server 2012
 Mentoring Assets mnt70411
 Mentoring 70-412 Configuring Advanced Windows Server 2012 Services
 Mentoring Assets mnt70412
 Mentoring 70-688
 Mentoring Assets mnt70688

IT SKILLS COURSEWARE

Mentoring 70-341 Core Solutions of Microsoft Exchange Server 2013	
Mentoring Assets.....	mnt70341
Mentoring 70-331 Core Solutions of Microsoft SharePoint Server 2013	
Mentoring Assets.....	mnt70331
Mentoring 70-332 Advanced Solutions of Microsoft SharePoint Server 2013	
Mentoring Assets.....	mnt70332
Mentoring 70-342 Advanced Solutions of Microsoft Exchange Server 2013	
Mentoring Assets.....	mnt70342
Mentoring 70-346 Managing Office 365 Identities and Requirements	
Mentoring Assets.....	mnt70346
Mentoring N10-006 CompTIA Network+	
Mentoring Assets.....	mntn10006
Mentoring 70-347 Enabling Office 365 Services	
Mentoring Assets.....	mnt70347
Mentoring LX0-104 CompTIA Linux+ Powered by LPI Exam 2	
Mentoring Assets.....	mntlx0104
Mentoring 70-695 Deploying Windows Devices and Enterprise Apps	
Mentoring Assets.....	mnt70695
Mentoring 70-696 Managing Enterprise Devices and Apps	
Mentoring Assets.....	mnt70696
Mentoring 98-368 Mobility and Device Fundamentals	
Mentoring Assets.....	mnt98368
Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV)	
Mentoring Assets.....	mntesvcp5p1

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

TEST PREPS

■ Test Preps

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

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

IT SKILLS COURSEWARE

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013	
Testprep Exams	es_exca_a01_tp_enus
TestPrep 70-347 Enabling Office 365 Services	
Testprep Exams	mo_ensv_a01_tp_enus
TestPrep SK0-004 CompTIA Server+	
Testprep Exams	cs_svpf_a01_tp_enus
TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1	
Testprep Exams	cs_lxps_a01_tp_enus
TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2	
Testprep Exams	cs_lxpt_a01_tp_enus
TestPrep 70-696 Managing Enterprise Devices and Apps	
Testprep Exams	mw_medb_a01_tp_enus
TestPrep 70-695 Deploying Windows Devices and Enterprise Apps	
Testprep Exams	mw_dwde_a01_tp_enus
TestPrep 98-368 Mobility and Device Fundamentals	
Testprep Exams	sd_mmdf_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

■ Getting the Most from Social Networking

Social Networking Fundamentals	
Course.....	ds_gmsn_a01_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

■ CompTIA Security+ SY0-401

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats	
Course.....	cs_styq_a01_it_enus
CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses	
Course.....	cs_styq_a02_it_enus
CompTIA Security+ SY0-401: Creating Secure Networks	
Course.....	cs_styq_a03_it_enus
CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing	
Course.....	cs_styq_a04_it_enus
CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls	
Course.....	cs_styq_a05_it_enus
CompTIA Security+ SY0-401: Securing a Networked Environment	
Course.....	cs_styq_a06_it_enus

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

■ CompTIA Network+ N10-006

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

■ CompTIA Mobility+ MB0-001

CompTIA Mobility+ MB0-001: Over The Air Technologies	
Course	cs_mobl_a01_it_enus
CompTIA Mobility+ MB0-001: Network Infrastructure	
Course	cs_mobl_a02_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 1	
Course	cs_mobl_a03_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 2	
Course	cs_mobl_a04_it_enus
CompTIA Mobility+ MB0-001: Security	
Course	cs_mobl_a05_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 1	
Course	cs_mobl_a06_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 2	
Course	cs_mobl_a07_it_enus

INTERNET AND NETWORK TECHNOLOGIES

IT SKILLS COURSEWARE

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

■ Networking Fundamentals

Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls

Course..... dt_ntfd_a01_it_enus

Networking Fundamentals: Remote Connections, Shares, and Mac OSX Networking

Course..... dt_ntfd_a02_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

■ Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems - Part 1

Course..... sp_cisa_a01_it_enus

CISA Domain: The Process of Auditing Information Systems - Part 2

Course..... sp_cisa_a02_it_enus

CISA Domain: Governance and Management of IT - Part 1

Course..... sp_cisa_a03_it_enus

CISA Domain: Governance and Management of IT - Part 2

Course..... sp_cisa_a04_it_enus

CISA Domain: IS Acquisition, Development, and Implementation - Part 1

Course..... sp_cisa_a05_it_enus

CISA Domain: IS Acquisition, Development and Implementation - Part 2

Course..... sp_cisa_a06_it_enus

CISA Domain: IS Operations, Maintenance and Support - Part 1

Course..... sp_cisa_a07_it_enus

CISA Domain: IS Operations, Maintenance, and Support - Part 2

Course..... sp_cisa_a08_it_enus

CISA Domain: Protection of Information Assets - Part 1

Course..... sp_cisa_a09_it_enus

CISA Domain: Protection of Information Assets - Part 2

Course..... sp_cisa_a10_it_enus

CISA Domain: IS Acquisition, Development and Implementation - Part 3

Course..... sp_cisa_a11_it_enus

■ Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing

Course..... sp_ceth_a01_it_enus

Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance

Course sp_ceth_a02_it_enus

Certified Ethical Hacker (CEH) v8: Network Scanning

Course sp_ceth_a03_it_enus

Certified Ethical Hacker (CEH) v8: Enumeration and Cryptography

Course sp_ceth_a04_it_enus

Certified Ethical Hacker (CEH) v8: System Hacking

Course sp_ceth_a05_it_enus

Certified Ethical Hacker (CEH) v8: Malware

Course sp_ceth_a06_it_enus

Certified Ethical Hacker (CEH) v8: Sniffing

Course sp_ceth_a07_it_enus

Certified Ethical Hacker (CEH) v8: Social Engineering

Course sp_ceth_a08_it_enus

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

Course sp_ceth_a09_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Servers

Course sp_ceth_a10_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Applications

Course sp_ceth_a11_it_enus

Certified Ethical Hacker (CEH) v8: SQL Injection

Course sp_ceth_a12_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks

Course sp_ceth_a13_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms

Course sp_ceth_a14_it_enus

Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeybots

Course sp_ceth_a15_it_enus

Certified Ethical Hacker (CEH) v8: Buffer Overflow

Course sp_ceth_a16_it_enus

■ Certified Information Security Manager (CISM)

CISM: Information Security Governance (Part 1)

Course sp_ciso_a01_it_enus

CISM: Information Security Governance (Part 2)

Course sp_ciso_a02_it_enus

CISM: Information Security Governance (Part 3)

Course sp_ciso_a03_it_enus

CISM: Information Risk Management and Compliance (Part 1)

Course sp_ciso_a04_it_enus

CISM: Information Risk Management and Compliance (Part 2)

Course sp_ciso_a05_it_enus

IT SKILLS COURSEWARE

CISM: Information Security Program Development and Management (Part 1)
Course..... sp_ciso_a06_it_enus

CISM: Information Security Program Development and Management (Part 2)
Course..... sp_ciso_a07_it_enus

CISM: Information Security Program Development and Management (Part 3)
Course..... sp_ciso_a08_it_enus

CISM: Information Security Program Development and Management (Part 4)
Course..... sp_ciso_a09_it_enus

CISM: Information Security Program Development and Management (Part 5)
Course..... sp_ciso_a10_it_enus

CISM: Information Security Incident Management (Part 1)
Course..... sp_ciso_a11_it_enus

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

■ **CompTIA Advanced Security Practitioner CAS-002**

CompTIA CASP CAS-002: Cryptography and Enterprise Storage Concerns
Course.....sp_capr_a01_it_enus

CompTIA CASP CAS-002: Advanced Network Design, Management, and Controls
Course.....sp_capr_a02_it_enus

CompTIA CASP CAS-002: Security Controls for Hosts
Course.....sp_capr_a03_it_enus

CompTIA CASP CAS-002: Application Vulnerabilities and Security Controls
Course.....sp_capr_a04_it_enus

CompTIA CASP CAS-002: Industry Influences, Risk Planning, Strategy, and Control
Course.....sp_capr_a05_it_enus

CompTIA CASP CAS-002: Privacy Policies & Procedures and Incident Recovery
Course.....sp_capr_a06_it_enus

CompTIA CASP CAS-002: Research, Analysis and Assessment
Course.....sp_capr_a07_it_enus

CompTIA CASP CAS-002: Integration of Computing, Communications, and Disciplines
Course.....sp_capr_a08_it_enus

CompTIA CASP CAS-002: Technical Integration of Enterprise Components
Course.....sp_capr_a09_it_enus

■ **Microsoft Security Fundamentals**

Microsoft Security Fundamentals: Security Layers
Course.....sp_mtas_a01_it_enus

Microsoft Security Fundamentals: Operating System Security
Course sp_mtas_a02_it_enus

Microsoft Security Fundamentals: Network Security
Course sp_mtas_a03_it_enus

Microsoft Security Fundamentals: Security Software
Course sp_mtas_a04_it_enus

■ **Certified Secure Software Lifecycle Professional (CSSLP)**

CSSLP: Secure Software Concepts
Coursesp_slcp_a01_it_enus

CSSLP: Secure Software Requirements
Coursesp_slcp_a02_it_enus

CSSLP: Secure Software Design
Coursesp_slcp_a03_it_enus

CSSLP: Secure Software Implementation and Coding
Coursesp_slcp_a04_it_enus

CSSLP: Secure Software Testing
Coursesp_slcp_a05_it_enus

CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal
Coursesp_slcp_a06_it_enus

CSSLP: Supply Chain and Software Acquisition
Coursesp_slcp_a07_it_enus

■ **OWASP Top 10**

Introduction to OWASP and the Top 10
Coursesp_owasp_a01_it_enus

OWASP Mitigations for .NET
Coursesp_owasp_a02_it_enus

■ **Foundations of Android Security**

Android Architecture, Protection, and Development Best Practices
Course sp_foas_a01_it_enus

Android Security Vulnerabilities, Testing, and Enterprise Considerations
Course sp_foas_a02_it_enus

■ **Foundations of iOS Security**

iOS Security Architecture and Application Data Protection
Course sp_fois_a01_it_enus

Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices
Course sp_fois_a02_it_enus

■ **Cryptography Fundamentals**

Cryptography Fundamentals: Defining Cryptography
Course sp_cryf_a01_it_enus

IT SKILLS COURSEWARE

Cryptography Fundamentals: Applying Cryptography
Course..... sp_cryf_a02_it_enus

■ Securing User Accounts

Securing User Accounts: Fundamental Security Concepts
Course..... sp_soaa_a01_it_enus

Securing User Accounts: Logon, Logoff, Account
Changes, and Attack Mitigation
Course..... sp_soaa_a03_it_enus

Securing User Accounts: Authorization, Registration, and
Passwords
Course..... sp_soaa_a02_it_enus

■ What's New in CISSP 2015

Changes to CISSP 2015
Course..... sp_csst_a01_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CISCO

■ IINS 2.0: Implementing Cisco IOS Network Security

Cisco IINS 2.0: Introducing Networking Security
Fundamentals
Course..... cc_cins_a01_it_enus

Cisco IINS 2.0: Security Policies and Strategies
Course..... cc_cins_a02_it_enus

Cisco IINS 2.0: Cisco Network Foundation Protection
Course..... cc_cins_a03_it_enus

Cisco IINS 2.0: Securing the Management Plane and AAA
Configuration
Course..... cc_cins_a04_it_enus

Cisco IINS 2.0: Securing the Data Plane on Cisco
Switches
Course..... cc_cins_a05_it_enus

Cisco IINS 2.0: Securing the Data Plane in IPv6
Environments
Course..... cc_cins_a06_it_enus

Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls
Course..... cc_cins_a07_it_enus

Cisco IINS 2.0: Implementing Firewall Policies
Course..... cc_cins_a08_it_enus

Cisco IINS 2.0: Implementing IPS
Course..... cc_cins_a09_it_enus

Cisco IINS 2.0: VPN Technologies and Public Key
Infrastructure
Course..... cc_cins_a10_it_enus

Cisco IINS 2.0: IPsec Fundamentals and VPNs
Course..... cc_cins_a11_it_enus

■ DESGN 2.1: Designing for Cisco Internetwork Solutions

Cisco DESGN 2.1: Network Design Methodology
Overview
Course cc_desg_a01_it_enus

Cisco DESGN 2.1: Structuring and Modularizing the
Network
Course cc_desg_a02_it_enus

Cisco DESGN 2.1: Designing Basic Campus and Data
Center Networks
Course cc_desg_a03_it_enus

Cisco DESGN 2.1: Identifying WAN Technology
Considerations
Course cc_desg_a04_it_enus

Cisco DESGN 2.1: Designing the Enterprise WAN and
Branch
Course cc_desg_a05_it_enus

Cisco DESGN 2.1: Designing IP Addressing
Course cc_desg_a06_it_enus

Cisco DESGN 2.1: Selecting Routing Protocols
Course cc_desg_a07_it_enus

Cisco DESGN 2.1: Defining Network Security
Course cc_desg_a08_it_enus

Cisco DESGN 2.1: Security Solutions for the Network
Course cc_desg_a09_it_enus

Cisco DESGN 2.1: Integrating Voice and Video
Architectures
Course cc_desg_a10_it_enus

Cisco DESGN 2.1: Voice and Video Technology
Requirements
Course cc_desg_a11_it_enus

Cisco DESGN 2.1: Design Considerations for Basic
Wireless Networking
Course cc_desg_a12_it_enus

■ ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Networking, Communications, and LANs
Course cc_icne_a01_it_enus

ICND1 2.0: Operating Cisco IOS Software
Course cc_icne_a02_it_enus

ICND1 2.0: Switch Operations
Course cc_icne_a03_it_enus

ICND1 2.0: Ethernet Operations
Course cc_icne_a04_it_enus

ICND1 2.0: Understanding IPv4 Addresses
Course cc_icne_a05_it_enus

ICND1 2.0: Address Blocks and VLSM
Course cc_icne_a06_it_enus

ICND1 2.0: The Transport Layer and Router Configuration
Course cc_icne_a07_it_enus

ICND1 2.0: Packet Delivery and Static Routing Course.....	cc_icne_a08_it_enus
ICND1 2.0: Access Control Lists and Network Address Translation Course.....	cc_icne_a09_it_enus
ICND1 2.0: Managing Network Device Security 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: Understanding the RIP and EIGRP Routing Protocols Course	cc_rout_a02_it_enus
Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing EIGRP Behavior Course	cc_rout_a03_it_enus
Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP Course	cc_rout_a04_it_enus
Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships Course	cc_rout_a05_it_enus
Cisco ROUTE 2.0: Link-State Database and Optimizing OSPF Behavior Course	cc_rout_a06_it_enus
Cisco ROUTE 2.0: Configuring OSPFv3 Course	cc_rout_a07_it_enus
Cisco ROUTE 2.0: Configuring Routing Protocol Redistribution Course	cc_rout_a08_it_enus
Cisco ROUTE 2.0: Redistribution Using Distribute and Prefix Lists Course	cc_rout_a09_it_enus
Cisco ROUTE 2.0: Path Control Implementation Course	cc_rout_a10_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity I Course	cc_rout_a11_it_enus
Cisco ROUTE 2.0: Implementing Basic BGP Operations Course	cc_rout_a12_it_enus
Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment Course	cc_rout_a13_it_enus

IT SKILLS COURSEWARE

Cisco ROUTE 2.0: Routers and Routing Protocol Hardening	
Course.....	cc_rout_a14_it_enus
Cisco ROUTE 2.0: Redistribution Using Route Maps and Tags	
Course.....	cc_rout_a15_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity II	
Course.....	cc_rout_a16_it_enus
Cisco ROUTE 2.0: Optimizing and Tuning OSPF	
Course.....	cc_rout_a17_it_enus
Cisco ROUTE 2.0: Network Principles and Layer 2 Technologies	
Course.....	cc_rout_a18_it_enus
Cisco ROUTE 2.0: Layer 3 Technologies	
Course.....	cc_rout_a19_it_enus
Cisco ROUTE 2.0: VPN Technologies	
Course.....	cc_rout_a20_it_enus
Cisco ROUTE 2.0: Securing Access	
Course.....	cc_rout_a21_it_enus
Cisco ROUTE 2.0: Infrastructure Services	
Course.....	cc_rout_a22_it_enus

■ SWITCH 2.0: Implementing Cisco IP Switched Networks

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

■ TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 2.0: Tools and Methodologies of Troubleshooting	
Course	cc_trst_a01_it_enus
Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing	
Course	cc_trst_a02_it_enus
Cisco TSHOOT 2.0: Troubleshooting OSPF	
Course	cc_trst_a03_it_enus
Cisco TSHOOT 2.0: Troubleshooting EIGRP and BGP	
Course	cc_trst_a04_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPv2	
Course	cc_trst_a05_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPng	
Course	cc_trst_a06_it_enus
Cisco TSHOOT 2.0: Troubleshooting Redistribution	
Course	cc_trst_a07_it_enus
Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing	
Course	cc_trst_a08_it_enus
Cisco TSHOOT 2.0: Troubleshooting FHRP	
Course	cc_trst_a09_it_enus
Cisco TSHOOT 2.0: Troubleshooting Security Issues	
Course	cc_trst_a10_it_enus
Cisco TSHOOT 2.0: Troubleshooting Router Features	
Course	cc_trst_a11_it_enus

■ Cisco SITCS 1.0: Implementing Cisco Threat Control Solutions

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

■ Implementing Cisco Secure Access Solutions (SISAS) 1.0

Cisco SISAS 1.0: Identity Services Overview and 802.1X Course.....	cc_siss_a01_it_enus
Cisco SISAS 1.0: EAP and Logging into Cisco Identity Services Engine (ISE) Course.....	cc_siss_a02_it_enus
Cisco SISAS 1.0: Cisco ISE Technologies Course.....	cc_siss_a03_it_enus
Cisco SISAS 1.0: Certificate-based Authentication and Authorization Course.....	cc_siss_a04_it_enus
Cisco SISAS 1.0: Cisco TrustSec, MACsec, and WebAuth Access Course.....	cc_siss_a05_it_enus
Cisco SISAS 1.0: Endpoint Access Control Enhancements and Troubleshooting Course.....	cc_siss_a06_it_enus

■ CID 1.0: Implementing Cisco Collaboration Devices

CID 1.0: Cisco Unified Communications Solutions Course.....	cc_cicd_a01_it_enus
CID 1.0: Characteristics of Cisco Unified Communications Solutions Course.....	cc_cicd_a02_it_enus
CID 1.0: Cisco Unified Communications Manager Administrator Interfaces Course.....	cc_cicd_a03_it_enus
CID 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs Course.....	cc_cicd_a04_it_enus
CID 1.0: Component Impact on Call Flows in Unified Communications Manager Course.....	cc_cicd_a05_it_enus
CID 1.0: Cisco UCM and Cisco UCM Express End-users Course.....	cc_cicd_a06_it_enus
CID 1.0: Cisco UCM and Cisco UCM Express Endpoints Course.....	cc_cicd_a07_it_enus
CID 1.0: Cisco UCM and Cisco UCM Express Endpoint Implementation Options Course.....	cc_cicd_a08_it_enus
CID 1.0: Understanding Telephony Features Course.....	cc_cicd_a09_it_enus
CID 1.0: Telephony Feature Implementation and Mobility Options Course.....	cc_cicd_a10_it_enus
CID 1.0: Unity Connection and End User and Mailbox Requirements Course.....	cc_cicd_a11_it_enus
CID 1.0: Unity Connection End User Implementation and IM and Presence Service Course.....	cc_cicd_a12_it_enus

CID 1.0: Supporting End Users and Understanding Cisco UCM Reports Course.....	cc_cicd_a13_it_enus
CID 1.0: Cisco UCM Call Detail Records and Reporting and Monitoring Tools Course.....	cc_cicd_a14_it_enus

■ DCICN 1.0: Introducing Cisco Data Center Networking

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

■ SIMOS 1.0: Implementing Cisco Secure Mobility Solutions

SIMOS 1.0: Fundamentals of VPN Technologies and Cryptography Course.....	cc_smos_a01_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 1) Course.....	cc_smos_a02_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 2) Course.....	cc_smos_a03_it_enus
SIMOS 1.0: Deploying Cisco IOS Site-to-Site FlexVPN Solutions Course.....	cc_smos_a04_it_enus
SIMOS 1.0: Deploying Clientless SSL VPNs Course.....	cc_smos_a05_it_enus
SIMOS 1.0: Deploying Cisco AnyConnect VPNs Course.....	cc_smos_a07_it_enus
SIMOS 1.0: Clientless SSL VPNs, Endpoint Security, and Dynamic Access Policies Course.....	cc_smos_a06_it_enus

■ Certified Information Systems Security Professional (CISSP)

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

■ DCICT 1.0: Introducing Cisco Data Center Technologies

Cisco DCICT 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch Course.....	cc_cicc_a01_it_enus
Cisco DCICT 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families Course.....	cc_cicc_a02_it_enus
Cisco DCICT 1.0 - Monitoring the Cisco Nexus 7000 and 5000 Series Switches Course.....	cc_cicc_a03_it_enus
Cisco DCICT 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter Course.....	cc_cicc_a04_it_enus
Cisco DCICT 1.0 - Virtualizing Network Devices and FEX Operations Course.....	cc_cicc_a05_it_enus
Cisco DCICT 1.0 - Virtualizing Storage and Servers Course.....	cc_cicc_a06_it_enus
Cisco DCICT 1.0 - Using the Cisco Nexus 1000V Series Switch Course.....	cc_cicc_a07_it_enus

Cisco DCICT 1.0 - Comparing Storage Connectivity Options in the Data Center Course	cc_cicc_a08_it_enus
Cisco DCICT 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration Course	cc_cicc_a09_it_enus
Cisco DCICT 1.0 - Cisco Data Center Unified Fabric Course	cc_cicc_a10_it_enus
Cisco DCICT 1.0 - The Cisco UCS Series Product Family Course	cc_cicc_a11_it_enus
Cisco DCICT 1.0 - RAID Options and B-Series Blades and Cluster Options Course	cc_cicc_a12_it_enus
Cisco DCICT 1.0 - UCS Management Operations Course	cc_cicc_a13_it_enus

■ Implementing Cisco Video Network Devices, Part 2

CIVND2 1.0: Installation and Configuration of Cisco IP Phones and Cisco Jabber Course	cc_civn_a03_it_enus
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■ Implementing Cisco IP Telephony and Video, Part 1

Introduction to Cisco Unified Communications Manager Course	cc_citv_a01_it_enus
Introduction to Single-site On-cluster Calling Course	cc_citv_a02_it_enus
Call Routing Implementation Course	cc_citv_a03_it_enus
Path Selection, Dial-Peers and H.323 and SIP Gateways Course	cc_citv_a04_it_enus
Cisco Unified Border Element and Media Resources Course	cc_citv_a05_it_enus
Cisco Audio and Video Conferencing using TelePresence Course	cc_citv_a06_it_enus
Overview of QoS in a Packet Switched Network Course	cc_citv_a07_it_enus

■ Cisco Service Provider Next-Gen Networks Part 1

Networking Functions Course	cc_bosp_a01_it_enus
Protocol Suites and the Internet Layer of IP Course	cc_bosp_a02_it_enus
Managing IPv4 and IPv6 Addressing Course	cc_bosp_a03_it_enus
The TCP/IP Transport Layer and Internet Security Threats Course	cc_bosp_a04_it_enus
IPv4 Subnetting and VLSM Course	cc_bosp_a05_it_enus

IT SKILLS COURSEWARE

Ethernet Fundamentals	
Course.....	cc_bccsp_a06_it_enus
Switching Fundamentals	
Course.....	cc_bccsp_a07_it_enus
Operating and Securing a Cisco Switch	
Course.....	cc_bccsp_a08_it_enus
Switching Infrastructure Connectivity	
Course.....	cc_bccsp_a09_it_enus
Switch Troubleshooting and Routing Fundamentals	
Course.....	cc_bccsp_a10_it_enus
IOS XR Routers and Distance Vector Routing	
Course.....	cc_bccsp_a11_it_enus
EIGRP Configuration and Router Security	
Course.....	cc_bccsp_a12_it_enus
WAN Connectivity	
Course.....	cc_bccsp_a13_it_enus
Service Provider Edge Technologies	
Course.....	cc_bccsp_a14_it_enus
IP Addressing Solutions with NAT and DHCP	
Course.....	cc_bccsp_a15_it_enus
PPP and SONET in the WAN	
Course.....	cc_bccsp_a16_it_enus
VPN Technologies	
Course.....	cc_bccsp_a17_it_enus
Cisco Device Management	
Course.....	cc_bccsp_a18_it_enus
Monitoring Network Traffic, Behavior and Administration	
Course.....	cc_bccsp_a19_it_enus

■ Implementing Cisco Video Network

Video Conferencing and Streaming Fundamentals	
Course.....	cc_civd_a01_it_enus
Video Compression Technologies	
Course.....	cc_civd_a02_it_enus
Video Conferencing and Protocol	
Course.....	cc_civd_a03_it_enus
Cisco TelePresence Endpoint Environmental Requirements and Configuration	
Course.....	cc_civd_a05_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORK MANAGEMENT AND SECURITY

■ Software Defined Networking Essentials

Software Defined Networking Fundamentals	
Course.....	dt_sdne_a01_it_enus

INTERNET AND NETWORK TECHNOLOGIES

EMC

■ EMC Information Storage and Management (ISM) v2

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

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

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

Microsoft System Center 2012 R2 – Monitor and Operate: Monitoring Cloud Services	
Course	ws_mopc_a03_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Private Cloud Overview	
Course	ws_mopc_a01_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Deploying Cloud Services	
Course	ws_mopc_a02_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Service Management	
Course	ws_mopc_a04_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Problem Management	
Course	ws_mopc_a05_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Backup and Recovery	
Course	ws_mopc_a06_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Compliance	
Course	ws_mopc_a07_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: SLAs Widgets & Dashboards	
Course	ws_mopc_a08_it_enus

■ **CompTIA Cloud+**

CompTIA Cloud+ CV0-001: Cloud Fundamentals Course.....	cl_cdps_a01_it_enus
CompTIA Cloud+ CV0-001: Virtualization Course.....	cl_cdps_a02_it_enus
CompTIA Cloud+ CV0-001: Data Center Infrastructure Course.....	cl_cdps_a03_it_enus
CompTIA Cloud+ CV0-001: Cloud Management Course.....	cl_cdps_a04_it_enus
CompTIA Cloud+ CV0-001: Cloud Security Course.....	cl_cdps_a05_it_enus
CompTIA Cloud+ CV0-001: Managing Cloud Systems Course.....	cl_cdps_a06_it_enus

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

Microsoft System Center 2012 R2 – Configure and Deploy: VMM Overview Course.....	ws_cdpc_a01_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Extending & Maintaining Course.....	ws_cdpc_a02_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Application Delivery Course.....	ws_cdpc_a03_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Building Private Clouds Course.....	ws_cdpc_a04_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Monitoring Course.....	ws_cdpc_a05_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Service Management Course.....	ws_cdpc_a06_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: DPM Course.....	ws_cdpc_a07_it_enus
Microsoft System Center 2012 R2 – Configure and Deploy: Automation Course.....	ws_cdpc_a08_it_enus

■ **Managing Citrix XenDesktop 7 Solutions**

Administrating XenDesktop 7.5 and Hypervisor Management Course.....	cl_ctrx_a01_it_enus
Managing XenDesktop 7.5 Desktops and Applications Course.....	cl_ctrx_a02_it_enus
Managing a Citrix XenDesktop 7.6 Environment Course.....	cl_ctrx_a04_it_enus

■ **OpenStack Fundamentals**

Implementing OpenStack Course	cl_opst_a01_it_enus
Configuring OpenStack Course	cl_opst_a02_it_enus

■ **Virtualizing Enterprise Desktops and Apps**

Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP Course	cl_veda_a01_it_enus
Virtualizing Enterprise Desktops and Apps: App-V Clients and App Sequencing Course	cl_veda_a02_it_enus
Virtualizing Enterprise Desktops and Apps: VM-based and Session-based RDS Course	cl_veda_a03_it_enus
Virtualizing Enterprise Desktops and Apps: RemoteApps Course	cl_veda_a04_it_enus
Virtualizing Enterprise Desktops and Apps: Plan for Resilient Virtualized Apps Course	cl_veda_a05_it_enus

■ **Microsoft Hyper-V 2016 First Look**

Microsoft Hyper-V 2016: First Look Course	cl_hvts_a01_it_enus
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■ **Cloud Computing for the Business User**

Cloud Computing for the Business User: Concepts and Moving to the Cloud Course	cl_ccbu_a01_it_enus
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■ **Architecting on Amazon Web Services**

Architecting on Amazon Web Services: IAM and Object Storage Course	cl_awsc_a01_it_enus
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Overview Course	cl_awsc_a02_it_enus
Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Auto Scaling Course	cl_awsc_a03_it_enus
Architecting on Amazon Web Services: Databases and Application Services Course	cl_awsc_a04_it_enus
Architecting on Amazon Web Services: Networking and Best Practice Course	cl_awsc_a05_it_enus

■ Cloud Computing Technology Fundamentals

Cloud Computing Fundamentals: Virtualization and Data Centers	
Course.....	cl_ctcf_a02_it_enus
Cloud Computing Fundamentals: Overview	
Course.....	cl_ctcf_a01_it_enus
Cloud Computing Fundamentals: Storing and Managing Cloud Data	
Course.....	cl_ctcf_a03_it_enus
Cloud Computing Fundamentals: Migrating to the Cloud	
Course.....	cl_ctcf_a04_it_enus
Cloud Computing Fundamentals: Identity, Presence, and Privacy	
Course.....	cl_ctcf_a05_it_enus
Cloud Computing Fundamentals: Cloud Security	
Course.....	cl_ctcf_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP)	
Mentoring Assets.....	mntcissp
Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Mentoring Assets.....	mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)	
Mentoring Assets.....	mntes642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)	
Mentoring Assets.....	mntes642447
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)	
Mentoring Assets.....	mntes642457
Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)	
Mentoring Assets.....	mntes642467
Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)	
Mentoring Assets.....	mntes642427
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)	
Mentoring Assets.....	mnt640864
Mentoring Certified Information Systems Auditor (CISA)	
Mentoring Assets.....	mntcisa
Mentoring Systems Security Certified Practitioner (SSCP)	
Mentoring Assets.....	mntsscp2ed
Mentoring Certified Information Security Manager (CISM)	
Mentoring Assets.....	mntcism

Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)	
Mentoring Assets	mnt640554
Mentoring E10-001 Information Storage and Management	
Mentoring Assets	mnte10001
Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Mentoring Assets	mnt100101
Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Mentoring Assets	mnt200101
Mentoring 200-120 Cisco Certified Network Associate (CCNA)	
Mentoring Assets	mnt200120
Mentoring 312-50 Certified Ethical Hacker (CEH)	
Mentoring Assets	mnt31250v8
Mentoring SY0-401 CompTIA Security+	
Mentoring Assets	mntsy0401
Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Mentoring Assets	mnt300115
Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)	
Mentoring Assets	mnt300101
Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Mentoring Assets	mnt300135
Mentoring 300-206 Implementing Cisco Edge Network Security Solutions (SENS)	
Mentoring Assets	mnt300206
Mentoring 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Mentoring Assets	mnt70246
Mentoring 70-247 Configuring and Deploying a Private Cloud, System Center 2012	
Mentoring Assets	mnt70247
Mentoring CV0-001 CompTIA Cloud+	
Mentoring Assets	mntcv0001
Mentoring N10-006 CompTIA Network+	
Mentoring Assets	mntn10006
Mentoring 300-207 Implementing Cisco Threat Control Solutions (SITCS)	
Mentoring Assets	mnt300207
Mentoring 300-208 Implementing Cisco Secure Access Solutions (SISAS)	
Mentoring Assets	mnt300208
Mentoring CAS-002 CompTIA Advanced Security Practitioner	
Mentoring Assets	mntcas002
Mentoring 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)	
Mentoring Assets	mnt300209
Mentoring LX0-103 CompTIA Linux+ Powered by LPI Exam 1	
Mentoring Assets	mntlx0103

IT SKILLS COURSEWARE

Mentoring SK0-004 CompTIA Server+	
Mentoring Assets.....	mntsk0004
Mentoring 640-911 Introducing Cisco Data Center Networking (DCICN)	
Mentoring Assets.....	mnt640911
Mentoring 640-916 Introducing Cisco Data Center Technologies (DCICT)	
Mentoring Assets.....	mnt640916
Mentoring 98-367 MTA Security Fundamentals	
Mentoring Assets.....	mnt98367
Mentoring MB0-001 CompTIA Mobility+	
Mentoring Assets.....	mntmb0001
Mentoring 210-060 Implementing Cisco Collaboration Devices (CICD)	
Mentoring Assets.....	mnt210060
Mentoring N10-005 Network+	
Mentoring Assets.....	mntn10005

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

■ Test Preps

TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Testprep Exams	cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams	sp_cssp_a01_tp_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)	
Testprep Exams	cc_desg_a01_tp_enus
TestPrep Certified Information Security Manager (CISM)	
Testprep Exams	sp_cisn_a01_tp_enus
TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)	
Testprep Exams	cc_cins_a01_tp_enus
TestPrep E10-001 Information Storage and Management	
Testprep Exams	dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Testprep Exams	cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Testprep Exams	cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)	
Testprep Exams	cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)	
Testprep Exams	sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+	
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TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams	cc_rout_a01_tp_enus
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TestPrep CV0-001 CompTIA Cloud+	
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TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
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TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Testprep Exams	cc_trst_a01_tp_enus
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Testprep Exams	cc_cicn_a01_tp_enus
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Testprep Exams	sp_sscp_a01_tp_enus
TestPrep Systems Security Certified Practitioner (SSCP)	
Testprep Exams	sp_sycc_a01_tp_enus
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ORACLE 12C

■ Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
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Oracle Database 12c: High Availability and Database Management
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Oracle Database 12c: Tuning SQL and Using ADDM
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Oracle Database 12c: Resource Manager, Online Operations, and ADR
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Oracle Database 12c: Transporting Databases and Managing Data
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■ Oracle Database 12c: Install and Upgrade

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■ Oracle Database 12c: Administration

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Oracle Database 12c – Administration: The Network Environment and User Security
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Oracle Database 12c – Administration: Storage structures and Undo Data
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Oracle Database 12c – Administration: Data Concurrency and Auditing
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Oracle Database 12c – Administration: Backup, Recover, and Move Data
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Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support
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■ Oracle Database 12c: Backup and Recovery

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Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts
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Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup
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Oracle Database 12c - Backup and Recovery: Using Flashback Technologies
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Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR
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Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN
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■ Oracle Database 12c: Introduction to SQL

Oracle Database 12c - Introduction to SQL: Relational Database and SQL Developer
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Oracle Database 12c - Introduction to SQL: SQL*Plus and SELECT Statement
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Oracle Database 12c: Introduction to SQL - Restrict, Sort and Customize Output
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Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data
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Oracle Database 11g: Application Tracing and Automatic SQL Tuning
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■ Oracle Database 11g: Secure Backup

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Oracle Database 11g: Managing Backups and Infrastructure
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Oracle Database 11g: Tape Vaulting, Duplication, and Tuning
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■ Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC
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Oracle Database 11g: RAC Database and Oracle Clusterware Administration
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Oracle Database 11g: Configure, Manage, and Use Services in RAC
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Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management
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Oracle Database 11g: High Availability in RAC
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■ Oracle Database 11g: Security

Oracle Database 11g: Introduction to Database Security and Solutions
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Oracle Database 11g: Database Auditing
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Oracle Database 11g: Basic User and Strong Authentication
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Oracle Database 11g: Enterprise User Security and Proxy Authentication
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Oracle Database 11g: Privileges, Roles, and Application Contexts
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Oracle Database 11g: Virtual Private Database
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Oracle Database 11g: Oracle Label Security and the Data Masking Pack
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Oracle Database 11g: Encryption Concepts
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Oracle Database 11g: Transparent Data Encryption
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Oracle Database 11g: Oracle Net Services and Listener Security
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Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security
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Oracle Database 11g Release 2: Installation and Oracle Restart Course.....	od_onft_a01_it_enus
Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements Course.....	od_onft_a02_it_enus
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Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data Course.....	od_onft_a09_it_enus
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Oracle Database 11g Release 2: Database Architecture and Recovery Operations Course	od_odat_a01_it_enus
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups Course	od_odat_a02_it_enus
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Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN Course	od_odat_a04_it_enus
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies Course	od_odat_a05_it_enus
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Oracle SOA Suite 11g: SOA Governance and Service Design Course	od_soas_a02_it_enus
Oracle SOA Suite 11g: SOA Composite Applications Course	od_soas_a03_it_enus
Oracle SOA Suite 11g: Mediator and BPEL Components Course	od_soas_a04_it_enus
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Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database Course.....	md_ddsa_a03_it_enus
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Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn Course.....	md_ddsa_a05_it_enus
Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery Course.....	md_ddsa_a06_it_enus

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Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services Course.....	md_dbis_a04_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration Course.....	md_dbis_a05_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance Course.....	md_dbis_a06_it_enus
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■ Microsoft SQL Server 2014: Implementing Data Models and Reports

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Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources Course.....	md_idmr_a02_it_enus
Microsoft SQL Server: Implement and Configure Cubes Course.....	md_idmr_a03_it_enus
Microsoft SQL Server 2014: Design and Implement Dimensions Course.....	md_idmr_a04_it_enus
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MICROSOFT SQL SERVER 2012

■ Microsoft SQL Server 2012: Querying

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Microsoft SQL Server 2012: Managing XML Data Course.....	md_mssql_a06_it_enus

■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade Course.....md_msdb_a01_it_enus

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Microsoft SQL Server 2012: Managing Databases and Automating Tasks Course.....md_msdb_a03_it_enus

Microsoft SQL Server 2012: Security Management Course.....md_msdb_a04_it_enus

Microsoft SQL Server 2012: Managing Database Data Course.....md_msdb_a05_it_enus

Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions Course.....md_msdb_a06_it_enus

Microsoft SQL Server 2012: Backing Up and Restoring Databases Course.....md_msdb_a07_it_enus

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■ Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 – Developing Databases: Implementing Tables and Views Course.....md_dsqd_a01_it_enus

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Microsoft SQL Server 2012 – Developing Databases: Stored Procedures Course.....md_dsqd_a03_it_enus

Microsoft SQL Server 2012 – Developing Databases: CLR Integration Course.....md_dsqd_a04_it_enus

Microsoft SQL Server 2012 – Developing Databases: Working with Data Course.....md_dsqd_a05_it_enus

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Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries Course.....md_dsqd_a07_it_enus

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■ Microsoft SQL Server 2012: Implementing a Data Warehouse

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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages Course md_dwsq_a02_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions Course md_dwsq_a03_it_enus

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

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

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MICROSOFT SQL SERVER 2008

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MYSQL

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BIG DATA

■ Big Data Fundamentals

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■ Apache Spark Fundamentals

Programming and Deploying Apache Spark Applications Course.....	df_apsf_a01_it_enus
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■ Apache Hadoop and MapReduce Essentials

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■ Hadoop Ecosystem

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BUSINESS INTELLIGENCE

■ Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Microsoft SQL Server Data Warehousing and Business Intelligence Overview	
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DATA SCIENCE

■ Data Science Fundamentals in R

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Machine Learning Examples for Data Science in R	
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NO SQL

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■ RavenDB Fundamentals

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■ Apache HBase Fundamentals

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Apache HBase Fundamentals: Access Data through the Shell and Client API
Course.....df_hbas_a02_it_enus

Apache HBase Fundamentals: Advanced API, Administration, and MapReduce
Course.....df_hbas_a03_it_enus

ENTERPRISE DATABASE SYSTEMS

DATA VISUALIZATION

■ Data Visualization with Tableau

Tableau Visualization
Course..... df_tabf_a01_it_enus

Tableau Charts, Maps, and Dashboards
Course..... df_tabf_a02_it_enus

■ Data Visualization Essentials

Data Visualization: Essentials
Course.....df_fodv_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

DATABASE FUNDAMENTALS

■ Database Fundamentals

SQL Server Database Fundamentals: Design Principles and Data Manipulation
Course..... df_dbfu_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

■ Mentoring Assets

Mentoring 1Z0-047 Oracle Database SQL Expert
Mentoring Assets..... mnt1z0047

Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators
Mentoring Assets..... mnt1z0050

Mentoring 1Z0-052 Oracle Database 11g: Administration I
Mentoring Assets..... mnt1z0052

Mentoring 1Z0-053 Oracle Database 11g: Administration II
Mentoring Assets..... mnt1z0053

Mentoring 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance
Mentoring Assets mnt70432

Mentoring 70-433 TS: Microsoft SQL Server 2008, Database Development
Mentoring Assets mnt70433

Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
Mentoring Assets mnt70462

Mentoring 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012
Mentoring Assets mnt70463

Mentoring 70-464 Developing Microsoft SQL Server 2012 Databases
Mentoring Assets mnt70464

Mentoring 70-413 Designing and Implementing a Server Infrastructure
Mentoring Assets mnt70413

Mentoring 1Z0-060 Upgrade to Oracle Database 12c
Mentoring Assets mnt1z0060

Mentoring 1Z0-062 Oracle Database 12c: Installation and Administration
Mentoring Assets mnt1z0062

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

ENTERPRISE DATABASE SYSTEMS

TEST PREPS

■ Test Preps

TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators
Testprep Exams..... TP1Z0050_ENG

TestPrep 1Z0-052 Oracle Database 11g: Administration I
Testprep Exams..... od_oaws_a01_tp_enus

TestPrep 70-432 TS: Microsoft SQL Server 2008, Implementation and Maintenance
Testprep Exams..... md_mcim_a01_tp_enus

TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development
Testprep Exams..... md_msdd_a01_tp_enus

TestPrep 1Z0-053 Oracle Database 11g: Administration II
Testprep Exams..... od_oawt_a01_tp_enus

TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases
Testprep Exams..... md_msdb_a01_tp_enus

TestPrep 70-461 Querying Microsoft SQL Server 2012
Testprep Exams..... md_mssq_a01_tp_enus

TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012
Testprep Exams..... md_dwsq_a01_tp_enus

IT SKILLS COURSEWARE

TestPrep 70-464 Developing Microsoft SQL Server Databases	
Testprep Exams	md_dsqd_a01_tp_enus
TestPrep 1Z0-060 Upgrade to Oracle Database 12c	
Testprep Exams	od_nfad_a01_tp_enus
TestPrep 70-413 Designing and Implementing a Server Infrastructure	
Testprep Exams	ws_imin_a01_tp_enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration	
Testprep Exams	od_inup_a01_tp_enus
TestPrep 1Z0-047 Oracle Database SQL Expert	
Testprep Exams	od_odse_a01_tp_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

■ Overview of SAP for Project Teams

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

■ SAP Business Suite 7 for End Users

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

■ SAP Business One for End Users

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

■ SAP Business Objects Business Intelligence

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

ENTERPRISE RESOURCE PLANNING SYSTEMS

MICROSOFT DYNAMICS

■ Microsoft Dynamics CRM 2013: Applications

Application Skills in Microsoft Dynamics CRM 2013	
Course	er_dcrm_a01_it_enus
Sales Automation in Microsoft Dynamics CRM 2013	
Course	er_dcrm_a02_it_enus
Marketing Automation in Microsoft Dynamics CRM 2013	
Course	er_dcrm_a03_it_enus
Customer Service Automation in Microsoft Dynamics CRM 2013	
Course	er_dcrm_a04_it_enus

■ Microsoft Dynamics CRM 2013: Customization and Configuration

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

■ Business Intelligence with Microsoft Dynamics CRM 2013

Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes	
Course	er_dcrb_a01_it_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

TOGAF

■ TOGAF 9.1

TOGAF Fundamentals - Enterprise Architecture Basics
 Course..... er_tgaf_a01_it_enus
 TOGAF Fundamentals - Content Framework and
 Capability Basics
 Course..... er_tgaf_a02_it_enus

WEB DESIGN

WEB DEVELOPMENT

■ HTML5

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

■ XML Essentials

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

■ Drupal 8

Drupal 8 First Look
 Course wd_drup_a01_it_enus

■ JSON Fundamentals

JSON Essentials
 Course wd_jsof_a01_it_enus

WEB DESIGN

WEB SITE DESIGN - PRINCIPLES

■ Responsive Web Design

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

■ WordPress

WordPress Introduction and Basic Configuration
 Course wd_wrdp_a01_it_enus
 WordPress Networking and Security
 Course wd_wrdp_a02_it_enus
 WordPress Advanced Themes and Administration
 Course wd_wrdp_a03_it_enus

■ Web Design Essentials

Web Design Basics
 Course wd_wdes_a01_it_enus
 Web Design Enhancements
 Course wd_wdes_a02_it_enus

WEB DESIGN

ADOBE

■ 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

IT SKILLS COURSEWARE

■ Adobe InDesign CS5

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

■ Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals
Course.....at_adat_a01_dt_enus

■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals
Course.....at_capt_a01_dt_enus
Adobe Captivate 7 Editing Project Files
Course.....at_capt_a02_dt_enus

■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials
Course.....at_dcsc_a01_dt_enus

■ Adobe Flash Professional CC

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

■ Adobe CC Overview New Features

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

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
Course.....at_cfus_a01_it_enus

■ Adobe Captivate 8 Fundamentals

Adobe Captivate 8: Getting Started
Course.....at_adca_a01_dt_enus
Adobe Captivate 8: Media and Interactivity
Course.....at_adca_a02_dt_enus

■ Adobe Acrobat DC

Adobe Acrobat DC Fundamentals
Course.....at_aadc_a01_dt_enus

Working with Adobe Acrobat DC
Course.....at_aadc_a02_dt_enus

WEB DESIGN

SCRIPTING AND WEB LANGUAGES

■ 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
JavaScript SPA: Connecting to and Managing Data
Course.....sl_jssp_a05_it_enus
JavaScript SPA: Working with Rich Application Data
Course.....sl_jssp_a06_it_enus
JavaScript SPA: Managing Application Data
Course.....sl_jssp_a07_it_enus
JavaScript SPA: Working With Validation
Course.....sl_jssp_a08_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
Working with Knockout
Course..... sl_jsko_a03_it_enus
Advanced Knockout Techniques
Course..... sl_jsko_a04_it_enus

JavaScript Essentials

JavaScript Essentials: Getting Started
Course..... sl_jsce_a01_it_enus
JavaScript Essentials: Language Features
Course..... sl_jsce_a02_it_enus
JavaScript Essentials: JavaScript In Depth
Course..... sl_jsce_a03_it_enus
JavaScript Essentials: Basic Browser Interaction
Course..... sl_jsce_a04_it_enus
JavaScript Essentials: Date and Math Functions
Course..... sl_jsce_a05_it_enus
JavaScript Essentials: Working with Strings
Course..... sl_jsce_a06_it_enus
JavaScript Essentials: Working with Page Elements
Course..... sl_jsce_a07_it_enus
JavaScript Essentials: Dynamic Content and HTML5
Course..... sl_jsce_a08_it_enus
JavaScript Essentials: Dynamic JavaScript Code
Course..... sl_jsce_a09_it_enus
JavaScript Essentials: Input and the Mouse
Course..... sl_jsce_a10_it_enus

Angular JS

Getting Started with AngularJS
Course..... sl_anjs_a01_it_enus
Working with Directives in AngularJS
Course..... sl_anjs_a02_it_enus
Services in AngularJS
Course..... sl_anjs_a03_it_enus
Testing in AngularJS
Course..... sl_anjs_a04_it_enus
AngularJS Controllers and Directives
Course..... sl_anjs_a05_it_enus

JavaScript Sencha

JavaScript Sencha: Ext JS
Coursesl_snch_a01_it_enus
JavaScript Sencha: Sencha Touch
Coursesl_snch_a02_it_enus

TypeScript Essentials

TypeScript Essentials: Getting Started
Coursesl_tpssc_a01_it_enus
TypeScript Essentials: Advanced TypeScript
Coursesl_tpssc_a02_it_enus

Underscore.js

Underscore.js: Collection Functions and Function
Functions
Coursesl_unjs_a01_it_enus
Underscore.js: Array, Object, and Utility Functions
Coursesl_unjs_a02_it_enus

Javascript: Backbone.js

Getting Started with Backbone.js
Course sl_bkbn_a01_it_enus
Complex Application Development with Backbone.js
Course sl_bkbn_a02_it_enus

CSS3, Sass and Less

Creating Styles with CSS3 and Styling Text
Coursewd_cssh_a01_it_enus
Styling Page Elements using CSS3
Coursewd_cssh_a02_it_enus
Navigation Elements and Animations with CSS3
Coursewd_cssh_a03_it_enus
Forms, Positioning, and Layout with CSS3
Coursewd_cssh_a04_it_enus
Advanced Options, Responsive Web Design, and
Management with CSS3
Coursewd_cssh_a05_it_enus
Extending CSS3 with Sass and Less
Coursewd_cssh_a06_it_enus

Introduction to Bootstrap

Bootstrap Introduction
Course sl_btsp_a01_it_enus
Bootstrap Elements
Course sl_btsp_a02_it_enus

IT SKILLS COURSEWARE

jQuery

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

Building Web Applications with Node.js

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

Application Development with Node.js and the .NET Framework

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

Advanced AngularJS

Working with Data in AngularJS
Course..... sl_anjt_a01_it_enus
AngularJS Security Considerations
Course..... sl_anjt_a02_it_enus
AngularJS and TypeScript
Course..... sl_anjt_a03_it_enus
AngularUI Companion Frameworks
Course..... sl_anjt_a04_it_enus
AngularUI Utilities and Modules
Course..... sl_anjt_a05_it_enus

WEB DESIGN

WEB SERVICES

Apache Web Services

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

WEB DESIGN

TEST PREPS

Test Preps

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

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® is a Registered Trade Mark of AXELOS Limited
ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
Course ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
Course ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes
Course ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals
Course ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes
Course ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
Course ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes
Course ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement
Course ib_itlv_a09_it_enus

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

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus
ITIL® 2011 Edition OSA: Introduction to Event Management Course.....	ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident Management Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions Course.....	ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment Course.....	ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management Course.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management Course.....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk Course.....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing Course.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions Course.....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities Course.....	ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation Considerations Course.....	ib_iosb_a14_it_enus

■ ITIL® 2011 Edition Overview

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

■ Technical Management Essentials

Transitioning from Technical Professional to Management Course	mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Course	mgmt_19_a02_bs_enus
Managing Technical Professionals Course	mgmt_19_a03_bs_enus

■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Course	cust_06_a01_bs_enus
Support Center Services and Work Environment Course	cust_06_a02_bs_enus
Team and Customer Relationships Course	cust_06_a03_bs_enus

■ Customer Service Representative, Skills

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

■ Customer Service Representative, Process

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

■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning Course	ib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing Techniques Course	ib_wstp_a02_it_enus

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment Course	stgy_06_a01_bs_enus
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IT SKILLS COURSEWARE

IT Strategy Essentials: Creating an IT Strategy Plan
Course.....stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy
Course.....stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials
Final Examsstgy_06_a01_fe_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

TEST PREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Examsib_itlv_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

MENTORING

■ Mentoring

Mentoring ITIL Foundation
Mentoring Assets.....mntitv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

Project Management Fundamentals
Course.....proj_01_a01_bs_enus
Transitioning into a Project Management Role
Course.....proj_01_a02_bs_enus
Initiating and Planning a Project
Course.....proj_01_a03_bs_enus
Managing a Project
Course.....proj_01_a04_bs_enus
Troubleshooting and Closing the Project
Course.....proj_01_a05_bs_enus
Managing Projects with No Direct Authority
Business Impact Series.....pc_bi_pmbi001
Supporting Project Managers
Challenge Series.....pc_ch_lach042
Ensuring Management Buy-in on a Project
Business Impact Series.....pc_bi_pmbi002
Managing Conflict in Project Teams
Business Impact Series.....pc_bi_pmbi003
Managing Scope on a Project
Business Impact Series.....pc_bi_pmbi004
Weighing the Costs of Project Change
Business Impact Series.....pc_bi_pmbi005

Managing Vendor Relationships
Business Impact Seriespc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion
Business Impact Seriespc_bi_pmbi007
Addressing Stakeholder Conflicts
Business Impact Seriespc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference?
Business Impact Seriespc_bi_pmbi009
Controlling Project Cost
Business Impact Seriespc_bi_pmbi010
Project Management Essentials
Challenge Series.....pc_ch_lach041

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Courseproj_19_a01_bs_enus
Project Management Overview (PMBOK® Guide Fifth Edition)
Courseproj_19_a02_bs_enus
Project Management Process Groups (PMBOK® Guide Fifth Edition)
Courseproj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Courseproj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Courseproj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Courseproj_20_a03_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Courseproj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
Courseproj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Courseproj_21_a03_bs_enus

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

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
 Course..... proj_22_a01_bs_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
 Course..... proj_22_a02_bs_enus

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

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

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

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

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
 Course..... proj_24_a01_bs_enus

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

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

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

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

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

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

Control Project Communications (PMBOK® Guide Fifth Edition)
 Course..... proj_26_a02_bs_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)
 Courseproj_27_a01_bs_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)
 Courseproj_27_a02_bs_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)
 Courseproj_27_a03_bs_enus

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

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

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

Managing Procurements (PMBOK® Guide Fifth Edition)
 Courseproj_28_a02_bs_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
 Courseproj_29_a01_bs_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
 Courseproj_29_a02_bs_enus

■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management
 Courseproj_16_a01_bs_enus

Program Life Cycle and Benefits Management
 Courseproj_16_a02_bs_enus

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

The Role of Ethics in Project Management
 Courseproj_15_a01_bs_enus

Core PMI® Values and Ethical Standards
 Courseproj_15_a02_bs_enus

■ IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
 Courseproj_17_a01_bs_enus

IT SKILLS COURSEWARE

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

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

■ Managing Software Project Outsourcing

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

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

Core PMI® Values and Ethical Standards Course.....	proj_15_a02_bs_enus
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■ Agile Project Management Fundamentals

Agile Principles, Methodologies, and Mindset Course.....	ib_apmf_a01_it_enus
Agile Planning Course.....	ib_apmf_a02_it_enus
Planning and Monitoring Iterations in Agile Projects Course.....	ib_apmf_a03_it_enus
Engaging Agile Stakeholders and Leading Agile Teams Course.....	ib_apmf_a04_it_enus

■ PRINCE2®: 2009 Foundation

PRINCE2® is a Registered Trade Mark of AXELOS Limited Overview of Project Management (PRINCE2®: 2009-aligned) Course.....	ib_prin_a01_it_enus
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■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information Course	prin_prac_a01_bs_enus
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■ Mentoring Assets

Mentoring PRINCE2: Foundation Mentoring Assets	mntprince2f
Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned Mentoring Assets	mntpmp5ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. Mentoring Assets	mntcapm5ed
Mentoring PRINCE2: Practitioner Mentoring Assets	mntprince2p

■ Test Preps

TestPrep PRINCE2®: Foundation Testprep Exams.....	ib_prin_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned Testprep Exams.....	pm_proj_a04_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. Testprep Exams.....	pm_capm_a02_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned Testprep Exams.....	pm_proj_a05_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

IT SKILLS COURSEWARE

■ Optimizing Your Performance On a Team

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

■ Leading Teams

Leading Teams: Launching a Successful Team	
Course.....	team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and Guidelines	
Course.....	team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture	
Course.....	team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment	
Course.....	team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and Collaboration	
Course.....	team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance	
Course.....	team_03_a06_bs_enus
Leading Teams: Dealing with Conflict	
Course.....	team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams	
Course.....	team_03_a08_bs_enus
Building Trust Incrementally	
Business Impact Series.....	_pc_bi_lsbi004
Inspiring Your Team	
Business Impact Series.....	_pc_bi_lsbi010
Support Your Leader	
Business Impact Series.....	_pc_bi_pfb010
Choosing the Right Team Culture	
Challenge Series.....	_pc_ch_pfch006
Managing Communications in a Virtual Team	
Business Impact Series.....	_pc_bi_mgbi001
Building and Leading Teams	
Challenge Series.....	_pc_ch_lach023
Meeting Team Performance Challenges	
Challenge Series.....	_pc_ch_pach010

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

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

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Reader X

Adobe Reader X
Course..... at_adre_a01_dt_enus

■ Adobe AIR 3

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

■ Adobe InDesign CS5

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

■ Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals
Course..... at_adat_a01_dt_enus

■ Adobe Captivate 7

Adobe Captivate 7 Fundamentals
Course..... at_capt_a01_dt_enus
Adobe Captivate 7 Editing Project Files
Course..... at_capt_a02_dt_enus

■ Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials
Course..... at_dcsc_a01_dt_enus

■ Adobe Flash Professional CC

Adobe Flash Professional CC - Introduction and Basic Tools
Course..... at_fsc_a01_dt_enus
Adobe Flash Professional CC - Working with ActionScript
Course..... at_fsc_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and Features
Course..... at_fsc_a03_dt_enus

■ Adobe CC Overview New Features

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

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
Course at_cfus_a01_it_enus

■ Adobe Captivate 8 Fundamentals

Adobe Captivate 8: Getting Started
Course at_adca_a01_dt_enus
Adobe Captivate 8: Media and Interactivity
Course at_adca_a02_dt_enus

■ Adobe Acrobat DC

Adobe Acrobat DC Fundamentals
Course at_aadc_a01_dt_enus
Working with Adobe Acrobat DC
Course at_aadc_a02_dt_enus

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

■ Mac OS X Lion for End Users

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

■ Getting Started with Mac OS X Yosemite

Introducing Mac OS X Yosemite
Course ds_maco_a01_dt_enus
Working with Mac OS X Yosemite
Course ds_maco_a02_dt_enus

■ Mac OS X Yosemite Essentials

Installing Mac OS X Yosemite
Course ds_macp_a01_dt_enus
Managing and Configuring Mac OS X Yosemite
Course ds_macp_a02_dt_enus
Enhancing the User Experience in Mac OS X Yosemite Applications
Course ds_macp_a03_dt_enus
Collaborating and Communicating Using Mac OS X Yosemite
Course ds_macp_a04_dt_enus

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

■ Apple Safari for End Users

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

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ IT Security for End Users

IT Security for End Users: IT Security Fundamentals	
Course.....	ds_sfeu_a01_dt_enus
IT Security for End Users: Using Corporate Devices Securely	
Course.....	ds_sfeu_a02_dt_enus
IT Security for End Users: Secure Corporate Communications and Networking	
Course.....	ds_sfeu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2016

■ Office 2016 First Look

Microsoft Office 2016: First Look Modern Productivity	
Course.....	mo_wnot_a01_dt_enus
Microsoft Office 2016: First Look Functionality and Collaboration	
Course.....	mo_wnot_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

■ Microsoft Office 2013: Beginning Word

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

Adding Lists and Objects in Word 2013	
Course.....	mo_bgwo_a04_dt_enus
Using Tables in Word 2013	
Course.....	mo_bgwo_a05_dt_enus

■ Microsoft Office 2013: Beginning Access

Creating and Populating a Database in Access 2013	
Course.....	mo_bgas_a01_dt_enus
Modifying Tables in Access 2013	
Course.....	mo_bgas_a02_dt_enus
Creating and Modifying Queries in Access 2013	
Course.....	mo_bgas_a03_dt_enus
Creating and Modifying Forms in Access 2013	
Course.....	mo_bgas_a04_dt_enus
Creating and Modifying Reports in Access 2013	
Course.....	mo_bgas_a05_dt_enus

■ Microsoft Project 2013

Setting up a Project in Project 2013	
Course.....	mo_bgpj_a01_dt_enus
Task-based Scheduling in Project 2013	
Course.....	mo_bgpj_a02_dt_enus
Resource Management in Project 2013	
Course.....	mo_bgpj_a03_dt_enus
Tools for Tracking Project Performance in Project 2013	
Course.....	mo_bgpj_a04_dt_enus
Communicate and Finalize Project Information Using Project 2013	
Course.....	mo_bgpj_a05_dt_enus

■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2013	
Course.....	mo_adou_a01_dt_enus
Management and Customization in Outlook 2013	
Course.....	mo_adou_a02_dt_enus
Mail Automation, Cleanup, and Storage in Outlook 2013	
Course.....	mo_adou_a03_dt_enus
Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013	
Course.....	mo_adou_a04_dt_enus

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013	
Course.....	mo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013	
Course.....	mo_puel_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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

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

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

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

■ Microsoft Office 2013: SharePoint for Power Users

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

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

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

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

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

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

■ Microsoft Office 2013: Advanced Excel

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

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

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

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

■ Microsoft Office 2013: Advanced PowerPoint

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

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

■ Microsoft Office 2013: Advanced Word

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

Customizing Document Layout in Word 2013
Course mo_adwo_a02_dt_enus

Advanced Table Customization in Word 2013
Course mo_adwo_a03_dt_enus

Inserting and Formatting Graphics in Word 2013
Course mo_adwo_a04_dt_enus

Navigating and Reviewing Documents in Word 2013
Course mo_adwo_a05_dt_enus

Reference Tools and Mail Merge in Word 2013
Course mo_adwo_a06_dt_enus

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

Sharing and Collaboration in Word 2013
Course mo_adwo_a08_dt_enus

■ Microsoft Office 2013: Beginning Excel

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

Saving and Printing Data in Excel 2013
Course mo_bgel_a02_dt_enus

Formatting Cells and Worksheets in Excel 2013
Course mo_bgel_a03_dt_enus

Formatting Data in Excel 2013
Course mo_bgel_a04_dt_enus

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

Performing Calculations Using Functions in Excel 2013
Course mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course mo_bgou_a01_dt_enus

Managing E-mail in Outlook 2013
Course mo_bgou_a02_dt_enus

Working with Contacts in Outlook 2013
Course mo_bgou_a03_dt_enus

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

Working with Meetings in Outlook 2013
Course mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course mo_bgpw_a01_dt_enus

Enhancing PowerPoint 2013 Presentations
Course mo_bgpw_a02_dt_enus

DESKTOP SKILLS COURSEWARE

Animations and Media in PowerPoint 2013
Course.....mo_bgpw_a03_dt_enus
Finalizing a PowerPoint 2013 Presentation
Course.....mo_bgpw_a04_dt_enus

■ Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013
Course..... mo_speu_a01_dt_enus
My Site and Social Features in SharePoint 2013
Course..... mo_speu_a02_dt_enus
Community Sites, Search, and Office Integration in SharePoint 2013
Course..... mo_speu_a03_dt_enus

■ Microsoft OneNote 2013

The Microsoft OneNote 2013 Interface
Course..... mo_onnt_a01_dt_enus
Getting Started with Microsoft OneNote 2013
Course..... mo_onnt_a02_dt_enus
Working With and Sharing Content in Microsoft OneNote 2013
Course..... mo_onnt_a03_dt_enus
OneNote 2013 Integration with Other Microsoft Applications
Course..... mo_onnt_a04_dt_enus

■ Microsoft Lync 2013

Microsoft Lync 2013
Course.....mo_lynd_a01_dt_enus

■ Skype for Business

Skype for Business: New Features, Profile, and Contacts
Course..... ds_skfb_a01_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

Office 2010 New Core Features
Course..... mo_otnf_a01_dt_enus
New Messaging and Collaboration Features in Office 2010
Course..... mo_otnf_a02_dt_enus
Office 2010 Web Apps and New Features in Publisher and Mobile
Course..... mo_otnf_a03_dt_enus

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

The New Office 2010 Interface, Word 2010, and Excel 2010
Coursemo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010
Coursemo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010
Coursemo_nfum_a03_dt_enus

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010
Coursemo_bwrdr_a01_dt_enus
Formatting and Working with Text in Word 2010
Coursemo_bwrdr_a02_dt_enus
Organizing and Arranging Text in Word 2010
Coursemo_bwrdr_a03_dt_enus
Moving Around in Word 2010
Coursemo_bwrdr_a04_dt_enus
Structuring Word 2010 Documents
Coursemo_bwrdr_a05_dt_enus
Reviewing Documents in Word 2010
Coursemo_bwrdr_a06_dt_enus
Saving, Sharing, and Printing in Word 2010
Coursemo_bwrdr_a07_dt_enus
Customizing the Behavior and Appearance of Word 2010
Coursemo_bwrdr_a08_dt_enus
Drawing and Inserting Graphics in Word 2010
Coursemo_bwrdr_a09_dt_enus

■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users
Coursemo_nspe_a01_dt_enus

■ Microsoft SharePoint 2010 for End Users

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

■ Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power Users
Coursemo_nspp_a01_dt_enus

■ Microsoft SharePoint 2010 for Power Users

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

■ Microsoft Office 2010: Beginning Excel

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

■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010
 Course..... mo_bout_a01_dt_enus
 Managing Conversations and Organizing E-mail in
 Outlook 2010
 Course..... mo_bout_a02_dt_enus
 Managing Attachments, Graphics, Signatures, and
 Autoreplies in Outlook 2010
 Course..... mo_bout_a03_dt_enus
 Using the Calendar for Appointments, Events, and
 Meetings in Outlook 2010
 Course..... mo_bout_a04_dt_enus
 Managing Meetings and Customizing the Calendar in
 Outlook 2010
 Course..... mo_bout_a05_dt_enus
 Outlook 2010 Social Connector and Messaging
 Course..... mo_bout_a06_dt_enus

Working with Contacts in Outlook 2010
 Coursemo_bout_a07_dt_enus
 Using the Tasks, Notes, and Journal Features in Outlook
 2010
 Coursemo_bout_a08_dt_enus

■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick
 Parts in Word 2010
 Coursemo_awrd_a01_dt_enus
 Adding Tables of Contents, Footnotes, Hyperlinks, and
 Bookmarks in Word 2010
 Coursemo_awrd_a02_dt_enus
 Forms, Fields, and Mail Merge in Word 2010
 Coursemo_awrd_a03_dt_enus
 Managing, Inspecting, and Recovering Word 2010
 Documents
 Coursemo_awrd_a04_dt_enus
 Creating and Formatting Tables in Word 2010
 Coursemo_awrd_a05_dt_enus
 Manipulating Tables in Word 2010
 Coursemo_awrd_a06_dt_enus
 Embedding Charts and Tables into Word 2010
 Coursemo_awrd_a07_dt_enus

■ Microsoft Office 2010: Advanced Excel

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

■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in
 Outlook 2010
 Coursemo_aout_a01_dt_enus
 Customizing Outlook 2010 and Managing Accounts
 Coursemo_aout_a02_dt_enus

DESKTOP SKILLS COURSEWARE

Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010
Course..... mo_aout_a03_dt_enus

Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010
Course..... mo_aout_a04_dt_enus

Data Files, Archiving, and Send/Receive Groups in Outlook 2010
Course..... mo_aout_a05_dt_enus

Implementing Security with Outlook 2010
Course..... mo_aout_a06_dt_enus

Accessing Exchange Remotely and Using Forms in Outlook 2010
Course..... mo_aout_a07_dt_enus

■ Microsoft Office 2010: Beginning PowerPoint

Getting Started with PowerPoint 2010
Course..... mo_bppt_a01_dt_enus

Visually Enhancing PowerPoint 2010 Presentations
Course..... mo_bppt_a02_dt_enus

Adding Images to Presentations in PowerPoint 2010
Course..... mo_bppt_a03_dt_enus

Using Multimedia and Animations in PowerPoint 2010
Course..... mo_bppt_a04_dt_enus

■ Microsoft Office 2010: Advanced PowerPoint

Using Advanced Slide Show Tools in PowerPoint 2010
Course..... mo_appt_a01_dt_enus

Collaborating and Sharing Presentations in PowerPoint 2010
Course..... mo_appt_a02_dt_enus

■ Microsoft Office 2010: Beginning Access

Getting Started with Access 2010
Course..... mo_bacc_a01_dt_enus

Creating Basic Tables in Access 2010
Course..... mo_bacc_a02_dt_enus

Data Manipulation and Simple Relationships in Access 2010
Course..... mo_bacc_a03_dt_enus

Introduction to Forms in Access 2010
Course..... mo_bacc_a04_dt_enus

Modifying Basic Forms in Access 2010
Course..... mo_bacc_a05_dt_enus

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

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

■ Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010
Course mo_bprj_a01_dt_enus

Introduction to Project 2010
Course mo_bprj_a02_dt_enus

Initializing a Project with Project 2010
Course mo_bprj_a03_dt_enus

Defining Project Properties in Project 2010
Course mo_bprj_a04_dt_enus

Building a Schedule with Project 2010
Course mo_bprj_a05_dt_enus

Creating Resources in Project 2010
Course mo_bprj_a06_dt_enus

Managing Resource Assignments with Project 2010
Course mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course mo_bprj_a09_dt_enus

■ Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010
Course mo_aacc_a01_dt_enus

PivotTables and PivotCharts in Access 2010
Course mo_aacc_a02_dt_enus

Retrieving, Validating, and Attaching Data in Access 2010
Course mo_aacc_a03_dt_enus

Subforms, Subreports, and Conditional Formatting in Access 2010
Course mo_aacc_a04_dt_enus

Joins, SQL, and Action Queries in Access 2010
Course mo_aacc_a05_dt_enus

Using Access 2010 with SharePoint and Access Services
Course mo_aacc_a06_dt_enus

Access 2010 Macros and VBA
Course mo_aacc_a07_dt_enus

Optimizing, Securing, and Sharing Access 2010 Databases
Course mo_aacc_a08_dt_enus

■ Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network
Course mo_pexl_a01_dt_enus

Using Excel 2010 to Collaborate Online and with Other Office Applications
Course mo_pexl_a02_dt_enus

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

DESKTOP SKILLS COURSEWARE

Using Excel 2010 Data Connections: Web Queries, XML, and Databases
Course.....mo_pexl_a05_dt_enus

■ Microsoft Office 2010: Advanced Project

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

■ Microsoft Office 2010: Beginning Visio

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

■ Microsoft OneNote 2010 for End Users

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

■ Microsoft Office 2010: Lync for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE FOR MAC 2011

■ Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started
Course..... om_bwmc_a01_dt_enus
Microsoft Word for Mac 2011: Formatting and Working with Text
Course.....om_bwmc_a02_dt_enus

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

■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started
Courseom_bemc_a01_dt_enus
Microsoft Excel for Mac 2011: Applying Basic Data Formatting
Courseom_bemc_a02_dt_enus
Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks
Courseom_bemc_a03_dt_enus
Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets
Courseom_bemc_a04_dt_enus
Microsoft Excel for Mac 2011: Using Basic Formulas
Courseom_bemc_a05_dt_enus
Microsoft Excel for Mac 2011: Using Basic Functions
Courseom_bemc_a06_dt_enus
Microsoft Excel for Mac 2011: Inserting Basic Charts
Courseom_bemc_a07_dt_enus
Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Courseom_bemc_a08_dt_enus

■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started
Courseom_bomc_a01_dt_enus
Microsoft Outlook for Mac 2011: Managing Conversations and E-mail
Courseom_bomc_a02_dt_enus
Microsoft Outlook for Mac 2011: Mastering E-mail
Courseom_bomc_a03_dt_enus
Microsoft Outlook for Mac 2011: Scheduling with the Calendar
Courseom_bomc_a04_dt_enus
Microsoft Outlook for Mac 2011: Managing Contacts
Courseom_bomc_a05_dt_enus

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Moving Beyond E-mail to Maximize Microsoft Outlook's Potential
Course..... om_bomc_a06_dt_enus

■ Microsoft Office: Beginning PowerPoint for Mac 2011

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

■ Microsoft Office 2007: Beginning Word

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

■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007
Course.....mo_adwd_a01_dt_enus
Advanced Document Navigation and Document Reviews in Word 2007
Course.....mo_adwd_a02_dt_enus
Using Tables, Charts, and Graphics in Word 2007
Course.....mo_adwd_a03_dt_enus

■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007
Course.....mo_wdpu_a01_dt_enus
Advanced Document Features in Word 2007
Course.....mo_wdpu_a02_dt_enus

Collaborative Features in Word 2007
Course.....mo_wdpu_a03_dt_enus

■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007
Course.....mo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in Excel 2007
Course.....mo_bgex_a02_dt_enus
Reviewing and Printing in Excel 2007
Course.....mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions
Course.....mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles
Course.....mo_bgex_a06_dt_enus

■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007
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Advanced Data Management in Excel 2007
Course.....mo_adex_a02_dt_enus
Advanced Customization in Excel 2007
Course.....mo_adex_a03_dt_enus

■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
Course.....mo_expu_a01_dt_enus
Protecting and Sharing Excel 2007 Workbooks
Course.....mo_expu_a02_dt_enus
Exchanging Data with Excel 2007
Course.....mo_expu_a03_dt_enus

■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
Course.....mo_bgpp_a01_dt_enus
Adding Graphics to Presentations in PowerPoint 2007
Course.....mo_bgpp_a02_dt_enus
Adding Multimedia and Animations to Presentations in PowerPoint 2007
Course.....mo_bgpp_a03_dt_enus

■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
Course.....mo_adpp_a01_dt_enus
Distributing Presentations in PowerPoint 2007
Course.....mo_adpp_a02_dt_enus

■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
Course..... mo_bgol_a01_dt_enus

Formatting and Managing E-mail in Outlook 2007
Course..... mo_bgol_a02_dt_enus

Using the Calendar in Outlook 2007
Course..... mo_bgol_a03_dt_enus

Using Contacts, Tasks, Notes, and Customizing the
Interface in Outlook 2007
Course..... mo_bgol_a04_dt_enus

Completing Searches, Printing Items, and Working with
RSS Feeds in Outlook 2007
Course..... mo_bgol_a05_dt_enus

■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
Course..... mo_adol_a01_dt_enus

Configuring Rules, Alerts, and Junk E-mail Settings in
Outlook 2007
Course..... mo_adol_a02_dt_enus

Working with SharePoint, Calendars, and Forms in
Outlook 2007
Course..... mo_adol_a03_dt_enus

■ Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook
2007
Course..... mo_olpu_a01_dt_enus

Instant, Text, and Unified Messaging in Outlook 2007
Course..... mo_olpu_a02_dt_enus

Business Contact Manager with Outlook 2007
Course..... mo_olpu_a03_dt_enus

■ Microsoft Office 2007: Beginning Access

Getting Started with Access 2007
Course..... mo_bgac_a01_dt_enus

Basic Access 2007 Tables
Course..... mo_bgac_a02_dt_enus

Basic Access 2007 Forms
Course..... mo_bgac_a03_dt_enus

Queries and Reports in Access 2007
Course..... mo_bgac_a04_dt_enus

■ Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in
Access 2007
Course..... mo_adax_a01_dt_enus

Advanced Data Management in Access 2007
Course..... mo_adax_a02_dt_enus

■ Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
Course mo_acpu_a01_dt_enus

Database Administration in Access 2007
Course mo_acpu_a02_dt_enus

■ Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
Course mo_bgvs_a01_dt_enus

Enhancing and Customizing Diagrams in Visio 2007
Course mo_bgvs_a02_dt_enus

Collaborating and Using Visio 2007 With Other Programs
Course mo_bgvs_a03_dt_enus

■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007
Course mo_bgpr_a01_dt_enus

Specifying and Assigning Resources in Project 2007
Course mo_bgpr_a02_dt_enus

Tracking and Reporting Progress with Project 2007
Course mo_bgpr_a03_dt_enus

■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007
Course mo_adpr_a01_dt_enus

Project Data Management and Performance with MS
Project 2007
Course mo_adpr_a02_dt_enus

■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007
Course mo_pblr_a01_dt_enus

Extending Publisher 2007 Beyond Publications
Course mo_pblr_a02_dt_enus

■ Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and
Communicator
Course mo_ncmg_a01_dt_enus

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
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DESKTOP SKILLS COURSEWARE

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
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Hosting a Microsoft Office 2007 Live Meeting
Course..... mo_lmeu_a02_dt_enus

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MICROSOFT OFFICE 365

■ Microsoft Office 365

Microsoft Office 365: Applications
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Microsoft Office 365: Document Management
Course..... mo_oonf_a02_dt_enus

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MICROSOFT WINDOWS 10

■ Microsoft Windows 10 End User

Microsoft Windows 10 End User: Signing In and First View
Course..... mw_wdeu_a01_dt_enus
Microsoft Windows 10 End User: Hardware, Software, and
Security Settings
Course.....mw_wdeu_a02_dt_enus
Microsoft Windows 10 End User: Customizing Windows
10
Course.....mw_wdeu_a03_dt_enus
Microsoft Windows 10 End User: Browsing with Edge
Course.....mw_wdeu_a05_dt_enus
Microsoft Windows 10 End User: Cortana
Course.....mw_wdeu_a06_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 8

■ Microsoft Windows 8: End User

Windows 8: New Features and Common Tasks
Course.....mw_eteu_a01_dt_enus
Files and Connectivity in Windows 8
Course.....mw_eteu_a02_dt_enus
Personalizing Windows 8
Course.....mw_eteu_a03_dt_enus
Working with Apps in Windows 8
Course.....mw_eteu_a04_dt_enus

Internet Explorer 10, File Sharing, and Recovery in
Windows 8
Coursemw_eteu_a05_dt_enus
Managing Hardware and Advanced Options in Windows 8
Coursemw_eteu_a06_dt_enus

■ Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1
Coursemw_etev_a01_dt_enus
Organizing Files and Searching for Items in Windows 8.1
Coursemw_etev_a02_dt_enus
Getting Online, Sharing, and Using SkyDrive in Windows
8.1
Coursemw_etev_a03_dt_enus
Personalizing Windows 8.1
Coursemw_etev_a04_dt_enus
Working with Apps in Windows 8.1
Coursemw_etev_a05_dt_enus
Managing Hardware and Advanced Options in Windows
8.1
Coursemw_etev_a06_dt_enus

■ Microsoft Windows 8.1 Update 1: End User

Windows 8.1 Update 1: Navigating the UI
Coursemw_etew_a01_dt_enus
Windows 8.1 Update 1: Working with Files and Apps
Coursemw_etew_a02_dt_enus
Windows 8.1 Update 1: Windows Management and
Customization Features
Coursemw_etew_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 7

■ Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users
Coursemw_mwfe_a01_dt_enus

■ Microsoft Windows 7: End User

Getting Started with Windows 7
Coursemw_mweu_a01_dt_enus
Setting up and Securing Windows 7
Coursemw_mweu_a02_dt_enus
Customizing Windows 7
Coursemw_mweu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 11

DESKTOP SKILLS COURSEWARE

■ Using Internet Explorer 11

Using Internet Explorer 11: Exploring the Interface	Course.....	ds_inex_a01_dt_enus
Using Internet Explorer 11: Efficient Browsing	Course.....	ds_inex_a02_dt_enus
Using Internet Explorer 11: Working with Web Content, RSS Feeds, and Downloads	Course.....	ds_inex_a03_dt_enus
Using Internet Explorer 11: Accessibility and User Preferences	Course.....	ds_inex_a04_dt_enus
Using Internet Explorer 11: Securing the Environment	Course.....	ds_inex_a05_dt_enus
Using Internet Explorer 11: Security Considerations	Course.....	ds_inex_a06_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 9

■ Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing Web Pages	Course.....	id_mcin_a01_dt_enus
Microsoft Internet Explorer 9: Searching and Subscribing to Web Content	Course.....	id_mcin_a02_dt_enus
Microsoft Internet Explorer 9: Customization and Security	Course.....	id_mcin_a03_dt_enus

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MICROSOFT INTERNET EXPLORER 8

■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features	Course.....	id_mcie_a01_dt_enus
Internet Explorer 8: Advanced Features	Course.....	id_mcie_a02_dt_enus

DESKTOP COMPUTER SKILLS

GOOGLE

■ Google Apps Fundamentals

Google Apps: Google Drive	Course.....	ds_goap_a01_dt_enus
Google Apps: Gmail and Calendar	Course.....	ds_goap_a02_dt_enus

Google Apps: Docs and Sheets	Course.....	ds_goap_a03_dt_enus
Google Apps: Slides, Sites, and Google+	Course.....	ds_goap_a04_dt_enus

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

■ Getting the Most from Social Networking

Social Networking Fundamentals	Course.....	ds_gmsn_a01_dt_enus
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DESKTOP COMPUTER SKILLS

MOBILE DEVICES

■ Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad	Course.....	ds_ipae_a01_dt_enus
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■ Getting Started with iOS 8 for iPhone

Introducing iOS 8 for iPhone	Course.....	ds_iphn_a01_dt_enus
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DESKTOP COMPUTER SKILLS

SAP

■ Overview of SAP for Project Teams

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

■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)	Course.....	sa_bseu_a01_dt_enus
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DESKTOP SKILLS COURSEWARE

SAP Customer Relationship Management (CRM) Course.....	sa_bseu_a02_dt_enus
SAP Product Lifecycle Management Course.....	sa_bseu_a03_dt_enus
SAP Supply Chain Management Course.....	sa_bseu_a04_dt_enus
SAP Supplier Relationship Management Course.....	sa_bseu_a05_dt_enus

■ SAP Business One for End Users

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

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

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011 Course.....	cr_crre_a01_dt_enus
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MENTORING ASSETS

■ Mentoring Assets

Mentoring 77-881 Word 2010 Mentoring Assets.....	mnt77881
Mentoring 77-882 Excel 2010 Mentoring Assets.....	mnt77882
Mentoring Using Word 2007 Mentoring Assets.....	mntwd2007
Mentoring Using Excel 2007 Mentoring Assets.....	mntex2007

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Mentoring Using Access 2007 Mentoring Assets	mntac2007
Mentoring Using Outlook 2007 Mentoring Assets	mntol2007
Mentoring 77-883 PowerPoint 2010 Mentoring Assets	mnt77883
Mentoring 77-884 Outlook 2010 Mentoring Assets	mnt77884
Mentoring 77-885 Access 2010 Mentoring Assets	mnt77885
Mentoring 77-888 Excel 2010 Expert Mentoring Assets	mnt77888
Mentoring 70-178 Microsoft Project 2010, Managing Projects Mentoring Assets	mnt70178
Mentoring 77-418 Word 2013 Mentoring Assets	mnt77418
Mentoring 77-420 Excel 2013 Mentoring Assets	mnt77420
Mentoring 77-422 PowerPoint 2013 Mentoring Assets	mnt77422
Mentoring 77-423 Outlook 2013 Mentoring Assets	mnt77423
Mentoring 77-427 Excel 2013 Expert Part One Mentoring Assets	mnt77427
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TEST PREPS

■ Test Preps

TestPrep Using Word 2007 Testprep Exams.....	TPWD2007_ENG
TestPrep Using Excel 2007 Testprep Exams.....	TPEX2007_ENG
TestPrep Using PowerPoint 2007 Testprep Exams.....	TPPP2007_ENG
TestPrep Using Outlook 2007 Testprep Exams.....	TPOL2007_ENG
TestPrep Using Access 2007 Testprep Exams.....	TPAC2007_ENG
TestPrep 77-881 Word 2010 Testprep Exams.....	mo_bwr_d_a01_tp_enus
TestPrep 77-882 Excel 2010 Testprep Exams.....	mo_bexl_a01_tp_enus

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TestPrep 77-883 PowerPoint 2010
Testprep Exams mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010
Testprep Examsmo_bacc_a01_tp_enus
TestPrep 77-884 Outlook 2010
Testprep Exams mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert
Testprep Examsmo_aexl_a01_tp_enus
Untitled Object
Testprep Exams mo_bprj_a01_tp_enus

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ Six Sigma Black Belt (2015 BOK): Measure

Six Sigma Measurement Systems and Metrology Course..... oper_40_a03_bs_enus

Probability and Probability Distributions in Six Sigma Course..... oper_40_a05_bs_enus

■ Six Sigma Black Belt (2015 BOK): Analyze

Basics of Hypothesis Testing and Tests for Means in Six Sigma Course..... oper_41_a02_bs_enus

Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma Course..... oper_41_a03_bs_enus

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

Lean and Six Sigma Course..... oper_11_a01_bs_enus

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

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

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

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

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

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

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

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

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

Motivation and Communication in Six Sigma Teams Courseoper_13_a02_bs_enus

Managing Six Sigma Team Performance Courseoper_13_a03_bs_enus

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

■ Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma Courseoper_14_a01_bs_enus

Developing Project Charters and Tracking Six Sigma Projects Courseoper_14_a02_bs_enus

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

■ Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma Courseoper_15_a01_bs_enus

Data Collection and Measurement in Six Sigma Courseoper_15_a02_bs_enus

Six Sigma Measurement Systems Courseoper_15_a03_bs_enus

Basic Statistics and Graphical Methods for Six Sigma Courseoper_15_a04_bs_enus

Probability for Six Sigma Courseoper_15_a05_bs_enus

Process Capability for Six Sigma Courseoper_15_a06_bs_enus

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

■ Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma Courseoper_16_a01_bs_enus

Multivariate Analysis and Attribute Data Analysis in Six Sigma Courseoper_16_a02_bs_enus

Hypothesis Testing Concepts and Tests for Means in Six Sigma Courseoper_16_a03_bs_enus

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

Nonparametric Tests in Six Sigma Analysis Courseoper_16_a05_bs_enus

Nonstatistical Analysis Methods in Six Sigma Courseoper_16_a06_bs_enus

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

■ Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma
Course..... oper_17_a01_bs_enus

Conducting Experiments and Analyzing Results in Six Sigma
Course..... oper_17_a02_bs_enus

Improvement Methods and Implementation Issues in Six Sigma
Course..... oper_17_a03_bs_enus

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

■ Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma
Course..... oper_18_a01_bs_enus

Nonstatistical Control Tools and Maintaining Controls in Six Sigma
Course..... oper_18_a02_bs_enus

Sustaining Improvements and Gains from Six Sigma Projects
Course..... oper_18_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Control
Final Exams oper_18_a01_fe_enus

■ Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies

Common Design for Six Sigma Methodologies, Design for X, and Robust Design
Course..... oper_19_a01_bs_enus

Special Design Tools in Design for Six Sigma
Course..... oper_19_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS)
Frameworks and Methodologies
Final Exams oper_19_a01_fe_enus

■ 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
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Basics of Six Sigma Project Management
Courseoper_25_a03_bs_enus

Six Sigma Management and Planning Tools
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Performance Metrics for Six Sigma
Courseoper_25_a05_bs_enus

Six Sigma Project Team Dynamics and Performance
Courseoper_25_a06_bs_enus

■ Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma
Courseoper_26_a01_bs_enus

Basic Probability and Statistical Distributions in Six Sigma
Courseoper_26_a02_bs_enus

Data Classification, Sampling, and Collection in Six Sigma
Courseoper_26_a03_bs_enus

Statistics and Graphical Presentation in Six Sigma
Courseoper_26_a04_bs_enus

Measurement System Analysis in Six Sigma
Courseoper_26_a05_bs_enus

Process and Performance Capability Measurement in Six Sigma
Courseoper_26_a06_bs_enus

■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma
Courseoper_27_a01_bs_enus

Introduction to Hypothesis Testing and Tests for Means in Six Sigma
Courseoper_27_a02_bs_enus

Hypothesis Tests for Variances and Proportions in Six Sigma
Courseoper_27_a03_bs_enus

■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma
Courseoper_28_a01_bs_enus

Root Cause Analysis and Waste Elimination in Six Sigma
Courseoper_28_a02_bs_enus

Cycle Time Reduction and Kaizen in Six Sigma
Courseoper_28_a03_bs_enus

■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma
Courseoper_29_a01_bs_enus

Creating and Using Control Charts in Six Sigma
Courseoper_29_a02_bs_enus

Lean Tools for Process Control in Six Sigma
Courseoper_29_a03_bs_enus

BUSINESS SKILLS COURSEWARE

■ Six Sigma Yellow Belt: Six Sigma Fundamentals

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

■ Six Sigma Yellow Belt: Define

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

■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma
Course.....oper_32_a01_bs_enus
Data Types and Data Collection in Six Sigma
Course.....oper_32_a02_bs_enus
Six Sigma and Measurement System Analysis
Course.....oper_32_a03_bs_enus

■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma
Course.....oper_33_a01_bs_enus
Six Sigma Data Analysis and Root Cause Analysis
Course.....oper_33_a02_bs_enus
Basics of Correlation, Regression, and Hypothesis Testing
for Six Sigma
Course.....oper_33_a03_bs_enus

■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques
Course.....oper_34_a01_bs_enus
Control Tools and Documentation in Six Sigma
Course.....oper_34_a02_bs_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
Courseoper_20_a04_bs_enus
Value Stream Mapping in Lean Business
Courseoper_20_a05_bs_enus
Applying Lean in Service and Manufacturing
Organizations
Courseoper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean
Business Impact Series_pc_bi_ssbi009
Value Stream Maps for Non-manufacturing Processes
Business Impact Series_pc_bi_ssbi010

■ Operations Management

Operations Management and the Organization
Courseoper_21_a01_bs_enus
Operations Management: Product and Service
Management
Courseoper_21_a02_bs_enus
Operations and Supply Chain Management
Courseoper_21_a03_bs_enus
Operations Management: Inventory Management
Courseoper_21_a04_bs_enus
Operations Management: Forecasting and Capacity
Planning
Courseoper_21_a05_bs_enus
Operations Management: Operations Scheduling
Courseoper_21_a06_bs_enus
Operations Management: Management of Quality
Courseoper_21_a07_bs_enus
Operations Management: Facilities Planning and
Management
Courseoper_21_a08_bs_enus

■ Managing Customer-Driven Process Improvement

Customer-driven Process Improvement: Basic Framework
Courseoper_22_a01_bs_enus
Customer-driven Process Improvement: Identifying
Customer Needs
Courseoper_22_a02_bs_enus
Customer-driven Process Improvement: From Customer
Needs to Process
Requirements
Courseoper_22_a03_bs_enus
Customer-Driven Process Improvement: Mapping and
Measuring Processes
Courseoper_22_a04_bs_enus
Customer-driven Process Improvement: Analyzing
Process Problems
Courseoper_22_a05_bs_enus

BUSINESS SKILLS COURSEWARE

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
Course..... oper_03_a02_bs_enus

Six Sigma Projects and Project Teams
Course..... oper_03_a03_bs_enus

Managing and Deploying Six Sigma
Course..... oper_03_a04_bs_enus

■ Certified Manager of Quality/Organizational Excellence

Leadership
Course..... oper_04_a01_bs_enus

Team Dynamics
Course..... oper_04_a02_bs_enus

Developing and Deploying Strategic Plans
Course..... oper_04_a03_bs_enus

Managerial Skills and Abilities
Course..... oper_04_a04_bs_enus

Communication Skills and Project Management
Course..... oper_04_a05_bs_enus

Quality Systems, Models, and Theories
Course..... oper_04_a06_bs_enus

Problem-Solving and Process Management Tools
Course..... oper_04_a07_bs_enus

Measurement: Assessment and Metrics
Course..... oper_04_a08_bs_enus

Customer-Focused Management
Course..... oper_04_a09_bs_enus

Supply Chain Management
Course..... oper_04_a10_bs_enus

Training and Development
Courseoper_04_a11_bs_enus

■ The Foundations of Six Sigma

Lean and Six Sigma
Courseoper_11_a01_bs_enus

Are You Listening to Your Customers?
Business Impact Series _pc_bi_ssbi001

Quick Wins in Six Sigma Implementation
Business Impact Series _pc_bi_ssbi002

Six Sigma Versus TQM
Business Impact Series _pc_bi_ssbi003

Lean Inbound Transportation
Business Impact Series _pc_bi_ssbi004

A Critical-to-quality Tree - What's That?
Business Impact Series _pc_bi_ssbi006

Basic Measurement Concepts in Six Sigma
Business Impact Series _pc_bi_ssbi007

Does Your Business Really Need Six Sigma?
Challenge Series..... _pc_ch_sschi001

Identifying Candidates for Key Six Sigma Roles
Challenge Series..... _pc_ch_sschi002

■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)
Mentoring Assetsmntcssgb

Mentoring Six Sigma Yellow Belt (SSYB)
Mentoring Assetsmntcssyb

■ Test Preps

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

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability
Course stgy_04_a01_bs_enus

Green Business: Planning Sustainability Strategies
Course stgy_04_a02_bs_enus

Green Business: Implementing Sustainability Strategies
Course stgy_04_a03_bs_enus

Final Exam: Leading and Implementing Sustainable Green Business Strategies
Final Exams stgy_04_a01_fe_enus

BUSINESS SKILLS COURSEWARE

■ The Fundamentals of Globalization

The Fundamentals of Globalization: The Global Context Course.....stgy_05_a01_bs_enu

Fundamentals of Globalization: Analyzing the Global Environment Course.....stgy_05_a02_bs_enu

The Fundamentals of Globalization: Strategies for Globalization Course.....stgy_05_a03_bs_enu

Fundamentals of Globalization: Managing in a Global Environment Course.....stgy_05_a04_bs_enu

Managing Expatriates' Career Development Business Impact Series....._pc_bi_mgbi011

The Etiquette of Cross-cultural Gift Giving Business Impact Series....._pc_bi_spbi015

Evaluating Globalization Opportunities Challenge Series....._pc_ch_lach019

Final Exam: The Fundamentals of Globalization Final Examsstgy_05_a01_fe_enu

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment Course.....stgy_06_a01_bs_enu

IT Strategy Essentials: Creating an IT Strategy Plan Course.....stgy_06_a02_bs_enu

IT Strategy Essentials: Implementing an IT Strategy Course.....stgy_06_a03_bs_enu

Final Exam: IT Strategy Essentials Final Examsstgy_06_a01_fe_enu

■ Business Law Essentials

Business Law Basic Concepts Course.....stgy_07_a01_bs_enu

Business Law and Ethics Course.....stgy_07_a02_bs_enu

Business Law and the Manager's Responsibilities Course.....stgy_07_a03_bs_enu

Final Exam: Business Law Essentials Final Examsstgy_07_a01_fe_enu

■ Developing Strategic Thinking Acumen

Developing the Capacity to Think Strategically Course.....stgy_08_a01_bs_enu

Developing the Strategic Thinking Skill of Seeing the Big Picture Course.....stgy_08_a02_bs_enu

Using Strategic Thinking Skills Course.....stgy_08_a03_bs_enu

Effective Critical Analysis of Business Reports Business Impact Series_pc_bi_pfb004

Returning to Core Competencies Business Impact Series_pc_bi_lsb014

Competitive Awareness and Strategy Challenge Series....._pc_ch_lach022

Final Exam: Developing Strategic Thinking Acumen Final Examsstgy_08_a01_fe_enu

■ Risk Management

Risk Management: Identifying Risk Coursestgy_09_a01_bs_enu

Risk Management: Assessing Risk Coursestgy_09_a02_bs_enu

Risk Management: Dealing with Risk Coursestgy_09_a03_bs_enu

Final Exam: Risk Management Final Examsstgy_09_a01_fe_enu

■ Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan Coursestgy_10_a01_bs_enu

Business Planning Essentials: Performing Key Analyses Coursestgy_10_a02_bs_enu

Business Planning Essentials: Preparing for Implementation Coursestgy_10_a03_bs_enu

Final Exam: Business Planning Essentials Final Examsstgy_10_a01_fe_enu

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Marketing Essentials

Marketing Essentials: Introduction to Marketing Coursemkt_01_a01_bs_enu

Marketing Essentials: Planning and People Coursemkt_01_a02_bs_enu

Marketing Essentials: Product and Price Coursemkt_01_a03_bs_enu

Marketing Essentials: Place Coursemkt_01_a04_bs_enu

Marketing Essentials: Promotion Coursemkt_01_a05_bs_enu

Marketing Essentials: Marketing and Ethics Coursemkt_01_a06_bs_enu

Designing Products to Fit the Channel Business Impact Series_pc_bi_spbi005

BUSINESS SKILLS COURSEWARE

Using Web Analytics to Increase Sales
Business Impact Series....._pc_bi_spb012
Trade Show Marketing - Planning Ahead
Business Impact Series....._pc_bi_spb013

■ Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal Analysis
Course.....mkt_02_a01_bs_enus
Competitive Marketing Strategies: Analyzing Competitors
Course.....mkt_02_a02_bs_enus
Competitive Marketing Strategies: Selecting and Implementing Strategies
Course.....mkt_02_a03_bs_enus
Increasing Competitiveness through Collaboration
Challenge Series....._pc_ch_ls006

■ Strategic Brand Management

Building Lasting Customer-brand Relationships
Course.....mkt_03_a01_bs_enus
Developing a Brand Internally
Course.....mkt_03_a02_bs_enus
Global Brand Management
Course.....mkt_03_a03_bs_enus
Brand Management for Social Media and Wireless Technologies
Course.....mkt_03_a04_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

■ Finance and Accounting Essentials for Non-financial Professionals

Principles of Accounting and Finance for Non-financial Professionals
Course.....fin_02_a01_bs_enus
Cash Flow Management Essentials for Non-financial Professionals
Course.....fin_02_a02_bs_enus
The Time Value of Money and Investment Decisions for Non-financial Professionals
Course.....fin_02_a03_bs_enus
The Essentials of Budgeting for Non-financial Professionals
Course.....fin_02_a04_bs_enus
Financial Statements for Non-financial Professionals
Course.....fin_02_a05_bs_enus

Analyzing Financial Statements for Non-financial Professionals
Coursefin_02_a06_bs_enus
Increasing Cash Flow in Times of Need
Business Impact Series_pc_bi_fabi003
Attracting New Investors - Keeping Presentations Focused
Business Impact Series_pc_bi_fabi004
What's Your Gross Profit Margin Really Saying?
Business Impact Series_pc_bi_fabi006
Recognizing The Value of Intangible Assets
Business Impact Series_pc_bi_fabi007
Recession: How it Affects Business
Business Impact Series_pc_bi_fabi008
Assessing Nonrecurring Items in Income Statements
Business Impact Series_pc_bi_fabi009
The Time Value of Money: Possible Pitfalls
Business Impact Series_pc_bi_fabi011
Using Financial Analysis for Credit Decisions
Challenge Series....._pc_ch_lach012

■ Accounting Fundamentals

Basic Accounting Principles and Framework
Coursefin_03_a01_bs_enus
The Accounting Equation and Financial Statements
Coursefin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting
Coursefin_03_a03_bs_enus
Accounting Transactions and Books of Account
Coursefin_03_a04_bs_enus
Trial Balance & Adjusting Entries
Coursefin_03_a05_bs_enus
The Income Statement
Coursefin_03_a06_bs_enus
The Balance Sheet
Coursefin_03_a07_bs_enus
The Cash Flow Statement
Coursefin_03_a08_bs_enus
Accounting for Companies' Stock Transactions and Dividends
Coursefin_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 Examsfin_03_a01_fe_enus

■ Budgeting Essentials

Organizational Budgeting Activities and the Master Budget
Coursefin_05_a01_bs_enus

BUSINESS SKILLS COURSEWARE

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

■ Auditing Essentials

Introduction to Auditing
Course.....fin_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment
Course.....fin_06_a02_bs_enus
Auditing the Revenue Cycle
Course.....fin_06_a03_bs_enus
Auditing for Cash and Inventories
Course.....fin_06_a04_bs_enus
Using Audits to Help Prevent Business Fraud
Business Impact Series.....pc_bi_fabi002
Final Exam: Auditing Essentials
Final Exams fin_06_a01_fe_enus

■ Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process
Course.....fin_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return
Course.....fin_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index
Course.....fin_07_a03_bs_enus
Capital Budgeting: Capital Allocation
Course.....fin_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials
Final Exams fin_07_a01_fe_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

■ Bank Branch Operations Management

Bank Branch Management: Mortgage and Auto Loans
Course.....fini_01_a01_bs_enus
Bank Branch Management: Payment and Settlement Systems
Course.....fini_01_a02_bs_enus

Bank Branch Management: Teller Roles and Credit Card Operations
Course fini_01_a03_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks
Course fini_01_a04_bs_enus
Bank Branch Management: Internal Controls and Banking Technology
Course fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud
Course fini_01_a06_bs_enus

■ Commodity and Energy Markets, Futures, and Forwards

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

■ Insurance Concepts, Types, and Annuities

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

■ Mutual Fund Concepts, Portfolio Management, and Regulations

Mutual Funds: Basic Concepts, Structure, and Types
Course fini_04_a01_bs_enus
Mutual Funds: Portfolio Management and Accounting
Course fini_04_a02_bs_enus
Mutual Funds: Performance Evaluation and Regulations
Course fini_04_a03_bs_enus

■ Global Banking Supervision and Anti-Money Laundering Regulations

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

BUSINESS SKILLS COURSEWARE

Anti-money Laundering and Regulatory Framework
Course.....fini_05_a05_bs_enus

■ Bank Risks and Capital Adequacy Planning

Basel Regulations and Capital Adequacy Requirements
Course.....fini_06_a01_bs_enus

Capital Adequacy Planning Approaches
Course.....fini_06_a02_bs_enus

■ Basel Regulations and Bank Risk Management

Basel II and Basel III: An Overview
Course.....fini_07_a01_bs_enus

IRB Framework and Risk-rating System
Course.....fini_07_a02_bs_enus

IRB Approach for Corporate and Retail Exposures
Course.....fini_07_a03_bs_enus

Quantification of IRB Systems
Course.....fini_07_a04_bs_enus

Data Maintenance and Oversight for IRB Systems
Course.....fini_07_a05_bs_enus

Basel Regulations and Operational Risk Management
Course.....fini_07_a06_bs_enus

Operational Risk and Advanced Measurement Approach
Course.....fini_07_a07_bs_enus

Operational Risk Identification, Assessment, and
Quantification
Course.....fini_07_a08_bs_enus

Operational Risk Management Framework, Process, and
Applications
Course.....fini_07_a09_bs_enus

■ Basel III and Liquidity Risk Management

Management and Supervision of Liquidity Risk
Course.....fini_08_a01_bs_enus

Liquidity Risk Measurement, Monitoring, and Application
of Standards
Course.....fini_08_a02_bs_enus

■ Counterparty Credit Risk and Credit Rating

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

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

Mitigating Credit Risk
Course.....fini_09_a03_bs_enus

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

■ Credit Risk Analysis

Credit Analysis and Loan Pricing and Regulations
Coursefini_10_a01_bs_enus

Financial Analysis for Credit Risk Determination
Coursefini_10_a02_bs_enus

Nonfinancial Credit and Asset Analysis
Coursefini_10_a03_bs_enus

Problem Loans and Risk Analysis for Common Loans
Coursefini_10_a04_bs_enus

Risk Analysis for Specialized Loans
Coursefini_10_a05_bs_enus

■ Credit Derivative Instruments

Credit Derivatives and Credit Risk
Coursefini_11_a01_bs_enus

Classical Credit Derivatives and Total Return Swaps
Coursefini_11_a02_bs_enus

Securitization and Asset-backed Securities
Coursefini_11_a03_bs_enus

Credit-linked and Repackaged Notes
Coursefini_11_a04_bs_enus

Credit Default Swaps and Credit Spread Options
Coursefini_11_a05_bs_enus

Credit Derivatives Applications
Coursefini_11_a06_bs_enus

Credit Derivatives: Pricing and Operational Issues
Coursefini_11_a07_bs_enus

Credit Derivatives: Regulatory, Legal, and Taxation Issues
Coursefini_11_a08_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Recruiting and Retention Strategies

Recruiting Talent
Coursehr_05_a01_bs_enus

Retaining Your Talent Pool
Coursehr_05_a02_bs_enus

Fringe Benefits: Maintaining a Competitive Hiring
Advantage

Business Impact Series_pc_bi_hrbi004

Aligning Recruitment to Job Requirements
Business Impact Series_pc_bi_hrbi001

Preventing High Turnover Rates: How to Keep The Best
Business Impact Series_pc_bi_mgbi008

Disciplines of Organizational Learning: Personal Mastery
Business Impact Series_pc_bi_pfb011

BUSINESS SKILLS COURSEWARE

Surviving the Talent Crunch
Challenge Series_pc_ch_lsch007
Final Exam: Recruiting and Retention Strategies
Final Examshr_05_a01_fe_enus

■ Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
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
Final Exam: Essentials of Interviewing and Hiring
Final Examshr_06_a01_fe_enus

■ The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner
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
Final Exam: The role of HR as a Business Partner
Final Examshr_07_a01_fe_enus

■ Organizational Behavior

Fundamentals of Organizational Behavior for the Individual
Coursehr_08_a01_bs_enus
Fundamentals of Organizations – Groups
Coursehr_08_a02_bs_enus
Understanding Organizational Power and Politics
Coursehr_08_a03_bs_enus
Organizational Structure and Employee Behavior
Coursehr_08_a04_bs_enus
Organizational Behavior: Dynamics of a Positive Organizational Culture
Coursehr_08_a05_bs_enus
Final Exam: Organizational Behavior
Final Exams hr_08_a01_fe_enus

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

Human Resources Core Knowledge: Skills, Concepts, and Tools
Coursehr_09_a01_bs_enus
Human Resources Core Knowledge: Functions and Activities
Coursehr_09_a02_bs_enus
Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Final Exams hr_09_a01_fe_enus

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

Business Management and Strategy: The HR Function and Business Environment
Coursehr_10_a01_bs_enus
Business Management and Strategy: HR and the Strategic Planning Process
Coursehr_10_a02_bs_enus
Business Management and Strategy: HR Functions and Roles
Coursehr_10_a03_bs_enus
Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Final Exams hr_10_a01_fe_enus

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

Workforce Planning and Employment: Employment Legislation
Coursehr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment Strategies
Coursehr_11_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Workforce Planning and Employment: Sourcing and Selecting Candidates
Course..... hr_11_a03_bs_enus

Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
Course..... hr_11_a04_bs_enus

Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
Final Exams hr_11_a01_fe_enus

■ Human Resource Development (HRCI: PHR/SPHR-aligned)

Human Resource Development: Regulations and Organizational Development
Course..... hr_12_a01_bs_enus

Human Resource Development: Employee Training
Course..... hr_12_a02_bs_enus

Human Resource Development: Performance Appraisal and Talent Management
Course..... hr_12_a03_bs_enus

Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
Final Exams hr_12_a01_fe_enus

■ Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Compensation and Benefits: Regulations, Strategies, and Needs Assessment
Course..... hr_13_a01_bs_enus

Compensation and Benefits: Managing Policies, Programs, and Activities
Course..... hr_13_a02_bs_enus

Compensation and Benefits: Organizational Responsibilities
Course..... hr_13_a03_bs_enus

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

■ Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Employee and Labor Relations: Employment Regulations and Organizational Programs
Course..... hr_14_a01_bs_enus

Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
Course..... hr_14_a02_bs_enus

Employee and Labor Relations: Unions and Collective Bargaining
Course..... hr_14_a03_bs_enus

Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exams hr_14_a01_fe_enus

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

Risk Management: Organizational Risk and Safety and Health Legislation
Coursehr_15_a01_bs_enus

Risk Management: Workplace Safety, Security, and Privacy
Coursehr_15_a02_bs_enus

Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exams hr_15_a01_fe_enus

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

Strategic HR for SPHR Exam Candidates Part I
Coursehr_16_a01_bs_enus

Strategic HR for SPHR Exam Candidates Part II
Coursehr_16_a02_bs_enus

Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
Final Exams hr_16_a01_fe_enus

■ SHRM-CP/SCP: HR Competencies

HR Competencies: Leadership and Ethical Practice
Coursehr_17_a01_bs_enus

HR Competencies: Business Acumen and Relationship Management
Coursehr_17_a02_bs_enus

HR Competencies: Consultation and Critical Evaluation
Coursehr_17_a03_bs_enus

HR Competencies: Global and Cultural Effectiveness and Communication
Coursehr_17_a04_bs_enus

■ SHRM-CP/SCP: Management of People

Management of People: Talent Acquisition and Retention
Coursehr_18_a01_bs_enus

Management of People: Employee Engagement
Coursehr_18_a02_bs_enus

Management of People: Learning and Development
Coursehr_18_a03_bs_enus

Management of People: Total Rewards
Coursehr_18_a04_bs_enus

BUSINESS SKILLS COURSEWARE

■ SHRM-CP/SCP: Organization and the HR Function

Organization and HR: Structure of the HR Function Course.....	hr_19_a01_bs_enus
Organization and HR: Organizational Effectiveness and Development Course.....	hr_19_a02_bs_enus
Organization and HR: Workforce Management and Using Technology and Data Course.....	hr_19_a03_bs_enus
Organization and HR: Employee Relations Course.....	hr_19_a04_bs_enus

■ SHRM-CP/SCP: Workplace Management and HR

Workplace Management: Global HR, Diversity, and Inclusion Course.....	hr_20_a01_bs_enus
Workplace Management: Risk Management Course.....	hr_20_a02_bs_enus
Workplace Management: Corporate Social Responsibility Course.....	hr_20_a03_bs_enus
Workplace Management: Employment Laws and Regulations Course.....	hr_20_a04_bs_enus

■ SHRM-CP/SCP: HR Strategy Management

Human Resource Strategy Management: Strategic Planning Course.....	hr_21_a01_bs_enus
Human Resource Strategy Management: Business and HR Strategy Course.....	hr_21_a02_bs_enus

■ SHRM- SCP: HRM for Senior HR Professionals

Advanced HR Management: Competencies for Senior HR Professionals Part I Course.....	hr_22_a01_bs_enus
Advanced HR Management: Competencies for Senior HR Professionals Part II Course.....	hr_22_a02_bs_enus
Advanced Human Resources Management: People and Organization Course.....	hr_22_a03_bs_enus
Advanced Human Resources Management: Workplace and HR Strategy Course.....	hr_22_a04_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks Course	ad_01_a02_bs_enus
Administrative Professionals: Maximizing Your Relationship with Your Boss Course	ad_01_a03_bs_enus
Administrative Professionals: Interacting with Others Course	ad_01_a04_bs_enus
Administrative Professionals: Putting Your Best Foot Forward Course	ad_01_a05_bs_enus

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

■ The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation Challenge Series.....	_pc_ch_lach007
Perseverance and Flexibility in Times of Crisis Challenge Series.....	_pc_ch_lach026

■ Managing Organizational Change

Managing Change: Understanding Change Course	mgmt_13_a01_bs_enus
Managing Change: Building Positive Support for Change Course	mgmt_13_a02_bs_enus
Managing Change: Dealing with Resistance to Change Course	mgmt_13_a03_bs_enus
Managing Change: Sustaining Organizational Change Course	mgmt_13_a04_bs_enus
Communicating Properly during Layoffs Business Impact Series	_pc_bi_hrbi005
Involving Employees in Corporate Change Business Impact Series	_pc_bi_lsbi011
Communicating Organizational Change Business Impact Series	_pc_bi_mgbi015
Developing People Challenge Series.....	_pc_ch_lach013
Beyond Change: Working with Agility Business Impact Series	_pc_bi_pabi009

■ Business Coaching Essentials

Business Coaching: Getting Ready to Coach Course	mgmt_14_a01_bs_enus
Business Coaching: Conducting Coaching Sessions Course	mgmt_14_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Business Coaching: Building the Coaching Relationship Course..... mgmt_14_a03_bs_enus
Business Coaching: Using Different Coaching Styles Course..... mgmt_14_a04_bs_enus
The Art of Effective Coaching Business Impact Series....._pc_bi_lsbi018
Coaching Challenge Series....._pc_ch_lach024

■ Management Essentials

Management Essentials: Directing Others Course..... mgmt_15_a01_bs_enus
Management Essentials: Delegating Course..... mgmt_15_a02_bs_enus
Management Essentials: Developing Your Direct Reports Course..... mgmt_15_a03_bs_enus
Management Essentials: Confronting Difficult Employee Behavior Course..... mgmt_15_a04_bs_enus
Management Essentials: Managing a Diverse Team Course..... mgmt_15_a05_bs_enus
Management Essentials: Treating Your Direct Reports Fairly Course..... mgmt_15_a06_bs_enus
Management Essentials: Caring about Your Direct Reports Course..... mgmt_15_a07_bs_enus
Acting Decisively Challenge Series....._pc_ch_lach034
Employee Dismissal Challenge Series....._pc_ch_lach038
Managing Fairly Business Impact Series....._pc_bi_mgbi016

■ First Time Manager Essentials

First Time Manager: Understanding a Manager's Role Course..... mgmt_16_a01_bs_enus
First Time Manager: Challenges Course..... mgmt_16_a02_bs_enus
First Time Manager: Meeting Expectations Course..... mgmt_16_a03_bs_enus
Making the Move Into Management Challenge Series....._pc_ch_lach029

■ Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals Course..... mgmt_17_a01_bs_enus
Performance Appraisal Essentials: Conducting Traditional Appraisals Course..... mgmt_17_a02_bs_enus

Performance Appraisal Essentials: 360-degree Appraisals Coursemgmt_17_a03_bs_enus
Preparing for Your Performance Appraisal Business Impact Series_pc_bi_pfb017

■ Talent Management Essentials

Talent Management: Basics Coursemgmt_18_a01_bs_enus
Talent Management: Planning Coursemgmt_18_a02_bs_enus
Talent Management: Acquiring Talent Coursemgmt_18_a03_bs_enus
Talent Management: Developing and Engaging Talent Coursemgmt_18_a04_bs_enus
Talent Management: Retaining Talent Coursemgmt_18_a05_bs_enus
Attracting and Retaining Talent Challenge Series....._pc_ch_lach021

■ Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management Coursemgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management Coursemgmt_19_a02_bs_enus
Managing Technical Professionals Coursemgmt_19_a03_bs_enus

■ Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees Coursemgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team Coursemgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix Coursemgmt_20_a03_bs_enus
Managing an Aging Workforce Business Impact Series_pc_bi_mgbi005
Developing the Next Generation Business Impact Series_pc_bi_lsbi007
Understanding the Motives of Millennials Business Impact Series_pc_bi_mgbi014

■ Managing Experts

Meeting the Needs of Your Experts Coursemgmt_21_a01_bs_enus
Overcoming Challenges When Managing Experts Coursemgmt_21_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Managing Top Performers Is Always Easy...Right?
Business Impact Series....._pc_bi_hrbi013
Recognizing Natural Leaders
Challenge Series....._pc_ch_lsch001

■ Advanced Management Skills

Developing a High-performance Organization
Course..... mgmt_23_a01_bs_enus
Cross-functional Strategic Management
Course..... mgmt_23_a02_bs_enus
Managing for Rapid Change and Uncertainty
Course..... mgmt_23_a03_bs_enus
Managing High Performers
Course..... mgmt_23_a04_bs_enus
Managing New Managers
Course..... mgmt_23_a05_bs_enus
Managing Experienced Managers
Course..... mgmt_23_a06_bs_enus
Developing Adaptable Managers
Business Impact Series....._pc_bi_mgbi013
Employee Engagement
Challenge Series....._pc_ch_mgch006
Delivering Bad News Effectively
Challenge Series....._pc_ch_lach033
Building Upward Relationships
Challenge Series....._pc_ch_lach039

■ Strategies for Successful Employee On-boarding

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

■ Managing during Difficult Times

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

■ Dismissing an Employee

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

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

■ Delegation Essentials

Delegation Essentials: An Introduction to Delegating
Course..... mgmt_27_a01_bs_enus
Delegation Essentials: The Delegation Process
Course..... mgmt_27_a02_bs_enus
Delegation Essentials: Overcoming Delegation Problems
Course..... mgmt_27_a03_bs_enus
Delegating Appropriate Tasks
Business Impact Series....._pc_bi_mgbi007
Developing Employees through Delegation
Challenge Series....._pc_ch_lach017

■ Business Execution

Business Execution: Understanding the Fundamentals
Course..... mgmt_28_a01_bs_enus
Business Execution: Crafting a Business Strategy that Executes
Course..... mgmt_28_a02_bs_enus
Business Execution: Linking Strategy to People and Operations
Course..... mgmt_28_a03_bs_enus
Business Execution: Monitoring and Evaluating Initiatives
Course..... mgmt_28_a04_bs_enus
Fostering a Business Execution Culture
Business Impact Series....._pc_bi_lsbi008
Performance Dashboard or Scorecard?
Business Impact Series....._pc_bi_mgbi012

■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals
Course..... mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Course..... mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
Course..... mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Course..... mgmt_29_a04_bs_enus

■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Course..... mgmt_30_a01_bs_enus
Thinking Like a CFO: Making Financial Decisions
Course..... mgmt_30_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Thinking Like a CFO: Preparing and Presenting a Business Case
Course..... mgmt_30_a03_bs_enus
Thinking Like a CFO: Managing Risk
Course..... mgmt_30_a04_bs_enus

■ Essentials of Facilitating

Using Facilitation Skills as a Manager
Course..... mgmt_31_a01_bs_enus
Facilitating Collaborative Processes
Course..... mgmt_31_a02_bs_enus
Challenges of Facilitating
Course..... mgmt_31_a03_bs_enus

■ Effectively Managing Top Performers

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

■ Managing Problem Performance

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

■ Difficult Conversations

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

■ Performance Management

Planning for Performance
Course..... mgmt_37_a01_bs_enus

Monitoring and Improving Performance
Course mgmt_37_a02_bs_enus
Reviewing and Rewarding Performance
Course mgmt_37_a03_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ Leadership Essentials

Leadership Essentials: Motivating Employees
Course lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision
Course lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader
Course lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence
Course lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution
Course lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation
Course lead_05_a06_bs_enus
Leadership Essentials: Leading Change
Course lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan
Course lead_05_a08_bs_enus
Leading Teams through Change
Business Impact Series _pc_bi_lsbi003
Leading Outside the Organization
Business Impact Series _pc_bi_lsbi005
Knowing When to Take Leadership Risks
Business Impact Series _pc_bi_lsbi006
Wanted - Innovation Leaders
Business Impact Series _pc_bi_lsbi013
Developing a Business Execution Culture
Challenge Series....._pc_ch_lach001
Leading Change
Challenge Series....._pc_ch_lach004
Leader as Motivator
Challenge Series....._pc_ch_lach008
Leading Innovation
Challenge Series....._pc_ch_lach010
Crafting an Organizational Vision
Challenge Series....._pc_ch_lach040
Motivating Human Behavior
Challenge Series....._pc_ch_lsch002
Communicating a Shared Vision
Business Impact Series _pc_bi_lsbi001

BUSINESS SKILLS COURSEWARE

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_lschi004

■ Making Cross-Functional Teams Work

Cross-functional Team Fundamentals
Course.....lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams
Course.....lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team
Course.....lead_10_a03_bs_enus
Using Conflict to an Organization's Advantage
Business Impact Series....._pc_bi_mgbi002
Mediating Project Team Conflict
Business Impact Series....._pc_bi_pfb006

Facilitating Work-related Conflict Discussions
Business Impact Series_pc_bi_pfb015

■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization:
Mission and Goals
Courselead_11_a01_bs_enus
Setting and Managing Priorities within the Organization:
Deciphering Priorities
Courselead_11_a02_bs_enus
Setting and Managing Priorities within the Organization:
Motivation
Courselead_11_a03_bs_enus
Setting and Managing Priorities within the Organization:
Communication
Courselead_11_a04_bs_enus
Do You Share Your Organization's Values?
Business Impact Series_pc_bi_pabi006

■ The Voice of Leadership

The Voice of Leadership: Inspirational Leadership
Courselead_13_a01_bs_enus
The Voice of Leadership: Self-assessment and Motivation
Courselead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership
Communication Strategies
Courselead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership
Messaging
Courselead_13_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Preparing a Business Case
Coursecomm_01_a01_bs_enus
Writing a Business Case
Coursecomm_01_a02_bs_enus
Presenting Your Case
Coursecomm_01_a03_bs_enus

■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively
Coursecomm_17_a01_bs_enus
Addressing and Redistributing E-mail
Coursecomm_17_a02_bs_enus
Managing Your E-mail
Coursecomm_17_a03_bs_enus

BUSINESS SKILLS COURSEWARE

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

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

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

■ Workplace Conflict

Workplace Conflict: Recognizing and Responding to
Conflict
Course..... comm_22_a01_bs_enus

Workplace Conflict: Strategies for Resolving Conflicts
Course..... comm_22_a02_bs_enus

Confrontation: What's the Best Approach
Business Impact Series_pc_bi_mgbi009

Personal Conflict Styles
Business Impact Series_pc_bi_pabi002

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

Managing Conflict
Challenge Series....._pc_ch_lach009

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

■ Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People
Course comm_23_a01_bs_enus

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

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

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

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

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

Working with Difficult People: Dealing with Micromanagers
Course comm_23_a07_bs_enus

Coping with Aggressive Behavior in the Workplace
Business Impact Series_pc_bi_pabi008

Blame Backfires--Conquer Negative Thinking
Business Impact Series_pc_bi_pfb003

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

■ Negotiation Essentials

Negotiation Essentials: What Is Negotiation?
Course comm_24_a01_bs_enus

Negotiation Essentials: Planning for Negotiation
Course comm_24_a02_bs_enus

Negotiation Essentials: Communicating
Course comm_24_a03_bs_enus

Negotiation Essentials: Persuading
Course comm_24_a04_bs_enus

Negotiation Essentials: Avoiding Pitfalls in Negotiations
Course comm_24_a05_bs_enus

Effective Body Language in Negotiations
Business Impact Series_pc_bi_pfb013

BUSINESS SKILLS COURSEWARE

Vendor Negotiations: Choosing the Best Approach
Challenge Series_pc_ch_lach032

■ Emotional Intelligence Essentials

What is Emotional Intelligence?
Course.....comm_25_a01_bs_enus
Improving Your Emotional Intelligence Skills: Self-awareness and Self-management
Course.....comm_25_a02_bs_enus
Using Emotional Intelligence on the Job
Course.....comm_25_a03_bs_enus
How High Is Your EQ?
Business Impact Series....._pc_bi_pfb009
Emotional Intelligence at Work
Challenge Series....._pc_ch_pach014

■ Fundamentals of Cross Cultural Communication

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

■ Getting Results without Direct Authority

Getting Results without Direct Authority: Building Relationships and Credibility
Course.....comm_27_a01_bs_enus
Getting Results without Direct Authority: Persuasive Communication
Course.....comm_27_a02_bs_enus
Getting Results without Direct Authority: Reciprocity
Course.....comm_27_a03_bs_enus
Getting Results without Direct Authority: Influencing Your Boss
Course.....comm_27_a04_bs_enus
Influencing Key Decision Makers
Business Impact Series....._pc_bi_lsb015
Influence and Persuasion
Challenge Series....._pc_ch_lach016

■ Listening Essentials

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

Listening Essentials: Improving Your Listening Skills
Course comm_28_a02_bs_enus
Listening to Improve Conversation
Business Impact Series_pc_bi_pabi001
Effective Listening
Challenge Series....._pc_ch_lach030
Listening with Skill
Challenge Series....._pc_ch_pach002
Final Exam: Listening Essentials
Final Examscomm_28_a01_fe_enus

■ Constructive Feedback and Criticism

Giving Feedback
Course comm_29_a01_bs_enus
Giving Constructive Criticism
Course comm_29_a02_bs_enus
Receiving Feedback and Criticism
Course comm_29_a03_bs_enus
Criticism in Context
Business Impact Series_pc_bi_pfb016
Giving Appropriate Feedback
Challenge Series....._pc_ch_lach006
Giving Feedback to Coworkers
Challenge Series....._pc_ch_pach006

■ Anger Management Essentials

Anger Management Essentials: Understanding Anger
Course comm_30_a01_bs_enus
Anger Management Essentials: Managing and Controlling Anger
Course comm_30_a02_bs_enus

■ Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level
Course comm_31_a01_bs_enus
Techniques for Communicating Effectively with Senior Executives
Course comm_31_a02_bs_enus

■ Running Effective Business Meetings

Preparing for Effective Business Meetings
Course comm_32_a01_bs_enus
Managing Effective Business Meetings
Course comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course comm_32_a03_bs_enus
When Too Many Meetings Are Just Too Much
Business Impact Series_pc_bi_pfb008
Making Meetings Work
Business Impact Series_pc_bi_pfb018

BUSINESS SKILLS COURSEWARE

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

■ Communicating with Impact

Interpersonal Communication that Builds Trust
Course.....comm_35_a01_bs_enus
Communication Methods that Make Sense – and Make
Your Point
Course.....comm_35_a02_bs_enus
Being a Receptive Communication Partner
Course.....comm_35_a03_bs_enus
Communication Challenges: Navigating Choppy Waters
Course.....comm_35_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

■ Basic Business Math

Basic Business Math: Using Whole Numbers and
Decimals
Coursefnd_01_a01_bs_enus
Basic Business Math: Percentages and Ratios
Coursefnd_01_a02_bs_enus
Basic Business Math: Averages and Equations
Coursefnd_01_a03_bs_enus
Basic Business Math: Charts and Graphs
Coursefnd_01_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability
Coursepd_05_a01_bs_enus
Managing from Within: Self-empowerment
Coursepd_05_a02_bs_enus
Goals and Setting Goals
Coursepd_05_a03_bs_enus
Creating a Positive Attitude
Coursepd_05_a04_bs_enus
Pursuing Successful Lifelong Learning
Coursepd_05_a05_bs_enus

■ Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life
Balance
Coursepd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life
Balance
Coursepd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of
Your Stress
Coursepd_06_a03_bs_enus
Employee Exhaustion: Managing a Well-balanced
Workload
Business Impact Series_pc_bi_mgbi010
Managing Workplace Stress
Business Impact Series_pc_bi_hrbi006
Creating Work/Life Balance
Challenge Series....._pc_ch_lach036

BUSINESS SKILLS COURSEWARE

■ 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

Understanding Workplace Diversity
Business Impact Series..... _pc_bi_hrbi002

Managing Diversity
Challenge Series..... _pc_ch_lach015

■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee
Course..... pd_08_a01_bs_enus

Telecommuting Basics: Communication Strategies for the Remote Employee
Course..... pd_08_a02_bs_enus

■ Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing Your Creativity
Course..... pd_09_a01_bs_enus

Generating Creative and Innovative Ideas: Maximizing Team Creativity
Course..... pd_09_a02_bs_enus

Generating Creative and Innovative Ideas: Verifying and Building on Ideas
Course..... pd_09_a03_bs_enus

Executing Innovation
Business Impact Series..... _pc_bi_lsbi016

Getting Ready to Present
Challenge Series..... _pc_ch_pach018

Creativity: Developing and Communicating Ideas
Challenge Series..... _pc_ch_pach025

Promoting Creative Thinking
Challenge Series..... _pc_ch_lach035

■ Managing Your Career

Managing Your Career: Creating a Plan
Course..... pd_10_a01_bs_enus

Managing Your Career: Getting on the Right Track
Course..... pd_10_a02_bs_enus

Managing Your Career: Professional Networking Essentials
Course..... pd_10_a03_bs_enus

Managing Your Career: You and Your Boss
Course..... pd_10_a04_bs_enus

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

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

Developing Your Career
Challenge Series..... _pc_ch_lach037

Building and Managing Upward Relationships
Challenge Series..... _pc_ch_pach008

Planning Your Career
Challenge Series..... _pc_ch_pach013

Exploring Self-development
Challenge Series..... _pc_ch_pach023

■ Effective Time Management

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

Prioritizing Personal and Professional Responsibilities
Business Impact Series..... _pc_bi_mgb003

Planning for Interruptions Helps with Procrastination
Business Impact Series..... _pc_bi_pfb014

Setting and Managing Priorities
Challenge Series..... _pc_ch_lach018

Coping with Conflicting Priorities
Challenge Series..... _pc_ch_pach005

Setting Goals
Challenge Series..... _pc_ch_pach007

Getting Time under Control
Challenge Series..... _pc_ch_pach021

■ Problem Solving and Decision-Making Strategies

Problem Solving: The Fundamentals
Course..... pd_12_a01_bs_enus

Problem Solving: Determining and Building Your Strengths
Course..... pd_12_a02_bs_enus

Problem Solving: Digging Deeper
Course..... pd_12_a03_bs_enus

Decision Making: The Fundamentals
Course..... pd_12_a04_bs_enus

Decision Making: Tools and Techniques
Course..... pd_12_a05_bs_enus

Decision Making: Making Tough Decisions
Course..... pd_12_a06_bs_enus

Uncovering the Root Problem
Challenge Series..... _pc_ch_lach003

Playing the Devil's Advocate in Decision Making
Business Impact Series..... _pc_bi_pfb005

Turning Problems Around with Reverse Brainstorming
Business Impact Series..... _pc_bi_lsbi017

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

BUSINESS SKILLS COURSEWARE

■ Dealing with Organizational Change

Understanding Organizational Change
Course..... pd_13_a01_bs_enus

Preparing for Organizational Change
Course..... pd_13_a02_bs_enus

Embracing Organizational Change
Course..... pd_13_a03_bs_enus

Managing the Stress of Organizational Change
Business Impact Series....._pc_bi_mgbi004

The Importance of Flexibility in the Workplace
Business Impact Series....._pc_bi_pfb007

Untitled Object
Challenge Series....._pc_ch_pach024

■ Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?
Course..... pd_14_a01_bs_enus

Critical Thinking Essentials: Applying Critical Thinking Skills
Course..... pd_14_a02_bs_enus

Critical Thinking
Challenge Series....._pc_ch_lach025

■ Building and Maintaining Trust

Building Trust
Course..... pd_15_a01_bs_enus

Rebuilding Trust
Course..... pd_15_a02_bs_enus

Rebuilding Trust
Business Impact Series....._pc_bi_pabi005

The Fruits of Integrity: Building Trust at Work
Challenge Series....._pc_ch_pach012

■ Personal Productivity Improvement

Personal Productivity Improvement: Managing Your Workspace
Course..... pd_16_a01_bs_enus

Personal Productivity: Self-organization and Overcoming Procrastination
Course..... pd_16_a02_bs_enus

Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Course..... pd_16_a03_bs_enus

■ Peer Relationships

The Value of Peer Relationships
Course..... pd_17_a01_bs_enus

Developing Strategic Peer Relationships in Your Organization
Course.....pd_17_a02_bs_enus

Forming Peer Relationships and Alliances at Work
Course.....pd_17_a03_bs_enus

Peer Political Styles
Business Impact Series....._pc_bi_pabi010

Building Better Relationships through Understanding Challenge Series....._pc_ch_pach017

Building Peer Relationships
Challenge Series....._pc_ch_pach019

■ Business Ethics

Introduction to Workplace Ethics
Course.....pd_18_a01_bs_enus

Developing a Code of Ethical Conduct
Course.....pd_18_a02_bs_enus

Ethical Decision-making in the Workplace
Course.....pd_18_a03_bs_enus

Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

Office Politics – What Will You Do?
Challenge Series....._pc_ch_pfch004

Ethics, Integrity, and Trust
Challenge Series....._pc_ch_lach005

The Ethics Enigma
Challenge Series....._pc_ch_pach020

■ Living and Working Abroad in the United States

American Work Culture and Values
Course.....pd_19_a01_bs_enus

Key Aspects of the American Work Environment
Course.....pd_19_a02_bs_enus

Communicating Successfully in the American Workplace
Course.....pd_19_a03_bs_enus

Succeeding in the American Workplace
Course.....pd_19_a04_bs_enus

■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Course.....pd_21_a01_bs_enus

Making a Positive Impression in an Internal Interview
Course.....pd_21_a02_bs_enus

■ Campus to Corporate

Campus to Corporate: Meeting New Expectations
Course.....pd_22_a01_bs_enus

Campus to Corporate: Developing a Professional Image
Course.....pd_22_a02_bs_enus

BUSINESS SKILLS COURSEWARE

■ Public Speaking Strategies

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

■ Performance under Pressure

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

■ Business Etiquette and Professionalism

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

■ Perseverance and Resilience

Developing Character for Perseverance and Resilience
Course..... pd_26_a01_bs_enus
Achieving Goals through Perseverance and Resilience
Course..... pd_26_a02_bs_enus
Bouncing Back with Perseverance and Resilience
Course..... pd_26_a03_bs_enus
Perseverance: Flexibility in Action
Business Impact Series....._pc_bi_pabi004

Persevering through Setbacks
Challenge Series....._pc_ch_pach011

■ Decisiveness

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

■ Writing Under Pressure

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

■ Time Management

Time Management: Too Much to Do and Too Little Time
Course.....pd_20_a01_bs_enus
Time Management: Quit Making Excuses and Make Time
Instead
Course.....pd_20_a02_bs_enus
Time Management: Ready, Set...FOCUS!
Course.....pd_20_a03_bs_enus
The Dangers of Multitasking
Business Impact Series....._pc_bi_pabi003

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

Project Management Fundamentals
Course.....proj_01_a01_bs_enus
Transitioning into a Project Management Role
Course.....proj_01_a02_bs_enus
Initiating and Planning a Project
Course.....proj_01_a03_bs_enus
Managing a Project
Course.....proj_01_a04_bs_enus
Troubleshooting and Closing the Project
Course.....proj_01_a05_bs_enus
Managing Projects with No Direct Authority
Business Impact Series....._pc_bi_pmbi001
Supporting Project Managers
Challenge Series....._pc_ch_lach042
Ensuring Management Buy-in on a Project
Business Impact Series....._pc_bi_pmbi002
Managing Conflict in Project Teams
Business Impact Series....._pc_bi_pmbi003

BUSINESS SKILLS COURSEWARE

Managing Scope on a Project
Business Impact Series....._pc_bi_pmbi004

Weighing the Costs of Project Change
Business Impact Series....._pc_bi_pmbi005

Managing Vendor Relationships
Business Impact Series....._pc_bi_pmbi006

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

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

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

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

Project Management Essentials
Challenge Series....._pc_ch_lach041

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Courseproj_23_a01_bs_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)
Courseproj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
Courseproj_24_a01_bs_enus

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

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

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

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

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

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

Control Project Communications (PMBOK® Guide Fifth Edition)
Courseproj_26_a02_bs_enus

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

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

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

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

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

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

■ Program Management (PMI® Second Edition-aligned)

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

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

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

■ IT Project Management Essentials

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

■ Managing Software Project Outsourcing

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

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

Core PMI® Values and Ethical Standards Course	proj_15_a02_bs_enus
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■ Agile Project Management Fundamentals

Agile Principles, Methodologies, and Mindset Course	ib_apmf_a01_it_enus
Agile Planning Course	ib_apmf_a02_it_enus
Planning and Monitoring Iterations in Agile Projects Course	ib_apmf_a03_it_enus
Engaging Agile Stakeholders and Leading Agile Teams Course	ib_apmf_a04_it_enus

■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2®: 2009-aligned) Course	ib_prin_a01_it_enus
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BUSINESS SKILLS COURSEWARE

Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
Course.....ib_prin_a02_it_enus

Project Quality, Change and Progress (PRINCE2: 2009-aligned)
Course.....ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
Course.....ib_prin_a04_it_enus

Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
Course.....ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
Course.....ib_prin_a06_it_enus

■ PRINCE2®: Practitioner

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

■ Mentoring Assets

Mentoring PRINCE2: Foundation
Mentoring Assets..... mntprince2f

Mentoring Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Mentoring Assets..... mntpmp5ed

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Mentoring Assets..... mntcapm5ed

Mentoring PRINCE2: Practitioner
Mentoring Assets..... mntprince2p

■ Test Preps

TestPrep PRINCE2®: Foundation
Testprep Exams..... ib_prin_a01_tp_enus

TestPrep Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Testprep Exams..... pm_proj_a04_tp_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Exams..... pm_capm_a02_tp_enus

TestPrep Project Management Professional (PMP)
PMBOK Guide 5th Edition Aligned
Testprep Exams..... pm_proj_a05_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

Being an Effective Team Member
Course team_02_a01_bs_enus

Establishing Team Goals and Responsibilities
Course team_02_a02_bs_enus

Elements of a Cohesive Team
Course team_02_a03_bs_enus

Effective Team Communication
Course team_02_a04_bs_enus

Using Feedback to Improve Team Performance
Course team_02_a05_bs_enus

Power and Politics in Matrixed Teams
Challenge Series....._pc_ch_mgch002

■ Leading Teams

Leading Teams: Launching a Successful Team
Course team_03_a01_bs_enus

Leading Teams: Establishing Goals, Roles, and Guidelines
Course team_03_a02_bs_enus

Leading Teams: Developing the Team and its Culture
Course team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and Collaboration
Course team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course team_03_a08_bs_enus

Building Trust Incrementally
Business Impact Series_pc_bi_lsbi004

Inspiring Your Team
Business Impact Series_pc_bi_lsbi010

Support Your Leader
Business Impact Series_pc_bi_pfb010

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

Managing Communications in a Virtual Team
Business Impact Series_pc_bi_mgbi001

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

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

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

BUSINESS SKILLS COURSEWARE

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

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

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Sales Foundations

Introduction to Sales	
Course.....	sale_01_a01_bs_enus
Strategic Sales Planning	
Course.....	sale_01_a02_bs_enus
Preparing for Successful Sales	
Course.....	sale_01_a03_bs_enus
Developing Strong Customer Relationships	
Course.....	sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization	
Course.....	sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach	
Course.....	sale_01_a06_bs_enus
Don't Only Go for the Big Fish	
Business Impact Series.....	_pc_bi_spb009
The Ethics of Gift Giving	
Business Impact Series.....	_pc_bi_spb014
Using Persuasion Techniques to Boost Sales	
Business Impact Series.....	_pc_bi_spb018

Get it Together: Organizing Your Sales Approach	
Business Impact Series	_pc_bi_sabi002
Presentations That Get People Talking	
Business Impact Series	_pc_bi_sabi003
Initiating Discovery Meetings	
Challenge Series.....	_pc_ch_sach001
The Proof Is in the Proposal	
Challenge Series.....	_pc_ch_sach003
Educating and Collaborating with Customers	
Business Impact Series	_pc_bi_sabi006
Building Momentum in Discovery Meetings	
Business Impact Series	_pc_bi_sabi011
Using Customer Knowledge to Advance Sales	
Challenge Series.....	_pc_ch_sach006
Appealing to Prospects	
Business Impact Series	_pc_bi_sabi012
Getting Your Head around Pipeline Management	
Business Impact Series	_pc_bi_sabi013
Prospecting Strategically	
Challenge Series.....	_pc_ch_sach011
Responding to News of a Lost Sale	
Challenge Series.....	_pc_ch_sach017

■ Sales Negotiations

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

■ Solution Selling

Solution Selling: Mastering the Essentials	
Course	sale_03_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Solution Selling: Meeting an Active Need
Course.....sale_03_a02_bs_enus

Solution Selling: Creating New Opportunities
Course.....sale_03_a03_bs_enus

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

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

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

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

Strategic Account Sales Skills

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

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

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

Crafting Sales Strategies
Challenge Series....._pc_ch_spch002

Performance Payout Plans
Challenge Series....._pc_ch_spch004

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

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

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

Sales Management

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

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

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

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

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

Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling
Course.....sale_05_a01_bs_enus

Essential Selling Skills: Qualifying Sales Prospects
Course.....sale_05_a02_bs_enus

Essential Selling Skills: Closing the Sale
Course.....sale_05_a03_bs_enus

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

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

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

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

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

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

Demonstrating Business Acumen
Challenge Series....._pc_ch_sach013

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

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

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

Selling with Trust
Challenge Series....._pc_ch_sach014

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

Making the Cold Call
Business Impact Series....._pc_bi_sabi020

Aligning Your Business Case to Customer Priorities
Challenge Series....._pc_ch_sach018

Effective Sales Coaching
Challenge Series....._pc_ch_sach020

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Frontline Call Center Skills

The Importance of Call Tracking and Ticketing
Business Impact Series....._pc_bi_ctbi003

Creating an Effective On-hold Message
Business Impact Series....._pc_bi_ctbi008

Aligning Agent Behaviors with Caller Types
Business Impact Series....._pc_bi_ctbi010

Inbound Call Center Management

Converting a Call Center to a Profit Center
Business Impact Series....._pc_bi_ctbi001

Managing Your Call Center More Efficiently
Business Impact Series....._pc_bi_ctbi002

Customer Service Training - The Interview and Beyond
Business Impact Series....._pc_bi_ctbi004

BUSINESS SKILLS COURSEWARE

Disaster Recovery - Keeping the Lines Open
Business Impact Series....._pc_bi_ctbi005
Preventing Agent Absenteeism through Better Working
Conditions
Business Impact Series....._pc_bi_ctbi006
Prioritizing Rewards and Recognition in Call Centers
Business Impact Series....._pc_bi_ctbi011

■ ITIL® 2011 Edition Foundation Syllabus

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

■ ITIL® 2011 Edition Overview

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

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

ITIL® 2011 Edition OSA: Introduction to Operational
Support and Analysis
Course..... ib_iosb_a01_it_enus

ITIL® 2011 Edition OSA: Introduction to Event
Management
Course ib_iosb_a02_it_enus
ITIL® 2011 Edition OSA: Introduction to Incident
Management
Course ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Incident Management
Interactions
Course ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request
Fulfillment
Course ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process
Interfaces and Challenges
Course ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem
Management
Course ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process
Interfaces and Challenges
Course ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access
Management
Course ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk
Course ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and
Outsourcing
Course ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions
Course ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities
Course ib_iosb_a13_it_enus
ITIL® 2011 Edition OSA: Technology and Implementation
Considerations
Course ib_iosb_a14_it_enus

■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Course cust_06_a01_bs_enus
Support Center Services and Work Environment
Course cust_06_a02_bs_enus
Team and Customer Relationships
Course cust_06_a03_bs_enus

■ Customer Service Representative, Skills

Customer Interactions
Course cust_07_a01_bs_enus
Communication Skills
Course cust_07_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Conflict, Stress, and Time Management
Course.....cust_07_a03_bs_enus

Customer Service Representative, Process

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

Customer Service Fundamentals

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

Customer Focus

Identifying and Managing Customer Expectations
Course.....cust_10_a01_bs_enus
Creating and Sustaining a Customer-focused Organization
Course.....cust_10_a02_bs_enus
Customer-focused Interaction
Course.....cust_10_a03_bs_enus
Listening to Your Customers
Business Impact Series....._pc_bi_spbi002
Creating a Customer-focused Organization
Challenge Series....._pc_ch_lach020
Developing Your Customer Focus
Challenge Series....._pc_ch_pach009

Customer Advocacy

Customer Advocacy: Communicating to Build Trusting
Customer Relationships
Coursecust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience
Coursecust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy
Coursecust_11_a03_bs_enus

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

Industry Overviews

The Telecommunications Industry Overview: Version 4
Courseindo_01_a11_bs_enus
The Health Care Industry Overview: Version 4
Courseindo_01_a12_bs_enus
The Insurance Industry Overview: Version 4
Courseindo_01_a13_bs_enus
The Banking Industry Overview: Version 4
Courseindo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4
Courseindo_01_a15_bs_enus
The Retail Industry Overview: Version 3
Courseindo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3
Courseindo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5
Courseindo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3
Courseindo_01_a19_bs_enus
The Federal Government Industry Overview: Version 3
Courseindo_01_a20_bs_enus
The Education Industry Overview: Version 1
Courseindo_01_a21_bs_enus
The Utilities Industry Overview: Version 2
Courseindo_01_a22_bs_enus
The Chemicals Industry Overview: Version 1
Courseindo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview:
Version 1
Courseindo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 1
Courseindo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 1
Courseindo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 1
Courseindo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 2
Courseindo_01_a28_bs_enus

BUSINESS SKILLS COURSEWARE

The Automotive Industry Overview: Version 3
Course.....indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 4
Course.....indo_01_a30_bs_enus
The Agriculture Industry Overview
Course.....indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Exams.....ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring ITIL Foundation
Mentoring Assets.....mntitv3f

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Workplace Health and Safety

Access to Employee Medical and Exposure Records Course.....	esh_sah_a35_sh_enus
Accident Investigation and Reporting Course.....	esh_sah_a62_sh_enus
Aerial Work Platforms Course.....	esh_sah_b66_sh_enus
Ammonia Safety Course.....	esh_sah_b48_sh_enus
Asbestos Course.....	esh_sah_a37_sh_enus
Back Safety and Injury Prevention Course.....	esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors Course.....	esh_sah_a71_sh_enus
Benzene Awareness Course.....	esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness Course.....	esh_sah_b19_sh_enus
Carcinogen Safety Course.....	esh_sah_a81_sh_enus
Chemical Process Safety Course.....	esh_sah_a82_sh_enus
Chemical Process Safety Management Course.....	esh_sah_b51_sh_enus
Chlorine Safety Course.....	esh_sah_a03_sh_enus
Cold Stress Course.....	esh_sah_a50_sh_enus
Combustible Dust Course.....	esh_sah_b46_sh_enus
Compressed Gas Safety Course.....	esh_sah_a55_sh_enus
Computer Ergonomics Course.....	esh_sah_a63_sh_enus
Confined Spaces Course.....	esh_sah_a28_sh_enus
Construction Safety Orientation Course.....	esh_sah_a84_sh_enus
Crane Signaling and Communications Course.....	esh_sah_b67_sh_enus

Cryogenic Safety Course	esh_sah_a04_sh_enus
Electrical Safety Course	esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training Course	esh_sah_a07_sh_enus
Emergency and Disaster Preparedness Course	esh_sah_b18_sh_enus
Emergency Response in the Workplace Course	esh_sah_b27_sh_enus
Ergonomics in the Workplace Course	esh_sah_b25_sh_enus
Fall Protection Course	esh_sah_b22_sh_enus
Fire Safety and Prevention Course	esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator Course	esh_sah_a72_sh_enus
First Aid: Basic Course	esh_sah_b34_sh_enus
First Aid: CPR Course	esh_sah_a73_sh_enus
First Aid: Medical Emergencies Course	esh_sah_a74_sh_enus
Forklift Operation 1: Safety Inspection and Maintenance Course	esh_sah_b76_sh_enus
Forklift Operation 2: Stability and Capacity Course	esh_sah_b78_sh_enus
Forklift Operation 3: Load Handling Course	esh_sah_b77_sh_enus
Forklift Operation 4: Traveling and Maneuvering Course	esh_sah_b79_sh_enus
Forklift Safety Awareness Course	esh_sah_b28_sh_enus
Globally Harmonized System of Classification and Labeling of Chemicals (GHS) Course	esh_sah_a56_sh_enus
Hand and Power Tool Safety Course	esh_sah_b33_sh_enus
Hazard Communication: An Employee's Right to Know Course	esh_sah_b23_sh_enus
Hazardous Material Handling and Storage Course	esh_sah_a20_sh_enus
Hazardous Materials in the Workplace Course	esh_sah_a36_sh_enus
Hazards to Outdoor Workers Course	esh_sah_b47_sh_enus
Hearing Conservation Course	esh_sah_b24_sh_enus
Heat Stress Recognition and Prevention Course	esh_sah_a39_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hexavalent Chromium
Course.....esh_sah_a41_sh_enus

Hot Work Permits
Course.....esh_sah_a51_sh_enus

Hydrogen Sulfide
Course.....esh_sah_a86_sh_enus

Indoor Hoisting and Rigging
Course.....esh_sah_a60_sh_enus

Industrial Ergonomics
Course.....esh_sah_b30_sh_enus

Infectious Diseases
Course.....ehs_hsf_a02_sh_enus

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

Introduction to Industrial Hygiene
Course.....esh_sah_a15_sh_enus

Isocyanates
Course.....Esh_sah_b89_sh_enus

Job Hazard Analysis
Course.....esh_sah_b29_sh_enus

Laboratory Safety
Course.....esh_sah_a85_sh_enus

Ladder Safety
Course.....esh_sah_b31_sh_enus

Laser Safety Training
Course.....esh_sah_a87_sh_enus

Lead and Cadmium
Course.....esh_sah_a02_sh_enus

Lead Awareness in Construction
Course.....esh_sah_b93_sh_enus

Lead Awareness in General Industry
Course.....Esh_sah_b88_sh_enus

Liquefied Petroleum Gas (LPG) Safety
Course.....esh_sah_a89_sh_enus

Lockout/Tagout
Course.....esh_sah_b17_sh_enus

Lockout/Tagout for Authorized Persons
Course.....esh_sah_a08_sh_enus

Machine Guarding
Course.....esh_sah_b16_sh_enus

Mobile Crane Operator Safety
Course.....esh_sah_b68_sh_enus

Mold Awareness
Course.....esh_sah_a01_sh_enus

NFPA 70E Electrical Safety in the Workplace 2015 Edition
Course.....ehs_hsf_a01_sh_enus

Non-Ionizing Radiation Safety
Course.....esh_sah_a09_sh_enus

Office Ergonomics
Course.....esh_sah_a64_sh_enus

Office Safety
Courseesh_sah_b83_sh_enus

OSHA 300 Recordkeeping
Courseesh_sah_a83_sh_enus

Pandemic Flu Awareness
Courseesh_sah_a10_sh_enus

Portable Fire Extinguishers
Courseesh_sah_a42_sh_enus

Powered Industrial Truck Safety
Courseesh_sah_b84_sh_enus

Personal Protective Equipment: Body Protection
Courseesh_sah_a66_sh_enus

PPE: Eye and Face Protection
Courseesh_sah_a68_sh_enus

PPE: Foot and Leg Protection
Courseesh_sah_a67_sh_enus

PPE: Hand Protection
Courseesh_sah_a70_sh_enus

PPE: Head Protection
Courseesh_sah_a69_sh_enus

PPE: Personal Protective Equipment
Courseesh_sah_a17_sh_enus

Radiation Safety
Courseesh_sah_a90_sh_enus

Radio Frequency Safety for Communications Workers
Courseesh_sah_b49_sh_enus

Regulatory Information
Courseesh_sah_a91_sh_enus

Respiratory Protection
Courseesh_sah_b26_sh_enus

Rigging Equipment and Inspection
Courseesh_sah_b82_sh_enus

Safe Work Practices
Courseesh_sah_a52_sh_enus

Safety Data Sheets
Courseesh_sah_a77_sh_enus

Scaffolding and Ladder Safety
Courseesh_sah_a32_sh_enus

Scissor Lifts
Courseesh_sah_b65_sh_enus

Signs and Tags
Courseesh_sah_a45_sh_enus

Silica
Courseesh_sah_b80_sh_enus

Slips, Trips, and Falls
Courseesh_sah_b32_sh_enus

Sprains and Strains
Courseesh_sah_a11_sh_enus

Trenching and Excavation Safety
Courseesh_sah_a54_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Tuberculosis: Prevention and Control
Course.....esh_sah_a92_sh_enus

Warehouse Safety
Course.....esh_sah_b81_sh_enus

Welding, Cutting, and Brazing
Course.....esh_sah_a61_sh_enus

Workplace Inspections
Course.....esh_sah_a40_sh_enus

Workplace Safety Orientation
Course.....esh_sah_a65_sh_enus

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

Decontamination (HAZWOPER)
Course.....esh_sah_b06_sh_enus

Emergency Response and Spill Control (HAZWOPER)
Course.....esh_sah_b07_sh_enus

Fire and Explosion Hazards (HAZWOPER)
Course.....esh_sah_b08_sh_enus

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

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

Personal Protective Equipment (HAZWOPER)
Course.....esh_sah_b14_sh_enus

Regulatory Overview (HAZWOPER)
Course.....esh_sah_b10_sh_enus

Safety at Work: A Systematic Approach
Course.....ehs_hsf_a07_sh_enus

Site Control (HAZWOPER)
Course.....esh_sah_b11_sh_enus

Site Safety and Health Plan Procedures (HAZWOPER)
Course.....esh_sah_b12_sh_enus

Toxicology (HAZWOPER)
Course.....esh_sah_b13_sh_enus

■ Environmental

Environmental Management Systems (EMS)
Course.....esh_env_a01_sh_enus

Environmental Regulations Overview
Course.....esh_sah_a99_sh_enus

Hazardous Waste Generator (RCRA)
Course.....esh_sah_a34_sh_enus

Spill Prevention and Control
Course.....esh_sah_b01_sh_enus

Spill Prevention, Control, and Countermeasure Plan
Course.....esh_sah_b02_sh_enus

Storm Water Pollution Prevention
Course.....esh_sah_b03_sh_enus

Universal Waste Rule Training
Courseesh_sah_b04_sh_enus

Used Oil Management
Courseesh_sah_b05_sh_enus

■ Transportation - Safe Driving

Accident Procedures Involving Large Vehicles
Courseesh_sah_b52_sh_enus

Collision Avoidance
Courseesh_sah_b54_sh_enus

Defensive Driving
Courseesh_sah_b45_sh_enus

Defensive Driving Fundamentals
Courseesh_sah_b21_sh_enus

Defensive Driving: Truck Safety
Courseesh_sah_a12_sh_enus

Distracted Driving
Courseesh_sah_b55_sh_enus

Emergency Situations While Driving
Courseesh_sah_b56_sh_enus

Ergonomics and Injury Prevention for Commercial Vehicle Operators
Courseesh_sah_b70_sh_enus

Flagging Safety
Courseesh_sah_a75_sh_enus

Flatbed Cargo Securement
Courseesh_sah_b71_sh_enus

Hazardous Weather Driving for Commercial Vehicle Operators
Courseesh_sah_b72_sh_enus

Loading Dock Safety
Courseesh_sah_b75_sh_enus

Negotiating Hazards for Commercial Vehicles
Courseesh_sah_b74_sh_enus

Safe Vehicle Backing
Courseesh_sah_a76_sh_enus

Trailer Coupling and Uncoupling
Courseesh_sah_b69_sh_enus

Urban Driving
Courseesh_sah_b59_sh_enus

■ Federal Motor Carrier Safety

DOT: Air Brakes
Courseesh_sah_b53_sh_enus

DOT: CSA Fundamentals
Courseesh_sah_b60_sh_enus

DOT: Drug and Alcohol Awareness
Courseesh_trns_a01_sh_enus

DOT: Hours of Service
Courseesh_sah_b57_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

DOT: Inspections
Course.....esh_sah_b73_sh_enus

Workplace Security Awareness
Courseesh_sah_a93_sh_enus

■ Hazardous Materials Transportation by Road

DOT: Security for Shipment of Hazardous Materials
Course.....esh_trns_a02_sh_enus

DOT 1: Hazardous Materials Table
Course.....esh_sah_b41_sh_enus

DOT 2: Packaging, Labeling, Marking, and Placarding
Course.....esh_sah_b42_sh_enus

DOT 3: Shipping Papers
Course.....esh_sah_b43_sh_enus

DOT 4: Loading and Storage
Course.....esh_sah_b44_sh_enus

■ Hazardous Materials Transportation by Air

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

IATA 2: Marking and Labeling
Course.....esh_sah_a95_sh_enus

IATA 3: Packaging
Course.....esh_sah_a96_sh_enus

IATA 4: Documentation
Course.....esh_sah_a97_sh_enus

IATA 5: Limitations and Shipment Review
Course.....esh_sah_a98_sh_enus

■ Dangerous Goods Shipment by Sea

IMDG 1: Introduction, General Provisions, and Classifications
Course.....esh_sah_a57_sh_enus

IMDG 2: Dangerous Goods List, Special Provisions and Exceptions
Course.....esh_sah_a58_sh_enus

IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation
Course.....esh_sah_a59_sh_enus

IMDG 4: Loading, Unloading, and Offering Dangerous Goods
Course.....esh_sah_a79_sh_enus

■ Security

Active Shooter
Course.....esh_sah_b92_sh_enus

NFPA 1600 Disaster/Emergency Management
Course.....esh_sec_a01_sh_enus

NFPA 1600 Business Continuity Programs
Course.....esh_sec_a02_sh_enus

■ Global Safety Principles

Global Safety Principles: Back Safety and Injury Prevention
Courseehs_ged_a01_sh_enus

Global Safety Principles: Bloodborne Pathogen Awareness
Courseehs_ged_a02_sh_enus

Global Safety Principles: Fire Safety and Prevention
Courseehs_ged_a03_sh_enus

Global Safety Principles: Hazard Communication: An Employee's Right to Know
Courseehs_ged_a04_sh_enus

Global Safety Principles: Hearing Conservation
Courseehs_ged_a05_sh_enus

Global Safety Principles: Indoor Hoisting and Rigging
Courseehs_ged_a06_sh_enus

Global Safety Principles: Industrial Ergonomics
Courseehs_ged_a07_sh_enus

Global Safety Principles: Lockout/Tagout
Courseehs_ged_a08_sh_enus

Global Safety Principles: Office Ergonomics
Courseehs_ged_a09_sh_enus

Global Safety Principles: PPE: Personal Protective Equipment
Courseehs_ged_a10_sh_enus

Global Safety Principles: Respiratory Protection
Courseehs_ged_a11_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

■ Safety and Health

Back Safety and Injury Prevention – Canada
Courseehs_hsf_a43_sh_enus

Bloodborne Pathogen Awareness – Canada
Courseehs_hsf_a44_sh_enus

Confined Space Entry – Canada
Courseesh_sah_b35_sh_enus

Ergonomics in the Workplace - Canada
Courseehs_hsf_a19_sh_enus

Fall Prevention Awareness - Canada
Courseesh_sah_b38_sh_enus

Hand and Power Tool Safety – Canada
Courseehs_hsf_a20_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hearing Conservation - Canada
Course.....esh_sah_b37_sh_enus

Industrial Ergonomics – Canada
Course.....ehs_hsf_a46_sh_enus

Job Hazard Analysis – Canada
Course.....ehs_hsf_a25_sh_enus

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

Ladder Safety – Canada
Course.....ehs_hsf_a18_sh_enus

Lockout/Tagout – Canada
Course.....esh_sah_b36_sh_enus

Occupational Health and Safety Awareness: Ontario Reg.
297/13 – Canada
Course..... Esh_sah_b90_sh_enus

PPE: Personal Protective Equipment – Canada
Course.....ehs_hsf_a17_sh_enus

Respiratory Protection - Canada
Course.....esh_sah_b39_sh_enus

Workplace Hazardous Materials Information System -
Canada
Course.....esh_sah_b85_sh_enus

Workplace Hazardous Materials Information System
(WHMIS) 2015 – Canada
Course.....ehs_hsf_a06_sh_enus

■ Transportation

Defensive Driving Fundamentals – Canada
Course.....esh_sah_b86_sh_enus

Transport Canada TDG: Introduction and Responsibilities
Course.....esh_sah_b61_sh_enus

Transport Canada TDG: Documents, Markings, and
Containers
Course.....esh_sah_b62_sh_enus

Transport Canada TDG: Special Situations and
Emergency Actions
Course.....esh_sah_b63_sh_enus

Transport Canada TDG: Related Regulations and
Standards
Course.....esh_sah_b64_sh_enus

LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ Global Content

Global Anti-bribery Course.....	lchr_01_a48_lc_enus
Global Antitrust Course.....	lchr_01_a50_lc_enus
Global Conflicts of Interest Course.....	lchr_01_a58_lc_enus
Global Export Compliance Course.....	lchr_01_a87_lc_enus
Global Insider Dealing Course.....	lchr_01_a57_lc_enus
Global Privacy and Information Security Course.....	lchr_01_a51_lc_enus
Preventing Harassment in the Global Workplace – Employee Edition Course.....	lchr_01_a18_lc_enus
Preventing Harassment in the Global Workplace – Manager Edition Course.....	lchr_01_a19_lc_enus
The Internet, Social Media, and Electronic Communication Course.....	lchr_01_a63_lc_enus
Global IT Security Basics Course.....	lchr_01_a89_lc_enus
Global Fraud Course.....	lchr_01_a99_lc_enus

■ EU Content

EU Antitrust Course.....	lchr_01_a60_lc_enus
EU Privacy and Information Security Course.....	lchr_01_a49_lc_enus

■ Ethics & Code of Conduct

Business Ethics Course.....	lchr_01_a68_lc_enus
Code of Conduct Awareness Course.....	lchr_01_a38_lc_enus
Conflicts of Interest in the Workplace Course.....	lchr_01_a07_lc_enus
Financial Integrity Course.....	lchr_01_a86_lc_enus
Integrity in the Workplace Course.....	lchr_01_a16_lc_enus

Preventing Fraud and Abuse Course	lchr_01_a17_lc_enus
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■ Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course	lchr_01_a56_lc_enus
Bullying and Violence in the Workplace Course	lchr_01_a55_lc_enus
EEO and Lawful Hiring Course	lchr_01_a70_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course	lchr_01_a73_lc_enus
Foreign Corrupt Practices Act Course	lchr_01_a27_lc_enus
Government Contracting Essentials Course	lchr_01_a75_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course	lchr_01_a20_lc_enus
Independent Contractors and Temporary Employees Course	lchr_01_a31_lc_enus
Insider Trading Course	lchr_01_a32_lc_enus
Intellectual Property Overview Course	lchr_01_a29_lc_enus
Interviewing: Doing it Right Course	lchr_01_a65_lc_enus
A Manager's Guide to Discipline and Documentation Course	lchr_01_a53_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course	lchr_01_a52_lc_enus
PCI Compliance Essentials Course	lchr_01_a54_lc_enus
Privacy and Information Security Course	lchr_01_a10_lc_enus
Procurement Integrity Course	lchr_01_a72_lc_enus
Promoting a Substance-free Workplace Course	lchr_01_a14_lc_enus
Record Retention Course	lchr_01_a77_lc_enus
Rightful Employment Termination Course	lchr_01_a08_lc_enus
Sarbanes-Oxley: What You Need to Know Course	lchr_01_a19_lc_enus
Supply Chain Transparency Course	lchr_01_a80_lc_enus
Union Awareness Course	lchr_01_a64_lc_enus

LEGAL COMPLIANCE COURSEWARE

US Antitrust
Course.....lchr_01_a41_lc_enus

US Export Controls
Course.....lchr_01_a81_lc_enus

Wage and Hour for Employees
Course.....lchr_01_a36_lc_enus

Wage and Hour Awareness for Managers
Course.....lchr_01_a37_lc_enus

■ Harassment

Sexual Harassment Prevention for Employees
Course.....lch_01_a16_lc_enus

Workplace Harassment Prevention for Employees
Course.....lch_01_a11_lc_enus

Workplace Harassment Prevention for Employees, version 2.0
Course.....lch_01_a22_lc_enus

Workplace Harassment Prevention for Managers
Course.....lch_01_a17_lc_enus

Workplace Harassment Prevention for Managers – Multi-State Edition
Course.....lch_01_a08_lc_enus

Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0
Course.....lch_01_a23_lc_enus

■ Health Insurance Portability and Accountability Act

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

■ Gaming Compliance

Title 31: Introduction
Course.....mind_13_a01_lc_enus

Title 31: Identifying Suspicious Activity
Course.....mind_13_a02_lc_enus

Title 31: Filling Out CTRCs
Course.....mind_13_a03_lc_enus

■ State/Local Government and Higher Education

Campus Security Obligations Under Federal Law
Course.....lchr_01_a93_lc_enus

Code of Conduct Awareness – Higher Education Edition
Courselchr_01_a91_lc_enus

FERPA for Higher Education
Courselchr_01_a85_lc_enus

Harassment Prevention for Employees - State and Local Government Edition
Courselch_01_a14_lc_enus

Harassment Prevention for Managers - Higher Education Edition
Courselch_01_a13_lc_enus

Harassment Prevention for Employees - Higher Education Edition
Courselch_01_a12_lc_enus

Harassment Prevention for Managers - State and Local Government Sector Edition
Courselch_01_a15_lc_enus

Title IX for Higher Education
Courselchr_01_a79_lc_enus

Student Rights Overview
Courselchr_01_a94_lc_enus

■ Canadian Compliance

The AODA: Customer Service and Accessibility Standard
Courselchr_01_a67_lc_enus

The AODA: Integrated Accessibility Standards
Courselchr_01_a90_lc_enus

Canadian Antitrust
Courselchr_01_a78_lc_enus

Preventing Harassment and Violence in the Canadian Workplace
Courselch_01_a21_lc_enus

Canadian Anti-Spam Act
Courselchr_01_a97_lc_enus

■ German Compliance

AGG (GETA) – Information for Employees
Courselchr_01_a39_lc_enus

AGG (GETA) - Information for Management
Courselchr_01_a42_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

LEGAL COMPLIANCE COURSEWARE

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 Business Impact Series.....	_pc_bi_lcbi018
COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts Business Impact Series.....	_pc_bi_lcbi019
COMPLIANCE IMPACT: Political Activities – Keep It Personal Business Impact Series.....	_pc_bi_lcbi020
COMPLIANCE IMPACT: Respectful Workplace – The Bully Business Impact Series.....	_pc_bi_lcbi021
COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock Business Impact Series.....	_pc_bi_lcbi022

FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

■ Federal Government Legal Compliance

Accessibility and Section 508 Awareness Course.....	fgov_01_a20_lc_enus
EEO and Preventing Discrimination in the Federal Workplace Course.....	fgov_01_a34_lc_enus
Federal HR Flexibilities Course.....	fgov_01_a24_lc_enus
Government Ethics Course.....	fgov_01_a22_lc_enus
Information Security Awareness Course.....	fgov_01_a25_lc_enus
The No FEAR Act Course.....	fgov_01_a33_lc_enus
The Plain Writing Act Course.....	fgov_01_a30_lc_enus
Pre-retirement Planning for FERS Course.....	fgov_01_a27_lc_enus
Privacy Awareness Course.....	fgov_01_a26_lc_enus
Proper Use of Government Charge Cards Course.....	fgov_01_a23_lc_enus
Reasonable Accommodation for the Federal Workplace Course.....	fgov_01_a31_lc_enus
Sexual Harassment Prevention for Federal Employees Course.....	fgov_01_a19_lc_enus
Sexual Harassment Prevention for Federal Managers Course.....	fgov_01_a29_lc_enus
Telework for Government Employees Course.....	fgov_01_a28_lc_enus
The US Constitution Course.....	fgov_01_a18_lc_enus
USERRA: An Overview Course.....	fgov_01_a32_lc_enus
Workplace Safety Course.....	fgov_01_a21_lc_enus

LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

■ Routing and Switching

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
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

■ Security

Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore Live Learning Course	LLCS0082
Implementing Cisco Edge Network Security Solutions (SENS) 1.0 Expert Live with Encore Live Learning Course	LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Live with Encore Live Learning Course	LLCS0090
Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Live with Encore Live Learning Course	LLCS0091
Implementing Cisco Secure Mobility Solutions (SIMOS) 1.0 Expert Live with Encore Live Learning Course	LLCS0092

■ Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Live with Encore Live Learning Course	LLCS0079
Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Live with Encore Live Learning Course	LLCS0088

■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Live with Encore Live Learning Course	LLCS0086
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Live with Encore Live Learning Course	LLCS0087
Introducing Cisco Data Center Networking (DCICN) 1.0 Expert Live with Encore Live Learning Course	LLCS0096
Introducing Cisco Data Center Technologies (DCICT) 1.0 Expert Live with Encore Live Learning Course	LLCS0097

■ Collaboration

Implementing Cisco Collaboration Devices (CICD) 1.0 Expert Live with Encore Live Learning Course	LLCS0098
Implementing Cisco Video Network Devices, Part 2 (CIVND2) 1.0 Expert Live with Encore Live Learning Course	LLCS0099
Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1) 1.0 Expert Live with Encore Live Learning Course	LLCS0100
Implementing Cisco Video Network Devices, Part 1 (CIVND1) 1.0 Expert Live with Encore Live Learning Course	LLCS0105

■ Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0 Expert Live with Encore Live Learning Course	LLCS0106
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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 SharePoint 2013 for Site Owners Expert Live with Encore Live Learning Course	LLMS0063

LIVE LEARNING ALL ACCESS BUNDLES

■ Microsoft Windows Server 2012

- Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning CourseLLMS0049
- Administering Microsoft Windows Server 2012 Expert Encore
Live Learning CourseLLMS0050
- Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning CourseLLMS0051
- Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning CourseLLMS0052
- Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning CourseLLMS0053
- Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning CourseLLMS0054
- Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning CourseLLMS0055
- Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning CourseLLMS0056
- Windows Powershell 101 Expert Live with Encore
Live Learning CourseLLMS0062

■ Client Operating Systems

- Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning CourseLLMS0048

■ Microsoft Back Office

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

■ SharePoint Server 2010

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

■ Microsoft SQL Server 2012

- Administering Microsoft SQL Server 2012 Databases Live Learning CourseLLMS0058
- Administering and Deploying System Center 2012 Configuration Manager Expert Live with Encore
Live Learning CourseLLMS0065

■ Microsoft Windows 10

- Configuring Microsoft Windows 10 Expert Live with Encore
Live Learning CourseLLMS0064

LIVE LEARNING ALL ACCESS

COMPTIA

■ Networking

- CompTIA Network+ N10-006 Expert Live with Encore
Live Learning CourseLLCT0019

■ Desktop Support

- CompTIA A+ 220-801 Expert Encore
Live Learning CourseLLCT0016
- CompTIA A+ 220-802 Expert Encore
Live Learning CourseLLCT0018

■ Security

- CompTIA Security+ Expert Encore
Live Learning CourseLLCT0017

LIVE LEARNING ALL ACCESS

VMWARE

■ vSphere

- Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
Live Learning CourseLLVM0003
- vSphere 6.0 ICM Part One Expert Live with Encore
Live Learning CourseLLVM0009
- vSphere 6.0 ICM Part Two Expert Live with Encore
Live Learning CourseLLVM0010

LIVE LEARNING ALL ACCESS

PROJECT MANAGEMENT

LIVE LEARNING ALL ACCESS BUNDLES

■ PMP Certification

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

■ CAPM Certification

Project Management Professional Certification (PMP) 5.0
(5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

■ Project Management Skills

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

■ Professional Development

Coaching Skills for Supervisors and Managers Expert
Encore
Live Learning CourseLLPD0002

■ Skillssoft Courses

Leadership Essentials: Communicating Vision
Course.....lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a
Leader
Course.....lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional
Intelligence
Course.....lead_05_a04_bs_enus
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
Coursepd_12_a02_bs_enus
Problem Solving: Digging Deeper
Coursepd_12_a03_bs_enus
Decision Making: Making Tough Decisions
Coursepd_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

LIVE LEARNING ALL ACCESS BUNDLES

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

Analyzing Data with What-if Analysis in Excel 2010
Course.....mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.....mo_aexl_a07_dt_enus

Managing Resource Assignments with Project 2010
Course..... mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course..... mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course..... mo_bprj_a09_dt_enus

Preparing to Communicate Effectively at the 'C' Level
Course.....comm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Course.....comm_31_a02_bs_enus

Meeting the Needs of Your Experts
Course..... mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course..... mgmt_21_a02_bs_enus

Advanced Customizing with Project 2010
Course..... mo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Course..... mo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Course..... mo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Course..... mo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Course..... mo_aprj_a05_dt_enus

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
Coursemo_bgel_a07_dt_enus

Manipulating Data in Excel 2013
Coursemo_adel_a03_dt_enus

Data Search, Data Validation, and Macros in Excel 2013
Coursemo_adel_a04_dt_enus

LIVE LEARNING ALL ACCESS

APPLICATION DEVELOPMENT

JavaScript

Javascript Development
Live Learning Course LLJS0001

LIVE LEARNING ALL ACCESS CISCO

CISCO SYSTEMS

Routing and Switching

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

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

Security

Implementing Cisco IOS Network Security (IINS) 2.0
Expert Live with Encore
Live Learning Course LLCS0082

Implementing Cisco Edge Network Security Solutions
(SENS) 1.0 Expert Live with
Encore
Live Learning Course LLCS0089

Implementing Cisco Threat Control Solutions (SITCS) 1.0
Expert Encore
Live Learning Course LLCS0090

LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Security Access Solutions (SISAS)
1.0 Expert Encore
Live Learning Course LLCS0091

Implementing Cisco Secure Mobility Solutions (SIMOS)
1.0 Expert Encore
Live Learning Course LLCS0092

■ Design

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

Designing Cisco Network Service Architectures (ARCH)
2.1 Expert Encore
Live Learning Course LLCS0088

■ 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

Introducing Cisco Data Center Networking (DCICN) 1.0
Expert Encore
Live Learning Course LLCS0096

Introducing Cisco Data Center Technologies (DCICT) 1.0
Expert Encore
Live Learning Course LLCS0097

■ Collaboration

Implementing Cisco Collaboration Devices (CICD) 1.0
Expert Live with Encore
Live Learning Course LLCS0098

Implementing Cisco Video Network Devices, Part 2
(CIVND2) 1.0 Expert Live with
Encore
Live Learning Course LLCS0099

Implementing Cisco IP Telephony & Video, Part 1
(CIPTV1) 1.0 Expert Live with
Encore
Live Learning Course LLCS0100

Implementing Cisco Video Network Devices, Part 1
(CIVND1) 1.0 Expert Live with
Encore
Live Learning Course LLCS0105

■ Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0
Expert Live with Encore
Live Learning Course LLCS0106

LIVE LEARNING ALL ACCESS CISCO

COMPTIA

■ Networking

CompTIA Network+ N10-006 Expert Live with Encore
Live Learning Course LLCT0019

LIVE LEARNING ALL ACCESS CISCO

APPLICATION DEVELOPMENT

■ JavaScript

Javascript Development
Live Learning Course LLJS0001

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 SharePoint 2013 for Site Owners Expert Live
with Encore
Live Learning Course LLMS0063

■ 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

LIVE LEARNING ALL ACCESS BUNDLES

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning CourseLLMS0055
Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning CourseLLMS0056
Windows Powershell 101 Expert Live with Encore
Live Learning CourseLLMS0062

Client Operating Systems

Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning CourseLLMS0048

Microsoft Back Office

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

SharePoint Server 2010

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

Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases Live Learning CourseLLMS0058
Administering and Deploying System Center 2012 Configuration Manager Expert Live with Encore
Live Learning CourseLLMS0065

Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore
Live Learning CourseLLMS0064

LIVE LEARNING ALL ACCESS MICROSOFT

COMPTIA

Networking

CompTIA Network+ N10-006 Expert Live with Encore
Live Learning Course LLCT0019

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 MICROSOFT

APPLICATION DEVELOPMENT

JavaScript

Javascript Development
Live Learning Course LLJS0001

LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

PROJECT MANAGEMENT

PMP Certification

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

CAPM Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed, 2016 PMI Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

Project Management Skills

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

Professional Development

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

Skillssoft Courses

Leadership Essentials: Communicating Vision
Courselead_05_a02_bs_enus

LIVE LEARNING ALL ACCESS BUNDLES

Leadership Essentials: Building Your Influence as a Leader Course.....lead_05_a03_bs_enus	Improving Communication in Cross-cultural Relationships Course comm_26_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence Course.....lead_05_a04_bs_enus	Getting Results without Direct Authority: Building Relationships and Credibility Course comm_27_a01_bs_enus
Leadership Essentials: Leading Innovation Course.....lead_05_a06_bs_enus	Getting Results without Direct Authority: Reciprocity Course comm_27_a03_bs_enus
Leadership Essentials: Leading Change Course.....lead_05_a07_bs_enus	Getting Results without Direct Authority: Persuasive Communication Course comm_27_a02_bs_enus
Leading Teams: Developing the Team and its Culture Course..... team_03_a03_bs_enus	Getting Results without Direct Authority: Influencing Your Boss Course comm_27_a04_bs_enus
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Leading Teams: Dealing with Conflict Course..... team_03_a07_bs_enus	Giving Constructive Criticism Course comm_29_a02_bs_enus
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Vendor Contract
Course..... proj_18_a02_bs_enus

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Sparklines in Excel 2013
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Course..... mo_bgel_a07_dt_enus

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Data Search, Data Validation, and Macros in Excel 2013
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