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

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■ Microsoft Azure: Implementing Infrastructure Solutions

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SOFTWARE DEVELOPMENT

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SOFTWARE DEVELOPMENT

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■ Defensive Programming in Java

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■ Working with Java SE 7

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■ Working with Java SE 6

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SOFTWARE DEVELOPMENT

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

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

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Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010

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Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010

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Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010

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

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

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010

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Microsoft .NET Framework 4: Data Integration with C# 2010

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Microsoft .NET Framework 4: Web Form Controls with C# 2010

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

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

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

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

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

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

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

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Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
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Using LINQ and XML with ADO.NET 4 and Visual Basic 2010
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■ Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

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Customizing and Managing Multithreaded Applications with Visual Basic 2010
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■ Microsoft .NET: An Overview

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SOFTWARE DEVELOPMENT

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SOFTWARE DEVELOPMENT

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Software Programming Fundamentals: Source Coding
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Software Programming Fundamentals: Best Practices
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SOFTWARE DEVELOPMENT

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SOFTWARE DEVELOPMENT

SOFTWARE DESIGN

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SOFTWARE DEVELOPMENT

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■ Advanced Scrum

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■ Agile Software Testing

Agile Software Testing: Methodologies and Testing Approaches
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■ Kanban Fundamentals

Kanban Fundamentals: Using Kanban in IT and Software Development
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SOFTWARE DEVELOPMENT

SOFTWARE TESTING FOUNDATIONS

■ Software Testing Foundations

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

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Microsoft Team Foundation Server 2013: Customization for Team Use
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Microsoft Team Foundation Server 2013: Managing an Implementation
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■ Selenium Automated Web Testing

Advanced Features of Selenium Automated Web Testing
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Course.....sd_slwt_a04_it_enus
Selenium Automated Web Testing Fundamentals
Course.....sd_slwt_a01_it_enus

■ Testing with JUnit

JUnit Fundamentals
Course.....jl_jtut_a01_it_enus
Working with JUnit Tests
Course.....jl_jtut_a02_it_enus

■ Software 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

Managing, Troubleshooting, and Automating Software Tests
Course.....sd_stfm_a02_it_enus
Creating Software Tests
Course.....sd_stfm_a01_it_enus

■ Using Cucumber

Cucumber Fundamentals
Course.....sd_ccmb_a01_it_enus

■ Software Testing Foundations

Software Testing Foundations: Testing throughout the Software Life Cycle
Course.....sd_sotf_a01_it_enus
Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing
Course.....sd_sotf_a02_it_enus
Software Testing Foundations: Test Planning, Management, and Tool Support
Course.....sd_sotf_a03_it_enus

■ Testing Android Apps with Genymotion

Genymotion: Testing Android Apps
Course.....sd_taag_a01_it_enus

■ Testing Social Media Applications

Ensuring Social Media and Application Quality
Course.....sd_tsma_a01_it_enus

■ Using Jasmine in Testing

Deploying and Using Jasmine
Course.....sd_jate_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT WINDOWS STORE APPS

IT SKILLS COURSEWARE

■ 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

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#: Implementing Data Access
Course.....wd_pgcs_a04_it_enus

Programming in C#: Managing Program Flow
Course.....wd_pgcs_a01_it_enus

Programming in C#: Debugging and Security Implementation
Course.....wd_pgcs_a03_it_enus

Programming in C#: Creating and Using Types
Course.....wd_pgcs_a02_it_enus

SOFTWARE DEVELOPMENT

ECLIPSE

■ Fundamentals of Eclipse

Using Eclipse
Course.....sd_eclp_a02_it_enus

Introduction to Eclipse
Course.....sd_eclp_a01_it_enus

SOFTWARE DEVELOPMENT

IT SKILLS COURSEWARE

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

■ Developing Apple Watch Applications

Developing Basic Apple Watch Applications
Course..... sd_daaw_a01_it_enus
Developing Advanced Apple Watch Applications
Course..... sd_daaw_a02_it_enus

■ Titanium

Creating Mobile Apps with Appcelerator Titanium
Course.....ds_tani_a01_dt_enus
Exploring the Advanced Features of Appcelerator Titanium
Course.....ds_tani_a02_dt_enus

■ Apache Cordova

Apache Cordova: Exploring the Advanced Features
Course..... sd_apco_a02_it_enus
Apache Cordova: Exploring the Basic Features
Course..... sd_apco_a01_it_enus

■ Ionic Framework

Exploring the Basic Features of the Ionic Framework
Course.....sd_iofr_a01_it_enus
Exploring the Advanced Features of the Ionic Framework
Course.....sd_iofr_a02_it_enus

■ PhoneGap

PhoneGap: Exploring Basic Features
Course.....sd_phga_a01_it_enus
PhoneGap: Exploring Advanced Features
Course.....sd_phga_a02_it_enus

IT SKILLS COURSEWARE

■ Android For .NET Developers

Android For .NET Developers: Introduction to Xamarin For .NET
Course.....sd_afdd_a01_it_enus

Android For .NET Developers: Java, Garbage Collection, Debugging, and Runtime
Course.....sd_afdd_a05_it_enus

Android For .NET Developers: Android OS
Course.....sd_afdd_a02_it_enus

Android For .NET Developers: Different Approaches to Development
Course.....sd_afdd_a04_it_enus

Android For .NET Developers: Android User Interface Elements
Course.....sd_afdd_a03_it_enus

Android For .NET Developers: Advanced Design, Build, Android Wear, and Emulator
Course.....sd_afdd_a06_it_enus

SOFTWARE DEVELOPMENT

WINDOWS EMBEDDED

■ Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry
Course.....sd_wemb_a01_it_enus

SOFTWARE DEVELOPMENT

CONFIGURATION MANAGEMENT

■ Git Fundamentals

Advanced Git
Course.....sd_gitf_a02_it_enus

Beginner Git
Course.....sd_gitf_a01_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

Managing Network Interaction
Course.....sd_dpjo_a02_it_enus

Thinking Defensively about Functions, Methods, and Input
Course.....sd_dpjo_a01_it_enus

Errors, Exceptions, and Testing
Course.....sd_dpjo_a03_it_enus

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

■ Defensive Programming in Android

Defensive Programming in Android: Input and Methods
Course.....sd_dpfa_a01_it_enus

Defensive Programming in Android: Using Standards
Course.....sd_dpfa_a02_it_enus

Defensive Programming in Android: Errors, Exceptions, and Testing
Course.....sd_dpfa_a03_it_enus

Defensive Programming in Android: Network Access and Java Defensive Techniques
Course.....sd_dpfa_a04_it_enus

SOFTWARE DEVELOPMENT

APACHE

■ Maven Fundamentals

Getting Started with Maven
Course.....sd_apma_a01_it_enus

SOFTWARE DEVELOPMENT

GO

■ Go Programming Fundamentals

Programming in Go
Course.....sd_gopf_a01_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE REQUIREMENTS

■ Introduction to iRise

iRise Editor Basics
Course.....sd_inir_a01_it_enus
Online Prototyping with iRise
Course.....sd_inir_a02_it_enus
Reusable Components and iRise Administration
Course.....sd_inir_a04_it_enus
Advanced Prototyping in iRise
Course.....sd_inir_a03_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
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 Examssd_masp_a01_tp_enus
TestPrep 70-515 C# - TS: Web Applications
Development with .NET 4
Testprep Examssd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication
Foundation with .NET 4
Testprep Examssd_wccs_a01_tp_enus

IT SKILLS COURSEWARE

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 120-803 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 120-804 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 120-808 Java SE 8 Programmer I
Testprep Exams jl_jsee_a01_tp_enus

TestPrep 120-809 Java SE 8 Programmer II
Testprep Exams jl_sepr_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+ 220-902

CompTIA A+ 220-902: Windows Overview and Installation
Course..... cs_apen_a01_it_enus

CompTIA A+ 220-902: Windows Interaction and Personalization
Course..... cs_apen_a02_it_enus

CompTIA A+ 220-902: Windows Utilities and Management
Course..... cs_apen_a03_it_enus

CompTIA A+ 220-902: Windows Applications and Features
Course..... cs_apen_a04_it_enus

CompTIA A+ 220-902: Adding Hardware to Windows and Storage Options
Course..... cs_apen_a05_it_enus

CompTIA A+ 220-902: Networking with the Windows Operating System
Course..... cs_apen_a06_it_enus

CompTIA A+ 220-902: Monitoring the Windows OS and an Introduction to Other OSs
Course..... cs_apen_a07_it_enus

CompTIA A+ 220-902: Mac OSX Features and an Introduction to Linux
Course..... cs_apen_a08_it_enus

CompTIA A+ 220-902: Shell and Terminal Commands for Linux or Mac OSX
Course..... cs_apen_a09_it_enus

CompTIA A+ 220-902: Introduction to Mobile Operating Systems
Course..... cs_apen_a10_it_enus

CompTIA A+ 220-902: Introduction to Virtualization and Basic Security Concepts
Course..... cs_apen_a11_it_enus

CompTIA A+ 220-902: Windows Security Features and Management
Course..... cs_apen_a12_it_enus

CompTIA A+ 220-902: Common Troubleshooting and Security Practices
Course..... cs_apen_a13_it_enus

CompTIA A+ 220-902: A Practical Approach to Troubleshooting
Course..... cs_apen_a14_it_enus

■ CompTIA A+ Exam 220-901

CompTIA A+ Exam 220-901: BIOS and Startup
Course..... cs_apeo_a02_it_enus

IT SKILLS COURSEWARE

CompTIA A+ Exam 220-901: Motherboards
Course..... cs_apeo_a01_it_enus

CompTIA A+ Exam 220-901: RAM
Course..... cs_apeo_a03_it_enus

CompTIA A+ Exam 220-901: Storage Solutions
Course..... cs_apeo_a04_it_enus

CompTIA A+ Exam 220-901: Different Computer Form Factors
Course..... cs_apeo_a09_it_enus

CompTIA A+ Exam 220-901: Introduction to Networking
Course..... cs_apeo_a10_it_enus

CompTIA A+ Exam 220-901: Network Protocols and Cabling
Course..... cs_apeo_a11_it_enus

CompTIA A+ Exam 220-901: Wireless Networking
Course..... cs_apeo_a12_it_enus

CompTIA A+ Exam 220-901: CPUs
Course..... cs_apeo_a05_it_enus

CompTIA A+ Exam 220-901: Connectors and Connections
Course..... cs_apeo_a06_it_enus

CompTIA A+ Exam 220-901: Display Devices
Course..... cs_apeo_a08_it_enus

CompTIA A+ Exam 220-901: Peripheral Devices
Course..... cs_apeo_a07_it_enus

CompTIA A+ Exam 220-901: Broadband Routers
Course..... cs_apeo_a13_it_enus

CompTIA A+ Exam 220-901: Internet Connections
Course..... cs_apeo_a14_it_enus

CompTIA A+ Exam 220-901: Printer Maintenance
Course..... cs_apeo_a18_it_enus

CompTIA A+ Exam 220-901: Troubleshooting Printers
Course..... cs_apeo_a19_it_enus

CompTIA A+ Exam 220-901: Mobile Computing
Course..... cs_apeo_a15_it_enus

CompTIA A+ Exam 220-901: Portable Computer Hardware
Course..... cs_apeo_a16_it_enus

CompTIA A+ Exam 220-901: Printers
Course..... cs_apeo_a17_it_enus

■ CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards
Course.....cs_apel_a01_it_enus

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

CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
Course.....cs_apel_a03_it_enus

CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
Course.....cs_apel_a04_it_enus

CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
Course.....cs_apel_a05_it_enus

CompTIA A+ 220-801: Networking Technologies
Course.....cs_apel_a06_it_enus

CompTIA A+ 220-801: Networking Devices and Tools
Course.....cs_apel_a07_it_enus

CompTIA A+ 220-801: Laptops
Course.....cs_apel_a08_it_enus

CompTIA A+ 220-801: Printers
Course.....cs_apel_a09_it_enus

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

■ CompTIA A+ 220-802

CompTIA A+ 220-802: Introducing Microsoft Windows
Course..... cs_appa_a01_it_enus

CompTIA A+ 220-802: Installing and Configuring Windows
Course..... cs_appa_a02_it_enus

CompTIA A+ 220-802: Optimizing Windows
Course..... cs_appa_a03_it_enus

CompTIA A+ 220-802: Managing Windows
Course..... cs_appa_a04_it_enus

CompTIA A+ 220-802: Security and Data Disposal
Course..... cs_appa_a05_it_enus

CompTIA A+ 220-802: Mobile Devices
Course..... cs_appa_a06_it_enus

CompTIA A+ 220-802: System Troubleshooting
Course..... cs_appa_a07_it_enus

CompTIA A+ 220-802: General Troubleshooting
Course..... cs_appa_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

■ CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware
Course..... cs_csvr_a01_it_enus

CompTIA Server+ 2009: System Software
Course..... cs_csvr_a02_it_enus

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

CompTIA Server+ 2009: Storage
Course..... cs_csvr_a04_it_enus

IT SKILLS COURSEWARE

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: Troubleshooting I
Course..... cs_svpf_a07_it_enus
CompTIA Server+ SK0-004: Troubleshooting II
Course..... cs_svpf_a08_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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA LINUX+

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

CompTIA Linux+ 2014 Powered By LPI: LX0-103:
Advanced GNU and Unix Commands
Course..... cs_lxps_a04_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: Devices
and Filesystems
Course..... cs_lxps_a05_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: System
Architecture
Course..... cs_lxps_a01_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103:
Installation and Package
Management
Course..... cs_lxps_a02_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-103: GNU
and Unix Commands
Course..... cs_lxps_a03_it_enus

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

CompTIA Linux+ 2014 Powered By LPI: LX0-104
Scripting and Administrative Tasks
Course..... cs_lxpt_a01_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104
Essential System Services
Course..... cs_lxpt_a02_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104
Networking Fundamentals
Course..... cs_lxpt_a03_it_enus
CompTIA Linux+ 2014 Powered By LPI: LX0-104
Security, Data, and Accessibility
Course..... cs_lxpt_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2013

■ Microsoft Sharepoint Server 2013: Core Solutions

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

■ Microsoft SharePoint Server 2013 - Developing Core Solutions

Microsoft SharePoint Server 2013 - Developing Core Solutions: Planning Sites	Course.....	es_spdu_a01_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security	Course.....	es_spdu_a02_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: User Experience	Course.....	es_spdu_a05_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Manage Solutions	Course.....	es_spdu_a04_it_enus
Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data	Course.....	es_spdu_a03_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: Content Support	Course.....	es_dsas_a04_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: Upgrading	Course.....	es_dsas_a01_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

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

IT SKILLS COURSEWARE

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

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

IT SKILLS COURSEWARE

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

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_mwgc_a01_it_enus

Deploying Windows 7
Course..... mw_mwgc_a02_it_enus

Configuring Hardware and Applications in Windows 7
Course..... mw_mwgc_a03_it_enus

Configuring Network Connectivity in Windows 7
Course..... mw_mwgc_a04_it_enus

Configuring Access to Resources in Windows 7
Course..... mw_mwgc_a05_it_enus

Configuring Mobile Computing in Windows 7
Course..... mw_mwgc_a06_it_enus

Monitoring, Backing Up, and Restoring Windows 7
Systems
Course..... mw_mwgc_a07_it_enus

■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment
Course..... mw_mwda_a01_it_enus

Determining Application Compatibility for Windows 7
Course..... mw_mwda_a02_it_enus

Creating a Standard Image to Deploy Windows 7
Course..... mw_mwda_a03_it_enus

Deploying Windows 7 Using WDS and USMT
Course..... mw_mwda_a04_it_enus

Deploying Windows 7 Using Lite-Touch Installation
Course..... mw_mwda_a05_it_enus

Deploying Windows 7 Using Zero-Touch Installation
Course..... mw_mwda_a06_it_enus

Designing Windows 7 Client Configuration
Course..... mw_mwda_a07_it_enus

Troubleshooting Windows 7 Client Configuration
Course..... mw_mwda_a08_it_enus

Designing Application and Update Deployments for
Windows 7
Course..... mw_mwda_a09_it_enus

■ Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues
Course..... mw_mwet_a01_it_enus

Management and Maintenance of Windows 7 Client
Systems
Course..... mw_mwet_a02_it_enus

Troubleshooting Logon and Resource Access Issues in
Windows 7
Course..... mw_mwet_a03_it_enus

Resolving Windows 7 Network Connectivity Issues
Course..... mw_mwet_a04_it_enus

Troubleshooting IE8 and Encryption Issues in Windows
7
Course..... mw_mwet_a05_it_enus

Protecting Windows 7 Against Malware and
Vulnerabilities
Course..... mw_mwet_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER 2013

■ Microsoft Exchange Server 2013: Advanced Solutions

Microsoft Exchange Server 2013 - Advanced Solutions:
Availability
Course..... es_exca_a01_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Site-resilience Solutions
Course..... es_exca_a02_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Advanced Security
Course..... es_exca_a03_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Compliance and Discovery
Course..... es_exca_a04_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Migration and Federation
Course..... es_exca_a05_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Troubleshooting
Course..... es_exca_a06_it_enus

Microsoft Exchange Server 2013 - Advanced Solutions:
Unified Messaging
Course..... es_exca_a07_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2012

■ Microsoft Windows Server 2012 R2: Installing and Configuring

Microsoft Windows Server 2012 R2 - Installing and
Configuring: Servers
Course..... ws_icfh_a01_it_enus

Microsoft Windows Server 2012 R2 - Installing and
Configuring: Storage
Course..... ws_icfh_a02_it_enus

Microsoft Windows Server 2012 R2 - Installing and
Configuring: Print Services
Course..... ws_icfh_a03_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V
Course.....ws_icfh_a04_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking
Course.....ws_icfh_a05_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS
Course.....ws_icfh_a06_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory
Course.....ws_icfh_a07_it_enus

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

Microsoft Windows Server 2012 R2 - Installing and Configuring: Security
Course.....ws_icfh_a09_it_enus

■ Microsoft Windows Server 2012 R2: Administration

Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption
Course.....ws_admo_a03_it_enus

Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS
Course.....ws_admo_a01_it_enus

Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring
Course.....ws_admo_a02_it_enus

Microsoft Windows Server 2012 R2 - Administration: Network Services and Access
Course.....ws_admo_a04_it_enus

Microsoft Windows Server 2012 R2 - Administration: RADIUS, NPS, and NAP
Course.....ws_admo_a05_it_enus

Microsoft Windows Server 2012 R2 - Administration: Service Accounts and Policies
Course.....ws_admo_a06_it_enus

Microsoft Windows Server 2012 R2 - Administration: Managing Active Directory
Course.....ws_admo_a07_it_enus

Microsoft Windows Server 2012 R2 - Administration: Group Policy Processing
Course.....ws_admo_a08_it_enus

Microsoft Windows Server 2012 R2 - Administration: Managing GPOs and Preferences
Course.....ws_admo_a09_it_enus

■ Microsoft Windows Server 2012 R2: Configuring Advanced Services

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: HA
Course.....ws_cfat_a01_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: VMs and DR
Course.....ws_cfat_a02_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: Storage
Course.....ws_cfat_a03_it_enus

Microsoft Windows Server 2012 R2 - Configuring Advanced Services: DAC
Course.....ws_cfat_a04_it_enus

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

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

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

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

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

■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

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

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

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

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

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

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

IT SKILLS COURSEWARE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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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

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

■ Microsoft Windows Server 2008: Configuring Network Infrastructure

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

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

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

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

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

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

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

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

■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

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

IT SKILLS COURSEWARE

Configuring Windows Server 2008 Availability Course.....	ws_mwcf_a02_it_enus
Configure Terminal Services in Windows 2008 Course.....	ws_mwcf_a03_it_enus
Terminal Services Resource Access in Windows 2008 Course.....	ws_mwcf_a04_it_enus
Configuring Windows Server Hyper-V and Virtual Machines Course.....	ws_mwcf_a05_it_enus
Configuring Web Services and Security in Windows Server 2008 Course.....	ws_mwcf_a06_it_enus
Managing IIS in Windows Server 2008 Course.....	ws_mwcf_a07_it_enus
Configuring Web Service Protocols in Windows Server 2008 Course.....	ws_mwcf_a08_it_enus
Configuring Network Application Services in Windows Server 2008 Course.....	ws_mwcf_a09_it_enus

■ Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment Course.....	ws_wsad_a01_it_enus
Planning Active Directory and Group Policy for Windows Server 2008 Course.....	ws_wsad_a02_it_enus
Windows Server 2008 Management and Delegation Course.....	ws_wsad_a03_it_enus
Managing File Servers and Data Provisioning in Windows Server 2008 Course.....	ws_wsad_a04_it_enus
Windows Server 2008 Application Server Management and Application Provisioning Course.....	ws_wsad_a05_it_enus
Windows Server 2008 Application Servers and Services Course.....	ws_wsad_a06_it_enus
Patch Management and Securing and Monitoring Servers in Windows Server 2008 Course.....	ws_wsad_a07_it_enus
Certificate Services, SANs, and High Availability in Windows Server 2008 Course.....	ws_wsad_a08_it_enus
Accessing Windows Networks Remotely in Windows Server 2008 Course.....	ws_wsad_a09_it_enus
Windows Server 2008 Backup and Recovery Course.....	ws_wsad_a10_it_enus

■ Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008 Course.....	ws_mwse_a01_it_enus
Network Access in Microsoft Windows Server 2008 Course.....	ws_mwse_a02_it_enus
Application Access and Delivery in Microsoft Windows Server 2008 Course.....	ws_mwse_a03_it_enus
Server and Application Virtualization in Microsoft Windows Server 2008 Course.....	ws_mwse_a04_it_enus
Designing the Active Directory Infrastructure in Microsoft Windows Server 2008 Course.....	ws_mwse_a05_it_enus
Active Directory Administration in Microsoft Windows Server 2008 Course.....	ws_mwse_a06_it_enus
Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008 Course.....	ws_mwse_a07_it_enus
The Certificate Services Infrastructure in Microsoft Windows Server 2008 Course.....	ws_mwse_a08_it_enus
Software Updates and Compliance Management in Microsoft Windows Server 2008 Course.....	ws_mwse_a09_it_enus
Designing Data Security and High Availability in Microsoft Windows Server 2008 Course.....	ws_mwse_a10_it_enus

■ Microsoft Windows 2008: Update to R2

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

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MICROSOFT EXCHANGE SERVER

■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment	Course.....	es_excsc_a01_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management	Course.....	es_excsc_a02_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers	Course.....	es_excsc_a03_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity	Course.....	es_excsc_a04_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Message Transport	Course.....	es_excsc_a05_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Access Control	Course.....	es_excsc_a06_it_enus
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR	Course.....	es_excsc_a07_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting	Course.....	es_excsc_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

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MICROSOFT HYPER-V

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

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview	Course.....	hv_wshv_a01_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V	Course.....	hv_wshv_a02_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server	Course.....	hv_wshv_a03_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration	Course.....	hv_wshv_a04_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management	Course.....	hv_wshv_a05_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates	Course.....	hv_wshv_a06_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability	Course.....	hv_wshv_a07_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services	Course.....	hv_wshv_a08_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles	Course.....	hv_wshv_a09_it_enus
Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments	Course.....	hv_wshv_a10_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

■ Unix OS Fundamentals

Unix OS Fundamentals: Security	Course.....	lu_unsf_a03_it_enus
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IT SKILLS COURSEWARE

Unix OS Fundamentals: Network Administration
Course.....lu_unsf_a04_it_enus

Unix OS Fundamentals: Managing Files and Directories
Course.....lu_unsf_a02_it_enus

Unix OS Fundamentals: An Introduction to Unix
Course.....lu_unsf_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX PROFESSIONAL INSTITUTE

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

Managing Resource Utilization in Linux
Course.....lu_lalq_a06_it_enus

Linux User Notification and Device Management
Course.....lu_lalq_a01_it_enus

E-mail and Security in Linux
Course.....lu_lalq_a02_it_enus

Linux Kernel Compilation and Linux Startup
Course.....lu_lalq_a03_it_enus

Linux File Sharing and Filesystem Management
Course.....lu_lalq_a04_it_enus

Linux Network Configuration
Course.....lu_lalq_a05_it_enus

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

Bootling Linux and Installing Applications from Source
Course.....lu_lalr_a05_it_enus

Linux Network Services
Course.....lu_lalr_a01_it_enus

Linux System Maintenance and Hardware
Configuration
Course.....lu_lalr_a02_it_enus

Linux Security
Course.....lu_lalr_a03_it_enus

Linux System Troubleshooting
Course.....lu_lalr_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

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

VMware vSphere 5 - Part 2: VSphere Clustering
Course.....vi_vmipc_a01_it_enus

VMware vSphere 5 - Part 2: Processor and Resource
Management
Course.....vi_vmipc_a03_it_enus

VMware vSphere 5 - Part 2: High Availability and Fault
Tolerance
Course.....vi_vmipc_a02_it_enus

VMware vSphere 5 - Part 2: DRS, Resource Pools, and
vApps
Course.....vi_vmipc_a04_it_enus

VMware vSphere 5 - Part 2: Logging and Performance
Course.....vi_vmipc_a05_it_enus

VMware vSphere 5 - Part 2: vSphere Security
Course.....vi_vmipc_a06_it_enus

VMware vSphere 5 - Part 2: Securing Hosts, Internal
Components, Certificate Use
Course.....vi_vmipc_a07_it_enus

VMware vSphere 5 - Part 2: Host Profiles, Update
Manager, and Auto Deploy
Course.....vi_vmipc_a08_it_enus

VMware vSphere 5 - Part 2: vCenter Server Appliance
Deployments and Upgrades
Course.....vi_vmipc_a09_it_enus

VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual
Machines
Course.....vi_vmipc_a10_it_enus

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

VMware vSphere 5 – Datacenter Design: Introducing
vSphere Design Fundamentals
Course.....vi_vmipo_a01_it_enus

VMware vSphere 5 – Datacenter Design: Creating
vSphere Conceptual and Logical
Designs
Course.....vi_vmipo_a02_it_enus

VMware vSphere 5 – Datacenter Design: vSphere
Network and Storage Design
Course.....vi_vmipo_a03_it_enus

VMware vSphere 5 - Datacenter Design VMs,
Management, and Implementation
Course.....vi_vmipo_a04_it_enus

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

VMware vSphere 6 Install, Configure, Manage - Part 2:
vSphere 6 DRS
Course.....vi_vhpc_a02_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 2:
vSphere 6 Clustering
Course.....vi_vhpc_a01_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 2:
vSphere 6 Monitoring
Course.....vi_vhpc_a03_it_enus

IT SKILLS COURSEWARE

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

■ VMware Workstation 11 Fundamentals

VMware Workstation 11 Networking and Remote
Connectivity
Course..... vi_vmsu_a04_it_enus

Creating and Configuring Virtual Machines in VMware
Workstation 11
Course..... vi_vmsu_a02_it_enus

Managing Virtual Machine Devices and Resources in
VMware Workstation 11
Course..... vi_vmsu_a03_it_enus

Installing and Configuring VMware Workstation 11
Course..... vi_vmsu_a01_it_enus

■ VMware NSX Network Virtualization

VMware NSX Network Virtualization: Technology and
Architecture
Course..... cl_vmnv_a01_it_enus

VMware NSX Network Virtualization: Physical
Infrastructure Requirements
Course..... cl_vmnv_a02_it_enus

VMware NSX Network Virtualization: Installing and
Upgrading
Course..... cl_vmnv_a04_it_enus

VMware NSX Network Virtualization: Configuring
vSphere Networking
Course..... cl_vmnv_a03_it_enus

VMware NSX Network Virtualization: NSX Network
Services
Course..... cl_vmnv_a06_it_enus

VMware NSX Network Virtualization: Configuring NSX
Virtual Networks
Course..... cl_vmnv_a05_it_enus

VMware NSX Network Virtualization: NSX Network
Security
Course..... cl_vmnv_a07_it_enus

■ VMware Overview

VMware Desktop Virtualization Overview
Course..... cl_vmov_a01_it_enus

VMware Data Center Virtualization Overview
Course..... cl_vmov_a02_it_enus

VMware Business Mobility Solutions
Course..... cl_vmov_a03_it_enus

VMware Cloud Services Solutions
Course..... cl_vmov_a04_it_enus

■ VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to
Virtualization
Course..... vi_vmwa_a01_it_enus

VMware vSphere 5 - Part 1: vCenter Server Installation
Course..... vi_vmwa_a02_it_enus

VMware vSphere 5 - Part 1: vSphere Client and vCenter
Server Configuration
Course..... vi_vmwa_a03_it_enus

VMware vSphere 5 - Part 1: ESXi Installation and
Configuration
Course..... vi_vmwa_a04_it_enus

VMware vSphere 5 - Part 1: vCenter Server Inventory
Course..... vi_vmwa_a05_it_enus

VMware vSphere 5 - Part 1: vCenter Server
Administration
Course..... vi_vmwa_a06_it_enus

VMware vSphere 5 - Part 1: vCenter Server
Management
Course..... vi_vmwa_a07_it_enus

VMware vSphere 5 - Part 1: Creating Virtual Machines
Course..... vi_vmwa_a08_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing
Virtual Machines
Course..... vi_vmwa_a09_it_enus

VMware vSphere 5 - Part 1: An Overview of Virtual
Network Creation
Course..... vi_vmwa_a10_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing
Virtual Networks
Course..... vi_vmwa_a11_it_enus

IT SKILLS COURSEWARE

VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts
Course..... vi_vmwa_a12_it_enus

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OFFICE 365

■ Managing Identities and Requirements in Office 365

Office 365 Configuration
Course..... mo_clda_a01_it_enus

Office 365 Deployment
Course..... mo_clda_a02_it_enus

Monitoring and Troubleshooting Office 365 Usage
Course..... mo_clda_a05_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

■ Enabling Office 365 Services

Office 365 Services: SharePoint Online Site Collections
Course..... mo_envs_a02_it_enus

Office 365 Services: Configuring Exchange Online and Lync Online
Course..... mo_envs_a04_it_enus

Office 365 Services: Planning for Exchange Online and Lync Online
Course..... mo_envs_a03_it_enus

Office 365 Services: Managing Clients and End-User Devices
Course..... mo_envs_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS POWERSHELL

■ Microsoft PowerShell and Exchange Server

Microsoft PowerShell and Exchange Server: Getting Started
Course..... mw_pses_a01_it_enus

Microsoft PowerShell and Exchange Server: Managing Mailboxes
Course..... mw_pses_a02_it_enus

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

■ Microsoft PowerShell and SharePoint

Microsoft PowerShell and SharePoint: Getting Started
Course..... mw_pssp_a01_it_enus

Microsoft PowerShell and SharePoint: Managing Sites
Course..... mw_pssp_a02_it_enus

■ Microsoft PowerShell and SQL Server

Microsoft PowerShell and SQL Server: Database Management
Course..... mw_pssq_a02_it_enus

Microsoft PowerShell and SQL Server: Introduction
Course..... mw_pssq_a01_it_enus

■ Microsoft PowerShell for Windows

Microsoft PowerShell for Windows: Getting Started with PowerShell
Course..... mw_psws_a01_it_enus

Microsoft PowerShell for Windows: Aliases, Providers, and Objects
Course..... mw_psws_a02_it_enus

Microsoft PowerShell for Windows: Remoting and Modules
Course..... mw_psws_a03_it_enus

■ Windows PowerShell Desired State Configuration

Windows PowerShell Desired State Configuration Fundamentals
Course..... mw_pscf_a01_it_enus

■ Advanced PowerShell Desired State Configuration

Advanced PowerShell Desired State Configuration: Writing Custom Resources
Course..... os_apds_a01_it_enus

Advanced PowerShell Desired State Configuration: Advanced Configuration
Course..... os_apds_a02_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT LYNC SERVER 2013

IT SKILLS COURSEWARE

■ Microsoft Lync Server 2013

Microsoft Lync Server 2013: Configuration and Maintenance
Course.....es_lyct_a02_it_enus

Microsoft Lync Server 2013: Administration and Data Resiliency Overview
Course.....es_lyct_a01_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

■ Microsoft Windows 10: Configuring Windows Devices

Introduction to Windows 10
Course.....mw_wtme_a01_it_enus
Deploy Windows 10 with New and Traditional Tools
Course.....mw_wtme_a02_it_enus
Configure Devices and Disks in Windows 10
Course.....mw_wtme_a03_it_enus
Configure Networking and Remote Connections in Windows 10
Course.....mw_wtme_a04_it_enus
Maintain Windows 10 and Configure Virtualization Technologies in Windows 10
Course.....mw_wtme_a05_it_enus
Configure User Data in Windows 10
Course.....mw_wtme_a06_it_enus
Configure Authentication and Secure Identities for Windows 10
Course.....mw_wtme_a07_it_enus
Threat Resistance Technologies in Windows 10
Course.....mw_wtme_a08_it_enus
Data Protection in Windows 10
Course.....mw_wtme_a09_it_enus

Install and Manage Windows 10 Applications and Universal Windows Apps
Course.....mw_wtme_a10_it_enus
Manage Windows 10 Devices
Course.....mw_wtme_a11_it_enus

■ Microsoft Windows 10: Supporting Windows 10

Microsoft Windows 10: Supporting Operating System and Application Installation
Course.....mw_wdmc_a01_it_enus
Microsoft Windows 10: Supporting Connectivity and Data Storage
Course.....mw_wdmc_a02_it_enus
Microsoft Windows 10: Supporting Authentication, Permissions, and Data Security
Course.....mw_wdmc_a03_it_enus
Microsoft Windows 10: Supporting Hardware, Performance, and Mobile Devices
Course.....mw_wdmc_a04_it_enus
Microsoft Windows 10: Supporting Client Compliance and Managing Clients
Course.....mw_wdmc_a05_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

IT SKILLS COURSEWARE

■ Using Docker

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

Using Docker: Dockerizing Applications
Course..... os_dock_a02_it_enus

Using Docker: Customizing and Clustering
Course..... os_dock_a03_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: Advanced Networking
Course.....lu_rhel_a06_it_enus

Red Hat Certified System Administrator: The Environment
Course.....lu_rhel_a01_it_enus

Red Hat Certified System Administrator: Boot Process and Installation
Course.....lu_rhel_a09_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: 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: 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

IT SKILLS COURSEWARE

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

■ Microsoft Windows Nano Server First Look

Microsoft Windows Nano Server: Nano Server First Look Course..... os_nsfl_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS PERFORMANCE MONITORING

■ Microsoft Windows Performance Monitoring

Microsoft Windows Performance Monitoring Basics Course.....os_wpmb_a01_it_enus
Microsoft Windows Performance Monitoring Best Practice Course.....os_wpmb_a02_it_enus
Microsoft Windows Performance Tools In Windows Operating Systems Course.....os_wpmb_a03_it_enus
Windows Performance Monitoring: Additional Performance Tools Course.....os_wpmb_a04_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 70-680 TS: Windows 7, Configuring Mentoring Assets.....mnt70680

Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator Mentoring Assets.....mnt70686
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician Mentoring Assets.....mnt70685
Mentoring 220-801 CompTIA A+ Mentoring Assets.....mnt220801
Mentoring 220-802 CompTIA A+ Mentoring Assets.....mnt220802
Mentoring 70-687 Configuring Windows 8.1 Mentoring Assets.....mnt70687
Mentoring 70-410 Installing and Configuring Windows Server 2012 Mentoring Assets.....mnt70410
Mentoring 70-461 Querying Microsoft SQL Server 2012 Mentoring Assets.....mnt70461
Mentoring 70-411 Administering Windows Server 2012 Mentoring Assets.....mnt70411
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services Mentoring Assets.....mnt70412
Mentoring 70-688 Mentoring Assets.....mnt70688
Mentoring N10-006 CompTIA Network+ Mentoring Assets..... mntn10006
Mentoring 98-368 Mobility and Device Fundamentals Mentoring Assets.....mnt98368
Mentoring 220-902 CompTIA A+ Mentoring Assets.....mnt220902
Mentoring 220-901 CompTIA A+ Mentoring Assets.....mnt220901
Mentoring 70-697 Configuring Windows Devices Mentoring Assets.....mnt70697
Mentoring 70-398 Planning for and Managing Devices in the Enterprise Mentoring Assets.....mnt70398

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 Examsmw_mwgcg_a01_tp_enus

IT SKILLS COURSEWARE

TestPrep SK0-003 Server+
Testprep Examscs_csvr_a01_tp_enus

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

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

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

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

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

TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
Testprep Examses_mssa_a01_tp_enus

TestPrep LX0-101 Linux+ Powered by LPI Exam 1
Testprep Examslu_lpad_a01_tp_enus

TestPrep LX0-102 Linux+ Powered by LPI Exam 2
Testprep Examslu_lpad_a02_tp_enus

TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring
Testprep Examses_mesc_a01_tp_enus

TestPrep 220-801 CompTIA A+
Testprep Examscs_apel_a01_tp_enus

TestPrep 220-802 CompTIA A+
Testprep Examscs_appa_a01_tp_enus

TestPrep 70-688 Supporting Windows 8.1
Testprep Examsmw_mgma_a01_tp_enus

TestPrep 70-411 Administering Windows Server 2012
Testprep Examsws_admn_a02_tp_enus

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

TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
Testprep Examsws_cfas_a02_tp_enus

TestPrep 70-687 Configuring Windows 8.1
Testprep Examsmw_mwco_a02_tp_enus

TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
Testprep Examses_excsc_a01_tp_enus

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

TestPrep 70-414 Implementing an Advanced Server Infrastructure
Testprep Examsws_adin_a01_tp_enus

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

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

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

TestPrep 70-347 Enabling Office 365 Services
Testprep Examsmo_envs_a01_tp_enus

TestPrep SK0-004 CompTIA Server+
Testprep Examscs_svpf_a01_tp_enus

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

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

TestPrep 70-696 Managing Enterprise Devices and Apps
Testprep Examsmw_meddb_a01_tp_enus

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

TestPrep 98-368 Mobility and Device Fundamentals
Testprep Examssd_mmdf_a01_tp_enus

TestPrep 220-901 CompTIA A+
Testprep Examscs_apeo_a01_tp_enus

TestPrep 220-902 CompTIA A+
Testprep Examscs_apen_a01_tp_enus

TestPrep 70-697 Configuring Windows Devices
Testprep Examsmw_wtme_a01_tp_enus

TestPrep 70-398 Planning for and Managing Devices in the Enterprise
Testprep Examsos_pmde_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

■ Yammer for Business Users

Yammer for Business Users: Using Yammer Course.....ds_yfbu_a01_dt_enus

■ Getting the Most from Social Networking

Social Networking Fundamentals Course.....ds_gmsn_a01_dt_enus

Social Networking Services, Strategy, and Management Course.....ds_gmsn_a02_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: 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
CompTIA Mobility+ MB0-001: Over The Air Technologies	Course.....cs_mobl_a01_it_enus

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS

■ Internet of Things Introduction

Internet of Things Applications	Course.....dt_ioti_a01_it_enus
Internet of Things Hardware	Course.....dt_ioti_a02_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

■ Networking Fundamentals

Networking Fundamentals: Configuring Wired and Wireless Networks and Firewalls	Course.....dt_ntfd_a01_it_enus
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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)

Certified Ethical Hacker (CEH): Hacking and Penetration
Testing
Course.....sp_ceth_a01_it_enus
Certified Ethical Hacker (CEH): Footprinting and
Reconnaissance
Course.....sp_ceth_a02_it_enus
Certified Ethical Hacker (CEH): Network Scanning
Course.....sp_ceth_a03_it_enus

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

■ Certified Information Security Manager (CISM)

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

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

■ **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
Course.....sp_slcp_a01_it_enus

CSSLP: Secure Software Requirements
Course.....sp_slcp_a02_it_enus

CSSLP: Secure Software Design
Course.....sp_slcp_a03_it_enus

CSSLP: Secure Software Implementation and Coding
Course.....sp_slcp_a04_it_enus

CSSLP: Secure Software Testing
Course.....sp_slcp_a05_it_enus

CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal
Course.....sp_slcp_a06_it_enus

CSSLP: Supply Chain and Software Acquisition
Course.....sp_slcp_a07_it_enus

■ **OWASP Top 10**

OWASP Mitigations for .NET
Course.....sp_owasp_a02_it_enus

Introduction to OWASP and the Top 10
Course.....sp_owasp_a01_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

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

IT SKILLS COURSEWARE

■ Systems Security Certified Practitioner

Systems Security Certified Practitioner: Access Controls Course.....	sp_sscp_a01_it_enus
Systems Security Certified Practitioner: Security Operations Course.....	sp_sscp_a02_it_enus
Systems Security Certified Practitioner: Security Administration Course.....	sp_sscp_a03_it_enus
Systems Security Certified Practitioner: Risk Management Course.....	sp_sscp_a04_it_enus
Systems Security Certified Practitioner: Incident Response and Recovery Course.....	sp_sscp_a05_it_enus
Systems Security Certified Practitioner: Cryptography Course.....	sp_sscp_a06_it_enus
Systems Security Certified Practitioner: Network and Communications Security Course.....	sp_sscp_a07_it_enus
Systems Security Certified Practitioner: Systems and Application Security Course.....	sp_sscp_a08_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
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■ Securing Mobile Devices in the Enterprise

Securing Mobile Devices in the Enterprise: Mobile Security Threats Course.....	sp_emds_a01_it_enus
Securing Mobile Devices in the Enterprise: Mobile Security Technologies Course.....	sp_emds_a02_it_enus
Securing Mobile Devices in the Enterprise: Mobile Security Threat Mitigation Course.....	sp_emds_a03_it_enus

Securing Mobile Devices in the Enterprise: Configuring Enterprise-level Security Course.....	sp_emds_a04_it_enus
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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: Access Control Lists and Network Address Translation	Course.....cc_icne_a09_it_enus
ICND1 2.0: Operating Cisco IOS Software	Course.....cc_icne_a02_it_enus
ICND1 2.0: Understanding IPv4 Addresses	Course.....cc_icne_a05_it_enus
ICND1 2.0: Networking, Communications, and LANs	Course.....cc_icne_a01_it_enus
ICND1 2.0: Switch Operations	Course.....cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations	Course.....cc_icne_a04_it_enus
ICND1 2.0: Address Blocks and VLSM	Course.....cc_icne_a06_it_enus
ICND1 2.0: The Transport Layer and Router Configuration	Course.....cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing	Course.....cc_icne_a08_it_enus
ICND1 2.0: Managing Network Device Security	Course.....cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP	Course.....cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols	Course.....cc_icne_a12_it_enus

ICND1 2.0: IPv6	Course.....cc_icne_a13_it_enus
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■ ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

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

■ Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles	Course.....cc_sens_a01_it_enus
SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls	Course.....cc_sens_a02_it_enus
SENSS 1.0: Deploying Cisco Traffic Telemetry Methods	Course.....cc_sens_a03_it_enus
SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA	Course.....cc_sens_a05_it_enus
SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls	Course.....cc_sens_a04_it_enus
SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration	Course.....cc_sens_a06_it_enus
SENSS 1.0: Deploying Advanced Cisco ASA Access Policies	Course.....cc_sens_a07_it_enus
SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies	Course.....cc_sens_a08_it_enus

IT SKILLS COURSEWARE

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: Configuring OSPFv3
Course..... cc_rout_a07_it_enus

Cisco ROUTE 2.0: Establishing OSPF Neighbor Relationships
Course..... cc_rout_a05_it_enus

Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and Named EIGRP
Course..... cc_rout_a04_it_enus

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: Link-State Database and Optimizing OSPF Behavior
Course..... cc_rout_a06_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: Routers and Routing Protocol Hardening
Course..... cc_rout_a14_it_enus

Cisco ROUTE 2.0: BGP Path Manipulation, Control, and BGP in the IPv6 Environment
Course..... cc_rout_a13_it_enus

Cisco ROUTE 2.0: 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: Campus Network Architecture I
Course..... cc_swch_a02_it_enus

Cisco SWITCH 2.0: Basic Concepts and Network Design
Course..... cc_swch_a01_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 Implementation II
Course..... cc_swch_a05_it_enus

Cisco SWITCH 2.0: Inter-VLAN Routing
Course..... cc_swch_a06_it_enus

Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP
Course..... cc_swch_a08_it_enus

Cisco SWITCH 2.0: High-Availability Networks
Course..... cc_swch_a07_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: Campus Network Security III
Course..... cc_swch_a13_it_enus

Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP
Course..... cc_swch_a12_it_enus

Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation
Course..... cc_swch_a11_it_enus

■ TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing
Course..... cc_trst_a02_it_enus

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

Cisco TSHOOT 2.0: Troubleshooting OSPF
Course..... cc_trst_a03_it_enus

IT SKILLS COURSEWARE

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 RIPv6 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

■ C1CD 1.0: Implementing Cisco Collaboration Devices

C1CD 1.0: Cisco Unified Communications Solutions Course.....	cc_cicd_a01_it_enus
C1CD 1.0: Characteristics of Cisco Unified Communications Solutions Course.....	cc_cicd_a02_it_enus
C1CD 1.0: Cisco Unified Communications Manager Administrator Interfaces Course.....	cc_cicd_a03_it_enus
C1CD 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs Course.....	cc_cicd_a04_it_enus
C1CD 1.0: Component Impact on Call Flows in Unified Communications Manager Course.....	cc_cicd_a05_it_enus
C1CD 1.0: Cisco UCM and Cisco UCM Express End-users Course.....	cc_cicd_a06_it_enus
C1CD 1.0: Cisco UCM and Cisco UCM Express Endpoints Course.....	cc_cicd_a07_it_enus
C1CD 1.0: Cisco UCM and Cisco UCM Express Endpoint Implementation Options Course.....	cc_cicd_a08_it_enus
C1CD 1.0: Understanding Telephony Features Course.....	cc_cicd_a09_it_enus
C1CD 1.0: Telephony Feature Implementation and Mobility Options Course.....	cc_cicd_a10_it_enus
C1CD 1.0: Unity Connection and End User and Mailbox Requirements Course.....	cc_cicd_a11_it_enus
C1CD 1.0: Unity Connection End User Implementation and IM and Presence Service Course.....	cc_cicd_a12_it_enus
C1CD 1.0: Supporting End Users and Understanding Cisco UCM Reports Course.....	cc_cicd_a13_it_enus
C1CD 1.0: Cisco UCM Call Detail Records and Reporting and Monitoring Tools Course.....	cc_cicd_a14_it_enus

IT SKILLS COURSEWARE

■ 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 - 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 - 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 - 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 - 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

IT SKILLS COURSEWARE

Cisco DCICT 1.0 - Cisco Data Center Unified Fabric
Course.....cc_cicc_a10_it_enus

■ Implementing Cisco Video Network Devices, Part 2

CIVND2 1.0: Cisco Business Video Collaboration
Course.....cc_civn_a02_it_enus
CIVND2 1.0: Cisco Business Video Solutions
Course.....cc_civn_a01_it_enus
CIVND2 1.0: Installation and Configuration of Cisco IP
Phones and Cisco Jabber
Course.....cc_civn_a03_it_enus
CIVND2 1.0: Troubleshooting Cisco IP Phone, Cisco
Jabber and Endpoint Issues
Course.....cc_civn_a04_it_enus
CIVND2 1.0: Describing Cisco TelePresence and
Endpoints
Course.....cc_civn_a05_it_enus
CIVND2 1.0: Configuring Cisco TelePresence TC
Course.....cc_civn_a06_it_enus
CIVND2 1.0: Troubleshooting Cisco TelePresence
Endpoints
Course.....cc_civn_a07_it_enus
CIVND2 1.0: Configuring and Monitoring Cisco
Conferencing and DMPs
Course.....cc_civn_a08_it_enus

■ Implementing Cisco IP Telephony and Video, Part 1

CIPTV 1 1.0: Introduction to Cisco Unified
Communications Manager
Course.....cc_citv_a01_it_enus
CIPTV 1 1.0: Introduction to Single-site On-cluster
Calling
Course.....cc_citv_a02_it_enus
CIPTV 1 1.0: Call Routing Implementation
Course.....cc_citv_a03_it_enus
CIPTV 1 1.0: Path Selection, Dial-Peers and H.323 and
SIP Gateways
Course.....cc_citv_a04_it_enus
CIPTV 1 1.0: Cisco Unified Border Element and Media
Resources
Course.....cc_citv_a05_it_enus
CIPTV 1 1.0: Cisco Audio and Video Conferencing using
TelePresence
Course.....cc_citv_a06_it_enus
CIPTV 1 1.0: Overview of QoS in a Packet Switched
Network
Course.....cc_citv_a07_it_enus

■ Cisco SPNGN Part 1

SPNGN1 1.0: Networking Functions
Course.....cc_bcsp_a01_it_enus
SPNGN1 1.0: Protocol Suites and the Internet Layer of
IP
Course.....cc_bcsp_a02_it_enus
SPNGN1 1.0: Managing IPv4 and IPv6 Addressing
Course.....cc_bcsp_a03_it_enus
SPNGN1 1.0: The TCP/IP Transport Layer and Internet
Security Threats
Course.....cc_bcsp_a04_it_enus
SPNGN1 1.0: IPv4 Subnetting and VLSM
Course.....cc_bcsp_a05_it_enus
SPNGN1 1.0: Ethernet Fundamentals
Course.....cc_bcsp_a06_it_enus
SPNGN1 1.0: Switching Fundamentals
Course.....cc_bcsp_a07_it_enus
SPNGN1 1.0: Operating and Securing a Cisco Switch
Course.....cc_bcsp_a08_it_enus
SPNGN1 1.0: Switching Infrastructure Connectivity
Course.....cc_bcsp_a09_it_enus
SPNGN1 1.0: Switch Troubleshooting and Routing
Fundamentals
Course.....cc_bcsp_a10_it_enus
SPNGN1 1.0: IOS XR Routers and Distance Vector
Routing
Course.....cc_bcsp_a11_it_enus
SPNGN1 1.0: EIGRP Configuration and Router Security
Course.....cc_bcsp_a12_it_enus
SPNGN1 1.0: WAN Connectivity
Course.....cc_bcsp_a13_it_enus
SPNGN1 1.0: Service Provider Edge Technologies
Course.....cc_bcsp_a14_it_enus
SPNGN1 1.0: IP Addressing Solutions with NAT and
DHCP
Course.....cc_bcsp_a15_it_enus
SPNGN1 1.0: PPP and SONET in the WAN
Course.....cc_bcsp_a16_it_enus
SPNGN1 1.0: VPN Technologies
Course.....cc_bcsp_a17_it_enus
SPNGN1 1.0: Cisco Device Management
Course.....cc_bcsp_a18_it_enus
SPNGN1 1.0: Monitoring Network Traffic, Behavior and
Administration
Course.....cc_bcsp_a19_it_enus

■ Implementing Cisco Video Network Devices, Part 1

CIVND1 1.0: Video Conferencing and Streaming
Fundamentals
Course.....cc_civd_a01_it_enus

IT SKILLS COURSEWARE

CIVND1 1.0: Video Compression Technologies
Course..... cc_civd_a02_it_enus
CIVND1 1.0: Video Conferencing and Protocol
Course..... cc_civd_a03_it_enus
CIVND1 1.0: Video Endpoints
Course..... cc_civd_a04_it_enus
CIVND1 1.0: TelePresence Endpoint Environmental
Requirements and Configuration
Course..... cc_civd_a05_it_enus

■ Implementing Cisco IP Telephony and Video, Part 2

CIPTV 2 1.0: CUCM v10 Video and Dynamic Routing
Using ILS and GDPR
Course.....cc_cipt_a01_it_enus
CIPTV 2 1.0: CUCM v10 Multisite Deployment Solutions
Course.....cc_cipt_a02_it_enus
CIPTV 2 1.0: CUCM v10 Globalized Call Routing and
PSTN Backup
Course.....cc_cipt_a03_it_enus
CIPTV 2 1.0: CUCM v10 URI Dialing, MGCP Fallback, and
SRST
Course.....cc_cipt_a04_it_enus
CIPTV 2 1.0: CUCM v10 Bandwidth Management Tools
and MOH Solutions
Course.....cc_cipt_a05_it_enus

■ DESGN: Designing for Cisco Internetwork Solutions

DESGN 3.0: Designing Wide Area Networks
Course.....cc_desn_a06_it_enus
DESGN 3.0: Branch Office and Datacenter Design
Course.....cc_desn_a07_it_enus
DESGN 3.0: Campus Network Design Fundamentals
Course.....cc_desn_a03_it_enus
DESGN 3.0: Network Design Methodologies
Course.....cc_desn_a01_it_enus
DESGN 3.0: Building a Modular Network Design
Course.....cc_desn_a02_it_enus
DESGN 3.0: Designing a Highly Available Campus
Network
Course.....cc_desn_a04_it_enus
DESGN 3.0: Designing a Secure Network and Edge
Connectivity
Course.....cc_desn_a05_it_enus
DESGN 3.0: Designing Routed Networks with EIGRP and
OSPF
Course.....cc_desn_a08_it_enus
DESGN 3.0: Designing Routed Networks with IS-IS and
BGP
Course.....cc_desn_a09_it_enus

DESGN 3.0: Supporting QoS and Wireless in a Network
Design
Course.....cc_desn_a10_it_enus
DESGN 3.0: Designing a Network for Collaboration and
Introducing IP Addressing
Course.....cc_desn_a11_it_enus
DESGN 3.0: Designing IPv4 and IPv6 Addressing Plans
Course.....cc_desn_a12_it_enus
DESGN 3.0: Managing IP Addresses and Introducing
SDN
Course.....cc_desn_a13_it_enus

■ Interconnecting Cisco Networking Devices Part 1 (ICND1) 3.0

ICND1 3.0: An Introduction to Networking and Cisco IOS
Course.....cc_icnd_a01_it_enus
ICND1 3.0: Managing Switches and Routers with Cisco
IOS
Course.....cc_icnd_a02_it_enus
ICND1 3.0: Discovering Ethernet and Troubleshooting
Methodologies
Course.....cc_icnd_a03_it_enus
ICND1 3.0: The Internet, Transport, and Application
Layers
Course.....cc_icnd_a04_it_enus
ICND1 3.0: Mastering IPv4 Addressing and Subnetting
Course.....cc_icnd_a05_it_enus
ICND1 3.0: Discovering Cisco IOS Routers
Course.....cc_icnd_a06_it_enus
ICND1 3.0: IPv4 Access Control Lists
Course.....cc_icnd_a08_it_enus
ICND1 3.0: Introducing IPv6
Course.....cc_icnd_a14_it_enus
ICND1 3.0: IPv4 Private to Public Network Address
Translation
Course.....cc_icnd_a09_it_enus
ICND1 3.0: VLANs, Trunking, and Inter-VLAN Routing
Course.....cc_icnd_a10_it_enus
ICND1 3.0: Implementing DHCP and RIPv2
Course.....cc_icnd_a11_it_enus
ICND1 3.0: Securing Management Access on an IOS
Device
Course.....cc_icnd_a12_it_enus
ICND1 3.0: Implementing Port Security and Managing
the Cisco IOS
Course.....cc_icnd_a13_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORK MANAGEMENT AND SECURITY

■ Software Defined Networking Essentials

Software Defined Networking Fundamentals
Course.....dt_sdne_a01_it_enus

■ Juniper Networks Junos Essentials

Juniper Networks Junos Essentials: Networking Fundamentals
Course.....dt_jnca_a01_it_enus
Juniper Networks Junos Essentials: Junos OS Fundamentals
Course.....dt_jnca_a02_it_enus
Juniper Networks Junos Essentials: Configuration Basics
Course.....dt_jnca_a03_it_enus
Juniper Networks Junos Essentials: Monitoring and Maintenance
Course.....dt_jnca_a04_it_enus
Juniper Networks Junos Essentials: Routing Fundamentals
Course.....dt_jnca_a05_it_enus
Juniper Networks Junos Essentials: Routing Policy & Firewall Filters
Course.....dt_jnca_a06_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+ CV0-001

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

IT SKILLS COURSEWARE

■ 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

Adminstrating 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
Configuring Citrix XenDesktop 7.6 Components	Course.....cl_ctrx_a03_it_enus
Managing a Citrix XenDesktop 7.6 Environment	Course.....cl_ctrx_a04_it_enus
Monitoring a Citrix XenDesktop 7.6 Environment	Course.....cl_ctrx_a05_it_enus
Troubleshooting a Citrix XenDesktop 7.6 Environment	Course.....cl_ctrx_a06_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: App-V Clients and App Sequencing	Course.....cl_veda_a02_it_enus
Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP	Course.....cl_veda_a01_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

■ Certified Cloud Security Professional (CCSP)

Cloud System Architecture – Concepts and Design	Course.....cl_csip_a01_it_enus
Cloud Data Security	Course.....cl_csip_a02_it_enus
Cloud System Security - Platform and Infrastructure	Course.....cl_csip_a03_it_enus
Cloud Application Security	Course.....cl_csip_a04_it_enus
Cloud Service – Operations Management	Course.....cl_csip_a05_it_enus
Cloud Service – Legal and Compliance	Course.....cl_csip_a06_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

IT SKILLS COURSEWARE

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

■ Advanced Architecting on Amazon Web Services

Advanced Architecting on Amazon Web Services: HA and Business Continuity
Course..... cl_awsp_a01_it_enus

Advanced Architecting on Amazon Web Services: Costing
Course..... cl_awsp_a02_it_enus

Advanced Architecting on Amazon Web Services: Deployment Management
Course..... cl_awsp_a03_it_enus

Advanced Architecting on Amazon Web Services: Cloud Migration and Architecture
Course..... cl_awsp_a04_it_enus

Advanced Architecting on Amazon Web Services: Data Storage Architecture
Course..... cl_awsp_a05_it_enus

Advanced Architecting on Amazon Web Services: Security Architecture
Course..... cl_awsp_a06_it_enus

Advanced Architecting on Amazon Web Services: Scalability and Elasticity
Course..... cl_awsp_a07_it_enus

■ Cloud Computing Technology Fundamentals

Cloud Computing Fundamentals: Virtualization and Data Centers
Course..... cl_cctf_a02_it_enus

Cloud Computing Fundamentals: Overview
Course..... cl_cctf_a01_it_enus

Cloud Computing Fundamentals: Storing and Managing Cloud Data
Course..... cl_cctf_a03_it_enus

Cloud Computing Fundamentals: Migrating to the Cloud
Course..... cl_cctf_a04_it_enus

Cloud Computing Fundamentals: Identity, Presence, and Privacy
Course..... cl_cctf_a05_it_enus

Cloud Computing Fundamentals: Cloud Security
Course..... cl_cctf_a06_it_enus

■ Microsoft SCCM 2012: Administering and Deploying

Overview & Prerequisite Setup for System Center Configuration Manager 2012 R2
Course..... cl_sccm_a01_it_enus

Basic SCCM Maintenance and Managing Operating System Deployment
Course..... cl_sccm_a02_it_enus

Deploying Applications and Software Updates
Course..... cl_sccm_a03_it_enus

Administering System Center Configuration Manager 2012 R2
Course..... cl_sccm_a04_it_enus

SCCM 2012 R2 Performance and Health Monitoring
Course..... cl_sccm_a05_it_enus

SCCM 2012 R2 Boundaries and Security Considerations
Course..... cl_sccm_a06_it_enus

SCCM 2012 R2 Compliance Settings and Managing Clients
Course..... cl_sccm_a07_it_enus

Managing Inventory and Reporting
Course..... cl_sccm_a08_it_enus

■ AWS Certified Developer - Associate

Getting Started with Amazon Web Services
Course..... cl_acda_a01_it_enus

■ Architecting Microsoft Azure Solutions

Microsoft Azure – Architecting Solutions: Infrastructure and Networking
Course..... cl_amas_a01_it_enus

Microsoft Azure – Architecting Solutions: Securing Resources
Course..... cl_amas_a02_it_enus

Microsoft Azure – Architecting Solutions: Designing Storage and Data Access
Course..... cl_amas_a03_it_enus

Microsoft Azure – Architecting Solutions: Service Support for Azure Data
Course..... cl_amas_a04_it_enus

Microsoft Azure – Architecting Solutions: Designing Advanced Applications
Course..... cl_amas_a05_it_enus

Microsoft Azure – Architecting Solutions: Design Web Sites
Course..... cl_amas_a06_it_enus

Microsoft Azure – Architecting Solutions: Designing a Management Strategy
Course..... cl_amas_a07_it_enus

Microsoft Azure – Architecting Solutions: Designing a Continuity Strategy
Course..... cl_amas_a08_it_enus

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP)	
Mentoring Assets.....	mntcissp
Mentoring Systems Security Certified Practitioner (SSCP)	
Mentoring Assets.....	mntsscp2ed
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 CV0-001 CompTIA Cloud+	
Mentoring Assets.....	mntcv0001
Mentoring N10-006 CompTIA Network+	
Mentoring Assets.....	mntn10006
Mentoring CAS-002 CompTIA Advanced Security Practitioner	
Mentoring Assets.....	mntcas002
Mentoring SK0-004 CompTIA Server+	
Mentoring Assets.....	mntsk0004
Mentoring 98-367 MTA Security Fundamentals	
Mentoring Assets.....	mnt98367
Mentoring MB0-001 CompTIA Mobility+	
Mentoring Assets.....	mntmb0001
Mentoring 98-369 Cloud Fundamentals	
Mentoring Assets.....	mnt98369
Mentoring 100-105 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Mentoring Assets.....	mnt100105

Mentoring 200-105 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Mentoring Assets.....	mnt200105
Mentoring 200-125 Interconnecting Cisco Networking Devices (CCNA)	
Mentoring Assets.....	mnt200125

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 Certified Information Security Manager (CISM)	
Testprep Exams	sp_cisn_a01_tp_enus
TestPrep E10-001 Information Storage and Management	
Testprep Exams	dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Testprep Exams	cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Testprep Exams	cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)	
Testprep Exams	cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)	
Testprep Exams	sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+	
Testprep Exams	cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams	cc_rout_a01_tp_enus
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams	cc_swch_a01_tp_enus
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENS)	
Testprep Exams	cc_sens_a01_tp_enus
TestPrep CV0-001 CompTIA Cloud+	
Testprep Exams	cl_cdps_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Testprep Exams	ws_mopc_a01_tp_enus
TestPrep N10-006 CompTIA Network+	
Testprep Exams	cs_ctne_a01_tp_enus

IT SKILLS COURSEWARE

TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012
 Testprep Exams ws_cdpc_a01_tp_enus

TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
 Testprep Exams cc_trst_a01_tp_enus

TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)
 Testprep Exams cc_siss_a01_tp_enus

TestPrep 300-207 Implementing Cisco Threat Control Solutions (SITCS)
 Testprep Exams cc_sitc_a01_tp_enus

TestPrep CAS-002 CompTIA Advanced Security Practitioner
 Testprep Exams sp_capr_a01_tp_enus

TestPrep 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)
 Testprep Exams cc_smos_a01_tp_enus

TestPrep 640-916 Introducing Cisco Data Center Technologies (DCICT)
 Testprep Exams cc_cicc_a01_tp_enus

TestPrep 640-911 Introducing Cisco Data Center Networking (DCICN)
 Testprep Exams cc_cicn_a01_tp_enus

TestPrep MB0-001 CompTIA Mobility+
 Testprep Exams cs_mobl_a01_tp_enus

TestPrep Certified Information Systems Security Professional (CISSP)
 Testprep Exams sp_cisp_a01_tp_enus

TestPrep 98-367 Microsoft Security Fundamentals
 Testprep Exams sp_mtas_a01_tp_enus

TestPrep Systems Security Certified Practitioner (SSCP)
 Testprep Exams sp_sscp_a01_tp_enus

TestPrep 98-369 Cloud Fundamentals
 Testprep Exams cl_mtcf_a01_tp_enus

TestPrep 70-694 Virtualizing Enterprise Desktops and Apps
 Testprep Exams cl_veda_a01_tp_enus

TestPrep 210-060 Implementing Cisco Collaboration Devices (CICD)
 Testprep Exams cc_cicd_a01_tp_enus

TestPrep 210-065 Implementing Cisco Video Network Devices (CICD)
 Testprep Exams cc_civn_a01_tp_enus

TestPrep 210-260 Implementing Cisco Network Security (IINS)
 Testprep Exams cc_seci_a01_tp_enus

TestPrep 200-355 Implementing Cisco Wireless Network Fundamentals (WIFUND)
 Testprep Exams cc_uwne_a01_tp_enus

TestPrep 300-075 Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2)
 Testprep Exams cc_cipt_a01_tp_enus

TestPrep 300-070 Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1)
 Testprep Exams cc_citv_a01_tp_enus

TestPrep 210-451 Understanding Cisco Cloud Fundamentals (CLDFND)
 Testprep Exams cc_uccf_a01_tp_enus

TestPrep 200-310 Designing for Cisco Internetwork Solutions (DESGN)
 Testprep Exams cc_desn_a01_tp_enus

TestPrep JN0-102 JNCIA-Junos
 Testprep Exams dt_jnca_a01_tp_enus

TestPrep 70-243 Administering and Deploying System Center 2012 Configuration Manager
 Testprep Exams cl_sccm_a01_tp_enus

TestPrep 640-875 Building Cisco Service Provider, Part 1 (SPNGN1)
 Testprep Exams cc_bcsp_a01_tp_enus

TestPrep Systems Security Certified Practitioner (SSCP)
 Testprep Exams sp_sycp_a01_tp_enus

TestPrep Certified Information Systems Auditor (CISA)
 Testprep Exams sp_cisa_a01_tp_enus

TestPrep N10-005 Network+
 Testprep Exams cs_ctmt_a01_tp_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 12C

■ Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
 Course..... od_nfad_a01_it_enus

Oracle Database 12c: Managing CDB and PDB, and Data Optimization
 Course..... od_nfad_a02_it_enus

Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
 Course..... od_nfad_a03_it_enus

Oracle Database 12c: Managing Security
 Course..... od_nfad_a04_it_enus

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

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

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

IT SKILLS COURSEWARE

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

■ Oracle Database 12c: Install and Upgrade

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

■ Oracle Database 12c: Administration

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

Oracle Database 12c - Backup and Recovery: Configuring for Recoverability
Course..... od_bkpr_a01_it_enus
Oracle Database 12c - Backup and Recovery: Performing and Managing Backups
Course..... od_bkpr_a02_it_enus
Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts
Course..... od_bkpr_a03_it_enus

Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup
Course..... od_bkpr_a04_it_enus
Oracle Database 12c - Backup and Recovery: Using Flashback Technologies
Course..... od_bkpr_a05_it_enus
Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR
Course..... od_bkpr_a06_it_enus
Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN
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■ Oracle Database 12c Revisions

Managing an Oracle Database 12c Instance
Course..... od_dbre_a01_it_enus
Connectivity and Space Management in Oracle Database 12c
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User Security and Auditing in Oracle Database 12c
Course..... od_dbre_a03_it_enus
Backing Up, Recovering, Importing, and Exporting Data in Oracle Database 12c
Course..... od_dbre_a04_it_enus
Database Maintenance and Performance Tuning in Oracle Database 12c
Course..... od_dbre_a05_it_enus
SQL Tuning, Resource Management, and Job Scheduling in Oracle Database 12c
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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
Course..... od_insq_a03_it_enus
Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data
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Oracle Database 12c - Introduction to SQL: Working with Joins and Subqueries
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Oracle Database 12c - Introduction to SQL: Data Manipulation Language
Course..... od_insq_a06_it_enus

IT SKILLS COURSEWARE

Oracle Database 12c - Introduction to SQL: Working with SET Operators and DDL
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■ Oracle Database 12c: Performance Tuning

Oracle 12c Performance Tuning: Introduction
Course.....od_pmte_a01_it_enus

Oracle 12c Performance Tuning: Automatic Workload Repository
Course.....od_pmte_a02_it_enus

Oracle 12c Performance Tuning: Metrics and Monitoring
Course.....od_pmte_a03_it_enus

Oracle 12c Performance Tuning: Application Monitoring and SQL Diagnostics
Course.....od_pmte_a04_it_enus

Oracle 12c Performance Tuning: Tuning Problem SQL Statements
Course.....od_pmte_a05_it_enus

Oracle 12c Performance Tuning: Measuring and Maintaining SQL Performance
Course.....od_pmte_a06_it_enus

Oracle 12c Performance Tuning: Performance Tuning Summary
Course.....od_pmte_a08_it_enus

Oracle 12c Performance Tuning: Tuning Instance Memory
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■ Oracle Database 12c: RAC Administration

Oracle Database 12c RAC Administration: Introduction to Oracle RAC
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Oracle Database 12c RAC Administration: Installing, Configuring, and Patching
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Oracle Database 12c RAC Administration: Day-to-Day Administration
Course.....od_raad_a03_it_enus

Oracle Database 12c RAC Administration: Backup and Recovery
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Oracle Database 12c RAC Administration: Global Resource Management
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Oracle Database 12c RAC Administration: Monitoring and Tuning
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Oracle Database 12c RAC Administration: Client Connections and QoS
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Oracle Database 12c RAC Administration: Services and Multitenant Architecture
Course.....od_raad_a08_it_enus

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ORACLE 11G

■ Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization
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Oracle Database 11g: Indexes, Access Paths, and Join Operations
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Oracle Database 11g: Execution Plans and Star Transformations
Course.....od_ortw_a03_dt_enus

Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing
Course.....od_ortw_a04_dt_enus

Oracle Database 11g: Application Tracing and Automatic SQL Tuning
Course.....od_ortw_a05_dt_enus

■ Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security
Course.....od_ods_b_a01_it_enus

Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup
Course.....od_ods_b_a02_it_enus

Oracle Database 11g: RMAN and Oracle Secure Backup
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Oracle Database 11g: Managing Backups and Infrastructure
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Oracle Database 11g: Tape Vaulting, Duplication, and Tuning
Course.....od_ods_b_a05_it_enus

■ Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC
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Oracle Database 11g: RAC Database and Oracle Clusterware Administration
Course.....od_orac_a02_it_enus

Oracle Database 11g: RAC Performance Tuning
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IT SKILLS COURSEWARE

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 Security
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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
Course..... od_odsc_a11_it_enus

Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security
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■ Oracle Database 11g: New Features for Administrators Release 2

Oracle Database 11g Release 2: Installation and Oracle Restart
Course..... od_onft_a01_it_enus

Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements
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Oracle Database 11g Release 2: Oracle Partitioning and Security Features
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Oracle Database 11g Release 2: Using Change Management Solutions
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Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements
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Oracle Database 11g Release 2: Diagnosability Enhancements
Course..... od_onft_a06_it_enus

Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements
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Oracle Database 11g Release 2: Application Performance Enhancements
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Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data
Course..... od_onft_a09_it_enus

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

■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture and Installation
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Oracle Database 11g Release 2: Database Creation and Instance Management
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Oracle Database 11g Release 2: The ASM Instance and Network Connectivity
Course..... od_odas_a03_it_enus

Oracle Database 11g Release 2: Storage Structures and User Security
Course..... od_odas_a04_it_enus

Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing
Course..... od_odas_a05_it_enus

Oracle Database 11g Release 2: Managing Database Maintenance and Performance
Course..... od_odas_a06_it_enus

Oracle Database 11g Release 2: Backup and Recovery
Course..... od_odas_a07_it_enus

Oracle Database 11g Release 2: Moving Data and Oracle Support
Course..... od_odas_a08_it_enus

■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture and Recovery Operations
Course..... od_odat_a01_it_enus

Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups
Course..... od_odat_a02_it_enus

Oracle Database 11g Release 2: Performing Restore and Recovery Tasks
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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

Oracle Database 11g Release 2: Managing Database Memory and Performance
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Oracle Database 11g Release 2: Managing Database Resources and the Scheduler
Course..... od_odat_a07_it_enus

Oracle Database 11g Release 2: Managing Database Space and Duplication
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■ Oracle SOA Suite 11g

Oracle SOA Suite 11g: Introduction to SOA
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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
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Oracle SOA Suite 11g: Mediator and BPEL Components
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Oracle SOA Suite 11g: Human Task and Business Rules Components
Course..... od_soas_a05_it_enus

Oracle SOA Suite 11g: SOA Security and Adoption Planning
Course..... od_soas_a06_it_enus

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MICROSOFT SQL SERVER 2016

■ Microsoft SQL Server 2016 First Look

Microsoft SQL Server 2016 First Look: Preview Course..... df_sqfl_a01_it_enus

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MICROSOFT SQL SERVER 2014

■ Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure
Course..... md_ddsa_a01_it_enus

Microsoft SQL Server 2014 - Designing Solutions: Private Clouds
Course..... md_ddsa_a02_it_enus

Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database
Course..... md_ddsa_a03_it_enus

Microsoft SQL Server 2014 - Designing Solutions: High Availability
Course..... md_ddsa_a04_it_enus

Microsoft SQL Server 2014 - Designing Solutions: Clustering and AlwaysOn
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Microsoft SQL Server 2014 - Designing Solutions: Backup and Recovery
Course..... md_ddsa_a06_it_enus

■ Microsoft SQL Server 2014: Designing Business Intelligence Solutions

Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design
Course..... md_dbis_a01_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load
Course..... md_dbis_a02_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: Data Models
Course..... md_dbis_a03_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services
Course..... md_dbis_a04_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration
Course..... md_dbis_a05_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance
Course..... md_dbis_a06_it_enus

IT SKILLS COURSEWARE

Microsoft SQL Server 2014 - Designing BI Solutions:
Availability and Recovery
Course.....md_dbis_a07_it_enus

■ Microsoft SQL Server 2014: Implementing Data Models and Reports

Microsoft SQL Server 2014: Design and Install Analysis Services and Tools
Course.....md_idmr_a01_it_enus
Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources
Course.....md_idmr_a02_it_enus
Microsoft SQL Server: Implement and Configure Cubes
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Microsoft SQL Server 2014: Design and Implement Dimensions
Course.....md_idmr_a04_it_enus
Microsoft SQL Server: Implement Partitions and Custom Logic
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Microsoft SQL Server 2014: MDX Queries, Process Models, and Deploy Databases
Course.....md_idmr_a06_it_enus
Microsoft SQL Server 2014: Manage, Maintain, and Troubleshoot SSAS
Course.....md_idmr_a07_it_enus
Microsoft SQL Server 2014: Create and Manage Tabular Data Models
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Microsoft SQL Server 2014: Design Reports and Create Data Sources and Datasets
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Microsoft SQL Server 2014: Report Formatting and Interactivity
Course.....md_idmr_a10_it_enus
Microsoft SQL Server 2014: Manage Reporting Services
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Microsoft SQL Server 2014: Process Report and Create Subscriptions and Schedules
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MICROSOFT SQL SERVER 2012

■ Microsoft SQL Server 2012: Querying

Microsoft SQL Server 2012: Creating Database Objects
Course.....md_mssq_a01_it_enus

Microsoft SQL Server 2012: Querying Basics and Modifying Data
Course.....md_mssq_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions
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Microsoft SQL Server 2012: Creating Functions and Triggers
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Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries
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Microsoft SQL Server 2012: Managing XML Data
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■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade
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Microsoft SQL Server 2012: Instance Configuration and Database Creation
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Microsoft SQL Server 2012: Managing Databases and Automating Tasks
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Microsoft SQL Server 2012: Security Management
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Microsoft SQL Server 2012: Managing Database Data
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Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions
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Microsoft SQL Server 2012: Backing Up and Restoring Databases
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Microsoft SQL Server 2012: Database Monitoring and Performance Tuning
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Microsoft SQL Server 2012: Configuring High Availability
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■ Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 - Developing Databases: Implementing Tables and Views
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Microsoft SQL Server 2012 - Developing Databases: Implementing Indexes
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Microsoft SQL Server 2012 - Developing Databases: Stored Procedures
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Microsoft SQL Server 2012 – Developing Databases:
CLR Integration
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Microsoft SQL Server 2012 – Developing Databases:
Working with Data
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Microsoft SQL Server 2012 – Developing Databases:
Working with XML Data
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Microsoft SQL Server 2012 – Developing Databases:
Tuning and Optimizing Queries
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Microsoft SQL Server 2012 – Developing Databases:
Managing and Troubleshooting
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Microsoft SQL Server 2014 - Developing Databases:
New Features
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■ Microsoft SQL Server 2012: Implementing a Data Warehouse

Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Design and
Deployment
Course.....md_dwsq_a01_it_enus

Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Create Basic
Packages
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: ETL Solutions
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Enhancing Packages
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Custom Components
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Installing SSIS
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: Troubleshooting
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Microsoft SQL Server 2012 – Implementing a Data
Warehouse: DQS and MDS
Solutions
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ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2008

■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services
Course..... md_mqbm_a01_it_enus

Configuring SQL Server 2008 Integration Services
Packages
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Deploying SQL Server 2008 Integration Services
Packages
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Implementing SQL Server 2008 Reporting Services
Solutions
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Deploying and Delivering SQL Server 2008 Reporting
Services Reports
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Maintaining SQL Server 2008 Reporting Services
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Implementing SQL Server 2008 Analysis Services
Solutions
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Querying Cubes and Working with Data Mining in SSAS
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Managing SQL Server 2008 Analysis Services Solutions
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Managing SSIS Packages in SQL Server 2008
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■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation
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SQL Server 2008 R2: Instance and Database
Configuration
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SQL Server 2008 R2: Security Management
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SQL Server 2008 R2: Database Management
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SQL Server 2008 R2: Data Management
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SQL Server 2008 R2: Database Monitoring and
Performance
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SQL Server 2008 R2: Backups, Restores, and Database
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SQL Server 2008 R2: High Availability
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■ Microsoft SQL Server 2008 R2: Database Development

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

ENTERPRISE DATABASE SYSTEMS

SQL

■ Introduction to SQL

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Introduction to SQL: Managing Table Design	Course.....df_sqli_a02_it_enus
Introduction to SQL: Multiple Tables and Advanced Queries	Course.....df_sqli_a03_it_enus
Introduction to SQL: Views, Transactions, and SQL Security Architecture	Course.....df_sqli_a04_it_enus

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MYSQL

■ MySQL Essentials

MySQL: Database Concepts, Design, and Installation	Course.....df_mysq_a01_it_enus
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MySQL: Using the Data Manipulation and Definition Statements	Course.....df_mysq_a03_it_enus
MySQL: Querying Data Using the SELECT Statement	Course.....df_mysq_a02_it_enus
MySQL: Storage Engines, Advanced Indexing, and Maintenance	Course.....df_mysq_a06_it_enus
MySQL: General Syntax, Advanced Queries, and Stored Programs	Course.....df_mysq_a04_it_enus
MySQL: Advanced Routines, Optimization, and DCL	Course.....df_mysq_a05_it_enus
MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery	Course.....df_mysq_a07_it_enus
MySQL: Performance Monitoring, Database Health and Integrity, and Security	Course.....df_mysq_a08_it_enus

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BIG DATA

■ Big Data Fundamentals

The Big Data Technology Wave	Course.....df_bgdt_a01_it_enus
Big Data Opportunities and Challenges	Course.....df_bgdt_a02_it_enus

■ Apache Spark Fundamentals

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

MapReduce Essentials	Course.....df_ahmr_a02_it_enus
Apache Hadoop	Course.....df_ahmr_a01_it_enus

■ Hadoop Ecosystem

Ecosystem for Hadoop	Course.....df_ahec_a01_it_enus
Installation of Hadoop	Course.....df_ahec_a02_it_enus
Data Repository with HDFS and HBase	Course.....df_ahec_a03_it_enus

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Data Repository with Flume	
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Data Repository with Sqoop	
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Data Refinery with YARN and MapReduce	
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Data Factory with Hive	
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Data Factory with Pig	
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Data Factory with Oozie and Hue	
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Data Flow for the Hadoop Ecosystem	
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■ Hadoop Operations

Designing Hadoop Clusters	
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Hadoop in the Cloud	
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Deploying Hadoop Clusters	
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Hadoop Cluster Availability	
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Securing Hadoop Clusters	
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Operating Hadoop Clusters	
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Stabilizing Hadoop Clusters	
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Capacity Management for Hadoop Clusters	
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Cloudera Manager and Hadoop Clusters	
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Performance Tuning of Hadoop Clusters	
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■ Big Data – The Corporate Leadership Perspective

Big Data Corporate Leadership Perspective	
Course.....	df_bgcp_a01_it_enus

■ Big Data – The Engineering Perspective

Big Data Engineering Perspectives	
Course.....	df_bgep_a01_it_enus

■ Big Data – The Legal Perspective

Big Data - The Legal Perspective	
Course.....	df_bglp_a01_it_enus

■ Big Data - The Marketing Perspective

Big Data Marketing Perspective	
Course.....	df_bgmp_a01_it_enus

■ Big Data – The Strategic Planning Perspective

Big Data Strategic Planning	
Course.....	df_bgpp_a01_it_enus

■ Big Data – The Sales Perspective

Big Data Sales Perspective	
Course.....	df_bgsp_a01_it_enus

■ Apache Spark Advanced Topics

Spark Core	
Course.....	df_apsa_a01_it_enus
Spark Streaming	
Course.....	df_apsa_a02_it_enus
MLlib, GraphX, and R	
Course.....	df_apsa_a03_it_enus

■ Apache Kafka

Apache Kafka Operations	
Course.....	df_apka_a01_it_enus
Apache Kafka Development	
Course.....	df_apka_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

BUSINESS INTELLIGENCE

■ Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Microsoft SQL Server Data Warehousing and Business Intelligence Overview	
Course.....	md_dwbi_a01_it_enus

■ Business Intelligence with QlikView

Business Intelligence with QlikView	
Course.....	df_biwq_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

DATA SCIENCE

■ Data Science Fundamentals in R

Fundamental Methods for Data Science in R
Course..... df_dsfd_a01_it_enus
Machine Learning Examples for Data Science in R
Course..... df_dsfd_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

NO SQL

■ MongoDB

MongoDB: Indexing, Replication, and Security
Course..... df_mgdb_a02_it_enus
MongoDB: Concepts, Installation, and Querying
Course..... df_mgdb_a01_it_enus

■ NoSQL

In Depth with NoSQL
Course..... df_nsql_a04_it_enus
Programming with NoSQL
Course..... df_nsql_a03_it_enus
NoSQL Concepts and Background
Course..... df_nsql_a01_it_enus
NoSQL Models and Applications
Course..... df_nsql_a02_it_enus

■ RavenDB Fundamentals

RavenDB Overview
Course..... df_rvdb_a01_it_enus
RavenDB Integration
Course..... df_rvdb_a02_it_enus

■ Apache Cassandra

An Overview of Apache Cassandra
Course..... df_cass_a01_it_enus

■ Apache HBase Fundamentals

Apache HBase Fundamentals: Installation, Architecture, and Data Modeling
Course..... df_hbas_a01_it_enus
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 Charts, Maps, and Dashboards
Course..... df_tabf_a02_it_enus
Tableau Visualization
Course..... df_tabf_a01_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
SQL Server Database Fundamentals: Creating, Optimizing, and Securing Databases
Course..... df_dbfu_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

OPERATIONAL INTELLIGENCE

■ Operational Intelligence Fundamentals with Splunk

Using Your Data with Splunk
Course..... df_oifs_a02_it_enus
Splunk Administration
Course..... df_oifs_a03_it_enus
Splunk Visualizations and Dashboards
Course..... df_oifs_a04_it_enus
Indexers, Clusters, and Advanced Search
Course..... df_oifs_a05_it_enus
Splunk Fundamentals
Course..... df_oifs_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

■ Mentoring Assets

Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
Mentoring Assets.....mnt70462
Mentoring 98-364 Database Fundamentals
Mentoring Assets.....mnt98364

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 2012/2014 Databases
Testprep Exams md_msdb_a01_tp_enus
TestPrep 70-461 Querying Microsoft SQL Server 2012/2014
Testprep Exams md_mssq_a01_tp_enus
TestPrep 70-463 Implementing a Data Warehouse with SQL Server 2012/2014
Testprep Exams md_dwsq_a01_tp_enus
TestPrep 70-464 Developing Microsoft SQL Server Databases
Testprep Exams md_dsqd_a01_tp_enus
TestPrep 1Z0-060 Upgrade to Oracle Database 12c
Testprep Exams od_nfad_a01_tp_enus
TestPrep 70-413 Designing and Implementing a Server Infrastructure
Testprep Exams ws_imin_a01_tp_enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administration
Testprep Exams od_inup_a01_tp_enus
TestPrep 1Z0-047 Oracle Database SQL Expert
Testprep Exams od_odse_a01_tp_enus

TestPrep 1Z0-061 Oracle Database 12c: SQL Fundamentals
Testprep Exams od_insq_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

IT SKILLS COURSEWARE

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 Fundamentals

TOGAF Fundamentals - Enterprise Architecture Basics
Course.....er_tgaf_a01_it_enus

TOGAF Fundamentals - Content Framework and
Capability Basics
Course.....er_tgaf_a02_it_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

SALESFORCE

■ Creating Employee Apps with Force.com

Creating Apps
Course.....er_ceaf_a01_it_enus

Reporting and User Management
Course.....er_ceaf_a02_it_enus

■ Developing Applications in Force.com

Intermediate Programming in Force.com
Course.....er_bfuv_a02_it_enus

Basic Programming in Force.com
Course.....er_bfuv_a01_it_enus

WEB DESIGN SOLUTION AREA

ADOBE

■ 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 Reader X

Adobe Reader X
Course.....at_adre_a01_dt_enus

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
Course.....at_cfus_a01_it_enus

■ Using Adobe Typekit

Getting Started with Typekit
Course.....at_usty_a01_it_enus

Using Typekit Fonts on Web Sites
Course.....at_usty_a02_it_enus

IT SKILLS COURSEWARE

■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface
Course.....at_adea_a01_it_enus

■ Adobe Captivate 8 Fundamentals

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

■ Adobe Dreamweaver CC 2015

Adobe Dreamweaver CC 2015 Fundamentals
Course.....at_adcc_a01_dt_enus
Basic Coding with Adobe Dreamweaver CC 2015
Course.....at_adcc_a02_dt_enus
The Adobe Dreamweaver CC 2015 Interface
Course.....at_adcc_a03_dt_enus
Adobe Dreamweaver CC 2015 Browsers and HTML
Course.....at_adcc_a04_dt_enus
Adobe Dreamweaver CC 2015 Web Design
Course.....at_adcc_a05_dt_enus

■ Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Fundamentals
Course.....at_afpc_a01_dt_enus
Drawing with Adobe Flash Professional CC 2015
Course.....at_afpc_a02_dt_enus
Adobe Flash Professional CC 2015 Tools
Course.....at_afpc_a03_dt_enus
Adobe Flash Professional CC 2015 Animations
Course.....at_afpc_a04_dt_enus
Adobe Flash Professional CC 2015 Programming
Course.....at_afpc_a05_dt_enus

■ Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Introduction and New
Features
Course.....at_aicc_a01_dt_enus
Adobe Illustrator CC 2015 Fundamentals
Course.....at_aicc_a02_dt_enus
Drawing in Adobe Illustrator CC 2015
Course.....at_aicc_a03_dt_enus
Working with Text in Adobe Illustrator CC 2015
Course.....at_aicc_a04_dt_enus
Adobe Illustrator CC 2015 Tools
Course.....at_aicc_a05_dt_enus
Adobe Illustrator CC 2015 Working with the Pen Tools
and Objects
Course.....at_aicc_a06_dt_enus

Adobe Illustrator CC 2015 Gradients and Bitmap Images
Course.....at_aicc_a07_dt_enus
Adobe Illustrator CC 2015 Advanced Tools and Effects
Course.....at_aicc_a08_dt_enus

■ Adobe InDesign CC 2015

Adobe InDesign CC 2015 Fundamentals
Course.....at_aind_a01_dt_enus
Adobe InDesign CC 2015 Basic Navigation and Tools
Course.....at_aind_a02_dt_enus
Working with Images and Exporting Files in Adobe
InDesign CC 2015
Course.....at_aind_a03_dt_enus
Working with Objects and Editing Tools in Adobe
InDesign CC 2015
Course.....at_aind_a04_dt_enus
Working with Text in Adobe InDesign CC 2015
Course.....at_aind_a05_dt_enus
Working with Pages in Adobe InDesign CC 2015
Course.....at_aind_a06_dt_enus

■ Adobe Premiere Elements 13

Adobe Premiere Elements 13 Essentials
Course.....at_prth_a01_dt_enus

■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals
Course.....at_prpc_a01_dt_enus
Adobe Premiere Pro CC 2015 Panels and Effects
Course.....at_prpc_a02_dt_enus
Adobe Premiere Pro CC 2015 Movies and Application
Extensibility
Course.....at_prpc_a03_dt_enus

WEB DESIGN SOLUTION AREA

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

IT SKILLS COURSEWARE

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 – 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
jQuery Mobile – App Basics, UI Controls and Navigation	Course.....	sl_jqry_a01_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
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■ JavaScript - Knockout

Advanced Knockout Techniques	Course.....	sl_jsko_a04_it_enus
Configuring Forms with Knockout	Course.....	sl_jsko_a02_it_enus
Knockout Fundamentals	Course.....	sl_jsko_a01_it_enus
Working with Knockout	Course.....	sl_jsko_a03_it_enus

■ CSS3, Sass and Less

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

■ JavaScript Essentials

JavaScript Essentials: Getting Started	Course.....	sl_jsce_a01_it_enus
JavaScript Essentials: Working with Page Elements	Course.....	sl_jsce_a07_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: Dynamic JavaScript Code	Course.....	sl_jsce_a09_it_enus
JavaScript Essentials: Dynamic Content and HTML5	Course.....	sl_jsce_a08_it_enus
JavaScript Essentials: Basic Browser Interaction	Course.....	sl_jsce_a04_it_enus
JavaScript Essentials: Input and the Mouse	Course.....	sl_jsce_a10_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

■ Angular JS

Working with Directives in AngularJS	Course.....	sl_anjs_a02_it_enus
Getting Started with AngularJS	Course.....	sl_anjs_a01_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

IT SKILLS COURSEWARE

■ Introduction to Bootstrap

Bootstrap Elements
Course..... sl_btsp_a02_it_enus

Bootstrap Introduction
Course..... sl_btsp_a01_it_enus

■ 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

■ JavaScript Sencha

JavaScript Sencha: Ext JS
Course..... sl_snch_a01_it_enus

JavaScript Sencha: Sencha Touch
Course..... sl_snch_a02_it_enus

■ TypeScript Essentials

TypeScript Essentials: Advanced TypeScript
Course..... sl_tpse_a02_it_enus

TypeScript Essentials: Getting Started
Course..... sl_tpse_a01_it_enus

■ Underscore.js

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

Underscore.js: Collection Functions and Function
Functions
Course..... sl_unjs_a01_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

■ 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

AngularUI Utilities and Modules
Course..... sl_anjt_a05_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

Working with Data in AngularJS
Course..... sl_anjt_a01_it_enus

■ AngularJS and ASP.NET 5 MVC 6

AngularJS and ASP.NET 5 MVC 6: Data Persistence,
Validation, and Security
Course..... wd_amwa_a02_it_enus

AngularJS and ASP.NET 5 MVC 6: Creating an SPA
Course..... wd_amwa_a01_it_enus

■ AngularJS Fundamentals

Controllers and Directives
Course..... wd_ango_a03_it_enus

Services and Routing
Course..... wd_ango_a04_it_enus

Testing AngularJS
Course..... wd_ango_a05_it_enus

Animation and Internationalization
Course..... wd_ango_a06_it_enus

Beginning AngularJS
Course..... wd_ango_a01_it_enus

Introduction to Directives
Course..... wd_ango_a02_it_enus

IT SKILLS COURSEWARE

■ Building Apps with MEAN Stack

Developing and Deploying Web Applications with MEAN.js
Course..... wd_mean_a01_it_enus
Securing, Testing, and Deploying MEAN Applications
Course..... wd_mean_a02_it_enus

■ Automating Web Development Tasks with Gulp.js

Introducing Gulp.js to Web Development
Course..... wd_gulp_a01_it_enus
Web Building and Testing with Gulp.js
Course..... wd_gulp_a02_it_enus

WEB DESIGN SOLUTION AREA

WEB DEVELOPMENT

■ HTML5

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

■ JSON Fundamentals

JSON Essentials
Course..... wd_jsof_a01_it_enus

■ XML Essentials

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

WEB DESIGN SOLUTION AREA

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

■ REST API

REST API: Exploring the Basic Features
Course..... wd_rest_a01_it_enus
REST API: Exploring the Advanced Features
Course..... wd_rest_a02_it_enus

WEB DESIGN SOLUTION AREA

WEB DESIGN

■ 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

■ Web Design Essentials

Web Design Basics
Course..... wd_wdes_a01_it_enus
Web Design Enhancements
Course..... wd_wdes_a02_it_enus

■ Using Justinmind

Introduction to Justinmind
Course..... wd_usju_a01_it_enus

The Justinmind Desktop Application Interface
Course..... wd_usju_a02_it_enus

Creating and Simulating a Working Prototype
Course..... wd_usju_a03_it_enus

WEB DESIGN SOLUTION AREA

WEB APPLICATION FRAMEWORKS

■ Creating Web Applications with Sinatra

Sinatra Fundamentals
Course..... wd_cwas_a01_it_enus

Working with Sinatra
Course..... wd_cwas_a02_it_enus

■ Building Dynamic Web Sites with LAMP Stack

Creating a LAMP Stack
Course..... wd_lamp_a01_it_enus

Building Dynamic Web Sites with MySQL and PHP
Course..... wd_lamp_a02_it_enus

WEB DESIGN SOLUTION AREA

CONTENT MANAGEMENT SYSTEMS

■ Drupal 8

Drupal 8 First Look
Course..... wd_drup_a01_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

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

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

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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 Incident Management
Course..... ib_iosb_a03_it_enus

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: Technology and Implementation Considerations
Course..... ib_iosb_a14_it_enus

ITIL® 2011 Edition OSA: Incident Management Interactions
Course..... ib_iosb_a04_it_enus

ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
Course..... ib_iosb_a05_it_enus

IT SKILLS COURSEWARE

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges	
Course.....	ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management	
Course.....	ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges	
Course.....	ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management	
Course.....	ib_iosb_a09_it_enus
ITIL® 2011 Edition OSA: Introduction to the Service Desk	
Course.....	ib_iosb_a10_it_enus
ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing	
Course.....	ib_iosb_a11_it_enus
ITIL® 2011 Edition OSA: Introduction to Functions	
Course.....	ib_iosb_a12_it_enus
ITIL® 2011 Edition OSA: Function Activities	
Course.....	ib_iosb_a13_it_enus

■ ITIL® 2011 Edition Overview

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

■ Technical Management Essentials

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

■ Customer Service Representative, Professionalism

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

■ Customer Service Representative, Skills

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

■ Customer Service Representative, Process

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

■ Writing Skills for Technical Professionals

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

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment	
Course.....	stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan	
Course.....	stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy	
Course.....	stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials	
Final Exams	stgy_06_a01_fe_enus

■ 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

IT SKILLS COURSEWARE

BUSINESS SKILLS FOR THE IT PROFESSIONAL

TEST PREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Exams ib_itlv_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

MENTORING

■ Mentoring

Mentoring ITIL Foundation
Mentoring Assets mntitv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ 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

■ PRINCE2®: 2009 Foundation

PRINCE2® is a Registered Trade Mark of AXELOS Limited
Overview of Project Management (PRINCE2®: 2009-aligned)
Course ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)
Course ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2®: 2009-aligned)
Course ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)
Course ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
Course ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
Course ib_prin_a06_it_enus

■ IT Project Management Essentials

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

■ Managing Software Project Outsourcing

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

■ 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

IT SKILLS COURSEWARE

■ 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

■ 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

Capturing, Analyzing, and Managing Lessons Learned
Course.....proj_20_a04_bs_enus

Strategic Alignment and Benefits Realization
Course.....proj_20_a05_bs_enus

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Quality Management for Continuous Improvement
Course.....proj_24_a03_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 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

IT SKILLS COURSEWARE

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

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

Core PMI® Values and Ethical Standards
Course.....proj_15_a02_bs_enus

■ **PRINCE2®: Practitioner**

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

■ **Agile Project Management Fundamentals (PMI_ACP)® aligned**

Core PMI® Values and Ethical Standards
Course.....proj_15_a02_bs_enus
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

■ **Project Management for Everyone**

Managing Projects with No Direct Authority
Business Impact Series_pc_bi_pmbi001
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
Anticipating and Solving Problems as a Project Champion
Business Impact Series_pc_bi_pmbi007

Managing Vendor Relationships
Business Impact Series_pc_bi_pmbi006
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
Plan a Bulletproof Project
Course.....proj_30_a02_bs_enus
Get Your Project off the Ground
Course.....proj_30_a01_bs_enus
Lead Your Project Like a Pro
Course.....proj_30_a03_bs_enus
Complete Your Project On-time and On-budget
Course.....proj_30_a04_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

■ **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 Examsib_prin_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Examspm_capm_a02_tp_enus
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
Testprep Examspm_proj_a05_tp_enus
TestPrep PRINCE2®: Practitioner
Testprep Examsprin_prac_a01_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

Managing Communications in a Virtual Team
Business Impact Series_pc_bi_mgb001

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

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

Choosing the Right Team Culture
Challenge Series_pc_ch_pfch006

Building and Leading Teams
Challenge Series_pc_ch_lach023

Meeting Team Performance Challenges
Challenge Series_pc_ch_pach010

■ Optimizing Your Performance On a Team

Power and Politics in Matrixed Teams
Challenge Series_pc_ch_mgch002

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

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ BABOK® v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring
Course.....ib_cbap_a02_it_enus

Business Analysis Elicitation and Collaboration
Course.....ib_cbap_a03_it_enus

Introduction to Business Analysis
Course.....ib_cbap_a01_it_enus

Business Analysis and Requirements Life Cycle
Management
Course.....ib_cbap_a04_it_enus

Business Analysis and Strategy Analysis
Course.....ib_cbap_a05_it_enus

Business Analysis and RADD: Requirements Definition
Course.....ib_cbap_a06_it_enus

Business Analysis and RADD: Design Definition
Course.....ib_cbap_a07_it_enus

Business Analysis and Solution Evaluation
Course.....ib_cbap_a08_it_enus

■ BABOK® v3: Business Analysis Techniques

Analytical Techniques Used for Business Analysis
Course.....ib_cbcap_a01_it_enus

Activities and Tools Used for Business Analysis
Course.....ib_cbcap_a02_it_enus

Documentation and Criteria Used for Business Analysis
Course.....ib_cbcap_a03_it_enus

■ BABOK® v3: Business Analysis Competencies

Business Analysis Competencies: Personal Skills
Course.....ib_cbbp_a01_it_enus

Business Analysis Competencies: Professional
Effectiveness
Course.....ib_cbbp_a02_it_enus

Business Analysis Perspectives
Course.....ib_cbbp_a03_it_enus

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

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

IT SKILLS COURSEWARE

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

DESKTOP SKILLS COURSEWARE

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 XI

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

■ Adobe Captivate 7

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

■ Adobe Dreamweaver CC

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

■ Adobe Flash Professional CC

Adobe Flash Professional CC - Working with
ActionScript
Course.....at_fscc_a02_dt_enus
Adobe Flash Professional CC - Additional Tools and
Features
Course.....at_fscc_a03_dt_enus
Adobe Flash Professional CC - Introduction and Basic
Tools
Course.....at_fscc_a01_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: Media and Interactivity
Course.....at_adca_a02_dt_enus
Adobe Captivate 8: Getting Started
Course.....at_adca_a01_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

■ Adobe Dreamweaver CC 2015

Adobe Dreamweaver CC 2015 Fundamentals
Course.....at_adcc_a01_dt_enus
Basic Coding with Adobe Dreamweaver CC 2015
Course.....at_adcc_a02_dt_enus
The Adobe Dreamweaver CC 2015 Interface
Course.....at_adcc_a03_dt_enus
Adobe Dreamweaver CC 2015 Browsers and HTML
Course.....at_adcc_a04_dt_enus
Adobe Dreamweaver CC 2015 Web Design
Course.....at_adcc_a05_dt_enus

■ Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Fundamentals
Course.....at_afpc_a01_dt_enus
Drawing with Adobe Flash Professional CC 2015
Course.....at_afpc_a02_dt_enus
Adobe Flash Professional CC 2015 Tools
Course.....at_afpc_a03_dt_enus
Adobe Flash Professional CC 2015 Animations
Course.....at_afpc_a04_dt_enus
Adobe Flash Professional CC 2015 Programming
Course.....at_afpc_a05_dt_enus

DESKTOP SKILLS COURSEWARE

■ Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Introduction and New Features
Course..... at_aicc_a01_dt_enus

Adobe Illustrator CC 2015 Fundamentals
Course..... at_aicc_a02_dt_enus

Drawing in Adobe Illustrator CC 2015
Course..... at_aicc_a03_dt_enus

Working with Text in Adobe Illustrator CC 2015
Course..... at_aicc_a04_dt_enus

Adobe Illustrator CC 2015 Tools
Course..... at_aicc_a05_dt_enus

Adobe Illustrator CC 2015 Working with the Pen Tools and Objects
Course..... at_aicc_a06_dt_enus

Adobe Illustrator CC 2015 Gradients and Bitmap Images
Course..... at_aicc_a07_dt_enus

Adobe Illustrator CC 2015 Advanced Tools and Effects
Course..... at_aicc_a08_dt_enus

■ Adobe InDesign CC 2015

Adobe InDesign CC 2015 Fundamentals
Course..... at_aind_a01_dt_enus

Adobe InDesign CC 2015 Basic Navigation and Tools
Course..... at_aind_a02_dt_enus

Working with Images and Exporting Files in Adobe InDesign CC 2015
Course..... at_aind_a03_dt_enus

Working with Objects and Editing Tools in Adobe InDesign CC 2015
Course..... at_aind_a04_dt_enus

Working with Text in Adobe InDesign CC 2015
Course..... at_aind_a05_dt_enus

Working with Pages in Adobe InDesign CC 2015
Course..... at_aind_a06_dt_enus

■ Adobe Photoshop CC 2015

Adobe Photoshop CC 2015: File Types and Color Editing
Course..... at_aphc_a02_dt_enus

Adobe Photoshop CC 2015 Basics
Course..... at_aphc_a01_dt_enus

Adobe Photoshop CC 2015 Enhancement Tools and Techniques
Course..... at_aphc_a05_dt_enus

Adobe Photoshop CC 2015 Cloning and Editing
Course..... at_aphc_a06_dt_enus

Adobe Photoshop CC 2015 Paths and Techniques
Course..... at_aphc_a07_dt_enus

Adobe Photoshop CC 2015: Selection Tools and Techniques
Course..... at_aphc_a03_dt_enus

Adobe Photoshop CC 2015: Layers and Type
Course..... at_aphc_a04_dt_enus

■ Adobe Premiere Elements 13

Adobe Premiere Elements 13 Essentials
Course..... at_prth_a01_dt_enus

■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals
Course..... at_prpc_a01_dt_enus

Adobe Premiere Pro CC 2015 Panels and Effects
Course..... at_prpc_a02_dt_enus

Adobe Premiere Pro CC 2015 Movies and Application Extensibility
Course..... at_prpc_a03_dt_enus

■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface
Course..... at_adea_a01_it_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

Working with Mac OS X Yosemite
Course..... ds_maco_a02_dt_enus

Introducing Mac OS X Yosemite
Course..... ds_maco_a01_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

DESKTOP SKILLS COURSEWARE

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

■ Mac OS X El Capitan: First Look for End Users

Mac OS X El Capitan First Look
Course.....ds_mosx_a01_dt_enus

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

■ Apple Safari for End Users

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

DESKTOP COMPUTER SKILLS

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

■ Microsoft Office 2016: Beginning PowerPoint

Introduction to the PowerPoint 2016 Interface and Basic Tasks
Course.....mo_bepw_a01_dt_enus
Modifying and Formatting Slides in PowerPoint 2016
Course.....mo_bepw_a02_dt_enus
Formatting Text Boxes and Working with Graphic Content in PowerPoint 2016
Course.....mo_bepw_a03_dt_enus
Working with Graphic, Audio, and Video Content in PowerPoint 2016
Course.....mo_bepw_a04_dt_enus
Constructing and Modifying Tables and Charts in PowerPoint 2016
Course.....mo_bepw_a05_dt_enus

■ Microsoft Office 2016: Beginning Word

Working with the Interface and Performing Basic Tasks in Word 2016
Course.....mo_bewo_a01_dt_enus
Formatting Text in Word 2016
Course.....mo_bewo_a02_dt_enus
Customizing Options and Using Document Views in Word 2016
Course.....mo_bewo_a03_dt_enus
Creating and Formatting Tables in Word 2016
Course.....mo_bewo_a04_dt_enus
Headers, Footers, Page Numbering, and Layout in Word 2016
Course.....mo_bewo_a05_dt_enus
Using the Navigation Pane and Creating Lists in Word 2016
Course.....mo_bewo_a06_dt_enus

■ Microsoft Office 2016: Intermediate PowerPoint

Using Slide Show Presentation Tools in PowerPoint 2016
Course.....mo_inpw_a03_dt_enus
Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
Course.....mo_inpw_a01_dt_enus

DESKTOP SKILLS COURSEWARE

Using Hyperlinks, Actions, and Comments in PowerPoint 2016
Course..... mo_inpw_a02_dt_enus

Exporting Presentations and Compressing Media in PowerPoint 2016
Course..... mo_inpw_a06_dt_enus

Customizing Proofing and Default Options in PowerPoint 2016
Course..... mo_inpw_a04_dt_enus

Sharing and Protecting Presentations in PowerPoint 2016
Course..... mo_inpw_a05_dt_enus

■ Microsoft Office 2016: Intermediate Word

Designing and Formatting Illustrations in Word 2016
Course..... mo_inwo_a02_dt_enus

Using Illustrations, Styles, and Themes in Word 2016
Course..... mo_inwo_a01_dt_enus

Advanced Table Customization in Word 2016
Course..... mo_inwo_a03_dt_enus

Maintaining, Protecting, and Reviewing Documents in Word 2016
Course..... mo_inwo_a04_dt_enus

References, Proofing, Mail Merges, and Forms in Word 2016
Course..... mo_inwo_a05_dt_enus

Sharing and Collaborating on Documents in Word 2016
Course..... mo_inwo_a06_dt_enus

■ Microsoft Office 2016: Beginning Excel

Creating, Editing, and Saving Excel 2016 Workbooks
Course..... mo_beel_a01_dt_enus

Formatting Excel 2016 Data
Course..... mo_beel_a02_dt_enus

Data Presentation Strategies Using Excel 2016
Course..... mo_beel_a03_dt_enus

Formulas and Functions in Excel 2016
Course..... mo_beel_a04_dt_enus

Excel 2016 Charts, Tables, and Images
Course..... mo_beel_a05_dt_enus

■ Microsoft Office 2016: Intermediate Excel

Customizing Views, Styles, and Templates in Excel 2016
Course..... mo_inel_a01_dt_enus

Working with Excel 2016 Data
Course..... mo_inel_a03_dt_enus

Creating Custom Visual Effects in Excel 2016
Course..... mo_inel_a02_dt_enus

Macros and Advanced Queries in Excel 2016
Course..... mo_inel_a04_dt_enus

Excel 2016 PivotTables and Advanced Charts
Course..... mo_inel_a05_dt_enus

Share, Review, and Collaborate in Excel 2016
Course..... mo_inel_a06_dt_enus

■ Microsoft Office 2016: Beginning Outlook

Getting to Know Outlook 2016
Course..... mo_beou_a01_dt_enus

Managing Conversations and E-mail in Outlook 2016
Course..... mo_beou_a02_dt_enus

Managing Attachments, and Inserting Items and Signatures in Outlook 2016
Course..... mo_beou_a03_dt_enus

Organizing Contacts in Outlook 2016
Course..... mo_beou_a04_dt_enus

Using the Calendar to Schedule Appointments, Events, and Tasks in Outlook 2016
Course..... mo_beou_a05_dt_enus

Configuring and Managing Meetings and Notes in Outlook 2016
Course..... mo_beou_a06_dt_enus

■ Microsoft Office 2016: Intermediate Outlook

Managing Contacts, Tasks, and the Calendar in Outlook 2016
Course..... mo_inou_a05_dt_enus

Formatting E-mail in Outlook 2016
Course..... mo_inou_a01_dt_enus

Configuring Message Options in Outlook 2016
Course..... mo_inou_a02_dt_enus

Customizing and Managing Outlook 2016
Course..... mo_inou_a03_dt_enus

Managing Automation, Storage, and Tidying Up in Outlook 2016
Course..... mo_inou_a04_dt_enus

Viewing and Configuring Outlook 2016 Backstage Options
Course..... mo_inou_a06_dt_enus

■ Microsoft Office 2016: Beginning Access

Introduction to the Access 2016 Interface, Database Management, and Tables
Course..... mo_beac_a01_dt_enus

Creating Relationships, Queries, Forms and Reports in Access 2016
Course..... mo_beac_a02_dt_enus

■ Microsoft Office 2016: Beginning OneNote

Getting to Know Microsoft OneNote 2016
Course..... mo_beon_a01_dt_enus

DESKTOP SKILLS COURSEWARE

Working with Microsoft OneNote 2016
Course.....mo_beon_a02_dt_enus

■ Microsoft Office 2016: Beginning Project

Getting Started with Project 2016
Course..... mo_bepr_a01_dt_enus
Working with Tasks, Relationships, Constraints, and
Milestones in Project 2016
Course..... mo_bepr_a02_dt_enus
Managing Resources and Views in Project 2016
Course..... mo_bepr_a03_dt_enus
Tracking, Managing, and Sharing Projects in Project
2016
Course..... mo_bepr_a04_dt_enus

■ Microsoft Office 2016: Beginning Visio

Creating and Managing Diagrams In Visio 2016
Course..... mo_bevis_a02_dt_enus
Designing and Enhancing Diagrams in Visio 2016
Course..... mo_bevis_a03_dt_enus
Collaborating, Evaluating, and Saving Diagrams in Visio
2016
Course..... mo_bevis_a04_dt_enus
Getting Started with Visio 2016
Course..... mo_bevis_a01_dt_enus

■ Microsoft Office 2016: SharePoint for End Users

Managing Libraries and Lists in SharePoint 2016
Course..... mo_sheu_a02_dt_enus
Navigating, Customizing, Lists and Libraries in
SharePoint 2016
Course..... mo_sheu_a01_dt_enus
Document Sets, Alerts, Site Pages, and Web Parts in
SharePoint 2016
Course..... mo_sheu_a03_dt_enus
Social Networking and Collaboration in SharePoint 2016
Course..... mo_sheu_a04_dt_enus
Tags, Notes, Community Sites, and Search in SharePoint
2016
Course..... mo_sheu_a05_dt_enus
Content Types, Workflows, Calendar, and Office
Applications in SharePoint 2016
Course..... mo_sheu_a06_dt_enus

■ Microsoft Office 2016: New Features

New and Improved Features in Office 2016
Course..... mo_monf_a01_dt_enus
New and Enhanced Features in Office 2016 Products
Course..... mo_monf_a02_dt_enus

■ Microsoft Office 2016: PowerPoint Best Practices

Designing Effective PowerPoint Presentations
Course.....mo_bppw_a01_dt_enus
Using Slide Masters and Slide Elements to Optimize
Impact
Course.....mo_bppw_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
Using Tables in Word 2013
Course..... mo_bgwo_a05_dt_enus
Structuring a Document in Word 2013
Course..... mo_bgwo_a03_dt_enus
Adding Lists and Objects in Word 2013
Course..... mo_bgwo_a04_dt_enus

■ Microsoft Office 2013: Beginning Access

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

■ Microsoft Project 2013

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

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2013: Advanced Outlook

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

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013
Course.....mo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013
Course.....mo_puel_a02_dt_enus
Advanced Formats and Layouts in Excel 2013
Course.....mo_puel_a03_dt_enus
Advanced Formulas and Functions in Excel 2013
Course.....mo_puel_a04_dt_enus
Using Financial Functions and What-If Analysis in Excel 2013
Course.....mo_puel_a05_dt_enus
Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013
Course.....mo_puel_a06_dt_enus

■ Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013
Course.....mo_sppu_a01_dt_enus
Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013
Course.....mo_sppu_a02_dt_enus
Managing Templates, Views, and Versioning in SharePoint 2013
Course.....mo_sppu_a03_dt_enus
Managing Web Parts, Users, and Groups in SharePoint 2013
Course.....mo_sppu_a04_dt_enus
Using and Configuring Search in SharePoint 2013
Course.....mo_sppu_a05_dt_enus
Workflows, Collaboration, and Analysis in SharePoint 2013
Course.....mo_sppu_a06_dt_enus

■ Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013
Course.....mo_adel_a01_dt_enus
Customizing Options and Views in Excel 2013
Course.....mo_adel_a02_dt_enus
Manipulating Data in Excel 2013
Course.....mo_adel_a03_dt_enus
Data Search, Data Validation, and Macros in Excel 2013
Course.....mo_adel_a04_dt_enus

■ Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013
Course.....mo_adpw_a01_dt_enus
Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013
Course.....mo_adpw_a02_dt_enus

■ Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013
Course.....mo_adwo_a01_dt_enus
Customizing Document Layout in Word 2013
Course.....mo_adwo_a02_dt_enus
Advanced Table Customization in Word 2013
Course.....mo_adwo_a03_dt_enus
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

DESKTOP SKILLS COURSEWARE

Performing Calculations Using Functions in Excel 2013
Course..... mo_bgel_a06_dt_enus
Presenting Data in Tables and Charts in Excel 2013
Course..... mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course..... mo_bgou_a01_dt_enus
Managing E-mail in Outlook 2013
Course..... mo_bgou_a02_dt_enus
Working with Contacts in Outlook 2013
Course..... mo_bgou_a03_dt_enus
Scheduling with Appointments, Events, and Tasks in
Outlook 2013
Course..... mo_bgou_a04_dt_enus
Working with Meetings in Outlook 2013
Course..... mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course..... mo_bgpw_a01_dt_enus
Enhancing PowerPoint 2013 Presentations
Course..... mo_bgpw_a02_dt_enus
Animations and Media in PowerPoint 2013
Course..... mo_bgpw_a03_dt_enus
Finalizing a PowerPoint 2013 Presentation
Course..... mo_bgpw_a04_dt_enus

■ Microsoft Office 2013: SharePoint for End Users

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

■ 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
Skype for Business: Calls, IMs, and Meeting features
Course..... ds_skfb_a02_dt_enus
Skype for Business: Sharing, Collaboration, and Video
Calls
Course..... ds_skfb_a03_dt_enus

■ Managing Projects with Microsoft Project 2013

Setting Up a Project in Microsoft Project 2013
Course..... mo_prbe_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
Course..... mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010
Course..... mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in
Office 2010
Course..... mo_nfum_a03_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2010: Beginning Word

Getting Started with Word 2010	
Course.....	mo_bwr_d_a01_dt_enus
Formatting and Working with Text in Word 2010	
Course.....	mo_bwr_d_a02_dt_enus
Organizing and Arranging Text in Word 2010	
Course.....	mo_bwr_d_a03_dt_enus
Moving Around in Word 2010	
Course.....	mo_bwr_d_a04_dt_enus
Structuring Word 2010 Documents	
Course.....	mo_bwr_d_a05_dt_enus
Reviewing Documents in Word 2010	
Course.....	mo_bwr_d_a06_dt_enus
Saving, Sharing, and Printing in Word 2010	
Course.....	mo_bwr_d_a07_dt_enus
Customizing the Behavior and Appearance of Word 2010	
Course.....	mo_bwr_d_a08_dt_enus
Drawing and Inserting Graphics in Word 2010	
Course.....	mo_bwr_d_a09_dt_enus

■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users	
Course.....	mo_nspe_a01_dt_enus

■ Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010	
Course.....	mo_ospe_a01_dt_enus
Using SharePoint 2010 with Office 2010	
Course.....	mo_ospe_a02_dt_enus

■ Microsoft SharePoint 2010: New Features for Power Users

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

■ Microsoft SharePoint 2010 for Power Users

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

■ Microsoft Office 2010: Beginning Excel

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

■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010	
Course.....	mo_bout_a01_dt_enus
Managing Conversations and Organizing E-mail in Outlook 2010	
Course.....	mo_bout_a02_dt_enus
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010	
Course.....	mo_bout_a03_dt_enus
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010	
Course.....	mo_bout_a04_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010	
Course.....	mo_bout_a05_dt_enus
Outlook 2010 Social Connector and Messaging	
Course.....	mo_bout_a06_dt_enus
Working with Contacts in Outlook 2010	
Course.....	mo_bout_a07_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010	
Course.....	mo_bout_a08_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010
Course.....mo_awrd_a01_dt_enus

Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010
Course.....mo_awrd_a02_dt_enus

Forms, Fields, and Mail Merge in Word 2010
Course.....mo_awrd_a03_dt_enus

Managing, Inspecting, and Recovering Word 2010 Documents
Course.....mo_awrd_a04_dt_enus

Creating and Formatting Tables in Word 2010
Course.....mo_awrd_a05_dt_enus

Manipulating Tables in Word 2010
Course.....mo_awrd_a06_dt_enus

Embedding Charts and Tables into Word 2010
Course.....mo_awrd_a07_dt_enus

■ Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010
Course.....mo_aexl_a01_dt_enus

Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010
Course.....mo_aexl_a02_dt_enus

Organizing Data and Objects in Excel 2010
Course.....mo_aexl_a03_dt_enus

Verifying Excel 2010 Data and Formulas
Course.....mo_aexl_a04_dt_enus

Automating Excel 2010 Tasks Using Macros
Course.....mo_aexl_a05_dt_enus

Analyzing Data with What-if Analysis in Excel 2010
Course.....mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.....mo_aexl_a07_dt_enus

PivotTable Filters, Calculations, and PowerPivot
Course.....mo_aexl_a08_dt_enus

■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010
Course.....mo_aout_a01_dt_enus

Customizing Outlook 2010 and Managing Accounts
Course.....mo_aout_a02_dt_enus

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

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

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

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

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

■ Microsoft Office 2010: Beginning PowerPoint

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

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

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

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

■ Microsoft Office 2010: Advanced PowerPoint

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

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

■ Microsoft Office 2010: Beginning Access

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

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

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

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

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

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

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

■ Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010
Course.....mo_bprj_a01_dt_enus

Introduction to Project 2010
Course.....mo_bprj_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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
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

DESKTOP SKILLS COURSEWARE

Microsoft Word for Mac 2011: Structuring and Organizing Documents
Course..... om_bwmc_a03_dt_enus

Microsoft Word for Mac 2011: Moving Around a Document
Course..... om_bwmc_a04_dt_enus

Microsoft Word for Mac 2011: Adding and Formatting Images
Course..... om_bwmc_a05_dt_enus

Microsoft Word for Mac 2011: Creating and Formatting Tables
Course..... om_bwmc_a06_dt_enus

Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking
Course..... om_bwmc_a07_dt_enus

■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started
Course..... om_bemc_a01_dt_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting
Course..... om_bemc_a02_dt_enus

Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks
Course..... om_bemc_a03_dt_enus

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets
Course..... om_bemc_a04_dt_enus

Microsoft Excel for Mac 2011: Using Basic Formulas
Course..... om_bemc_a05_dt_enus

Microsoft Excel for Mac 2011: Using Basic Functions
Course..... om_bemc_a06_dt_enus

Microsoft Excel for Mac 2011: Inserting Basic Charts
Course..... om_bemc_a07_dt_enus

Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Course..... om_bemc_a08_dt_enus

■ Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started
Course..... om_bomc_a01_dt_enus

Microsoft Outlook for Mac 2011: Managing Conversations and E-mail
Course..... om_bomc_a02_dt_enus

Microsoft Outlook for Mac 2011: Mastering E-mail
Course..... om_bomc_a03_dt_enus

Microsoft Outlook for Mac 2011: Scheduling with the Calendar
Course..... om_bomc_a04_dt_enus

Microsoft Outlook for Mac 2011: Managing Contacts
Course..... om_bomc_a05_dt_enus

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

■ Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started
Course..... om_bpmc_a01_dt_enus

Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements
Course..... om_bpmc_a02_dt_enus

Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation
Course..... om_bpmc_a03_dt_enus

Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools
Course..... om_bpmc_a04_dt_enus

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
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Structuring, Editing, Saving, and Opening Documents in Word 2007
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Printing, Help, and Automated Formatting in Word 2007
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Working with Documents in Word 2007
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■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
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Formatting and Managing E-mail in Outlook 2007
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Using the Calendar in Outlook 2007
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Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
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Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
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■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007
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Advanced Document Navigation and Document
Reviews in Word 2007
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Using Tables, Charts, and Graphics in Word 2007
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■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
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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
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■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007
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Manipulating and Formatting Data and Worksheets in
Excel 2007
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Excel 2007 Formulas and Functions
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■ Microsoft Office 2007: Advanced Excel

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■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007
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Advanced Document Features in Word 2007
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Collaborative Features in Word 2007
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■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
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Adding Graphics to Presentations in PowerPoint 2007
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Adding Multimedia and Animations to Presentations in
PowerPoint 2007
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■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
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Protecting and Sharing Excel 2007 Workbooks
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Exchanging Data with Excel 2007
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■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
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Distributing Presentations in PowerPoint 2007
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■ Microsoft Office 2007: Beginning Access

Getting Started with Access 2007
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Basic Access 2007 Tables
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Basic Access 2007 Forms
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Queries and Reports in Access 2007
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■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007
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Specifying and Assigning Resources in Project 2007
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Tracking and Reporting Progress with Project 2007
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■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007
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Project Data Management and Performance with MS Project 2007
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■ Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

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Microsoft Office 2007: Sharing Information with OneNote 2007
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■ Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007
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Advanced Data Management in Access 2007
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■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007
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Extending Publisher 2007 Beyond Publications
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■ Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007
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Instant, Text, and Unified Messaging in Outlook 2007
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Business Contact Manager with Outlook 2007
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■ Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
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■ Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
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Enhancing and Customizing Diagrams in Visio 2007
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Collaborating and Using Visio 2007 With Other Programs
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■ Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007
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■ Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting
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DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 365

■ Microsoft Office Online and Office 365

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Introducing Microsoft Office 365 Applications
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■ Microsoft Office 365

Microsoft Office 365: Applications
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Microsoft Office 365: Document Management
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■ Microsoft Office 365 for Advanced Business Users

Microsoft Office 365 for Advanced Business Users: Portal Enhancements
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Microsoft Office 365 for Advanced Business Users: Clutter and Compliance
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Microsoft Office 365 for Advanced Business Users: IT Management Controls
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■ Microsoft Windows 10 End User

Microsoft Windows 10 End User: Signing In and First View	
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Microsoft Windows 10 End User: Hardware, Software, and Security Settings	
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Microsoft Windows 10 End User: Customizing Windows 10	
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Microsoft Windows 10 End User: New Features	
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Microsoft Windows 10 End User: Browsing with Edge	
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Microsoft Windows 10 End User: Cortana	
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MICROSOFT WINDOWS 8

■ Microsoft Windows 8: End User

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Files and Connectivity in Windows 8	
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Personalizing Windows 8	
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Working with Apps in Windows 8	
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Internet Explorer 10, File Sharing, and Recovery in Windows 8	
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Managing Hardware and Advanced Options in Windows 8	
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■ Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1	
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Organizing Files and Searching for Items in Windows 8.1	
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Personalizing Windows 8.1	
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Working with Apps in Windows 8.1	
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Getting Online, Sharing, and Using SkyDrive in Windows 8.1	
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Managing Hardware and Advanced Options in Windows 8.1	
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■ Microsoft Windows 8.1 Update 1: End User

Windows 8.1 Update 1: Navigating the UI	
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Windows 8.1 Update 1: Working with Files and Apps	
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Windows 8.1 Update 1: Windows Management and Customization Features	
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MICROSOFT WINDOWS 7

■ Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users	
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■ Microsoft Windows 7: End User

Getting Started with Windows 7	
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Setting up and Securing Windows 7	
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Customizing Windows 7	
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DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 11

■ Using Internet Explorer 11

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Using Internet Explorer 11: Efficient Browsing	
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Using Internet Explorer 11: Security Considerations
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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
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Using Internet Explorer 11: Securing the Environment
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MICROSOFT INTERNET EXPLORER 9

■ Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing
Web Pages
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Microsoft Internet Explorer 9: Searching and
Subscribing to Web Content
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Microsoft Internet Explorer 9: Customization and
Security
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DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 8

■ Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features
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Internet Explorer 8: Advanced Features
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GOOGLE

■ Google Apps Fundamentals

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

Google Apps: Google Drive
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Google Apps: Docs and Sheets
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Google Apps: Slides, Sites, and Google+
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■ Google Analytics

Google Analytics Fundamentals and Data Collection
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Google Analytics Reports
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Google Conversions and Tags
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Analytics APIs and Tools
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DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

■ Yammer for Business Users

Yammer for Business Users: Using Yammer
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■ Getting the Most from Social Networking

Social Networking Fundamentals
Course.....ds_gmsn_a01_dt_enus

Social Networking Services, Strategy, and Management
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DESKTOP COMPUTER SKILLS

MOBILE DEVICES

■ Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad
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■ Getting Started with iOS 8 for iPhone

Introducing iOS 8 for iPhone
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DESKTOP COMPUTER SKILLS

SAP

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■ Overview of SAP for Project Teams

Overview of SAP Solutions	
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Financial Accounting with SAP	
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SAP ERP Architecture	
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SAP Administration	
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SAP Project Planning and Implementation	
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SAP NetWeaver Platform	
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■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)	
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SAP Customer Relationship Management (CRM)	
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SAP Product Lifecycle Management	
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SAP Supply Chain Management	
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SAP Supplier Relationship Management	
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■ SAP Business One for End Users

SAP Business One - Introduction for End Users	
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■ SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview	
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SAP BusinessObjects: Crystal Reports	
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SAP BusinessObjects: Web Intelligence	
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SAP BusinessObjects: Dashboards and Analytics	
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SAP BusinessObjects: InfoView	
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SAP BusinessObjects: Business Intelligence	
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SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011	
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■ Test Preps

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TestPrep 77-883 PowerPoint 2010
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TestPrep 77-884 Outlook 2010
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TestPrep 77-888 Excel 2010 Expert
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TestPrep 70-178 Microsoft Project 2010, Managing
Projects
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BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ The Foundations of Six Sigma

Are You Listening to Your Customers?	
Business Impact Series	_pc_bi_ssbi001
Quick Wins in Six Sigma Implementation	
Business Impact Series	_pc_bi_ssbi002
Does Your Business Really Need Six Sigma?	
Challenge Series	_pc_ch_sschi001
Six Sigma Versus TQM	
Business Impact Series	_pc_bi_ssbi003
Lean Inbound Transportation	
Business Impact Series	_pc_bi_ssbi004
Identifying Candidates for Key Six Sigma Roles	
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A Critical-to-quality Tree - What's That?	
Business Impact Series	_pc_bi_ssbi006
Basic Measurement Concepts in Six Sigma	
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■ Operations Management

Operations Management and the Organization	
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Operations and Supply Chain Management	
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Operations Management: Facilities Planning and Management	
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■ Six Sigma Green Belt: Six Sigma and the Organization

Lean Principles and Six Sigma Projects	
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Six Sigma and Organizational Goals	
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Design for Six Sigma and FMEA	
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■ Six Sigma Green Belt: Define

Six Sigma Project Identification	
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Voice of the Customer in Six Sigma	
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Basics of Six Sigma Project Management	
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Six Sigma Management and Planning Tools	
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Performance Metrics for Six Sigma	
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Six Sigma Project Team Dynamics and Performance	
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■ Six Sigma Green Belt: Measure

Measurement System Analysis in Six Sigma	
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Process and Performance Capability Measurement in Six Sigma	
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Process Documentation and Analysis in Six Sigma	
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Basic Probability and Statistical Distributions in Six Sigma	
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Data Classification, Sampling, and Collection in Six Sigma	
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■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma	
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■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma	
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BUSINESS SKILLS COURSEWARE

Root Cause Analysis and Waste Elimination in Six Sigma
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Cycle Time Reduction and Kaizen in Six Sigma
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■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma
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Creating and Using Control Charts in Six Sigma
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Lean Tools for Process Control in Six Sigma
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■ Manager of Quality/Organizational Excellence

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Developing and Deploying Strategic Plans
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Quality Systems, Models, and Theories
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Problem-Solving and Process Management Tools
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Customer-Focused Management
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Training and Development
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■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles
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Six Sigma Team Basics, Roles, and Responsibilities
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Six Sigma Quality Tools
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Six Sigma Metrics
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■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects
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Six Sigma Project Management Basics
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■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma
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Six Sigma and Measurement System Analysis
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■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma
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Six Sigma Data Analysis and Root Cause Analysis
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Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma
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■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques
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■ Leading Sustainable Process Improvement

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Stakeholder-driven Process Improvement
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Mapping and Measuring to Support Sustainable Process Improvement
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Implementing and Sustaining Process Improvement
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■ Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

Fundamentals of Lean and Six Sigma and their Applications
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Six Sigma Project Selection, Roles, and Responsibilities
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Six Sigma Strategic Planning and Deployment
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■ Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures

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■ Six Sigma Black Belt (2015 BOK): Team Management

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■ Six Sigma Black Belt (2015 BOK): Define

Six Sigma Business Case, Project Charter, and Tools
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Determining Requirements by Listening to the Voice of the Customer in Six Sigma
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■ Six Sigma Black Belt (2015 BOK): Measure

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Probability and Probability Distributions in Six Sigma
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■ Six Sigma Black Belt (2015 BOK): Analyze

Measuring and Modeling Relationships between Variables in Six Sigma
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FMEA and Other Nonstatistical Analysis Methods in Six Sigma
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■ Six Sigma Black Belt (2015 BOK): Improve

Understanding DOE and Planning Experiments in Six Sigma
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■ Six Sigma Black Belt (2015 BOK): Control

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■ Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)

Common DFSS Methodologies, Design for X, and Robust Designs
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■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions
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Six Sigma Projects and Project Teams
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Managing and Deploying Six Sigma
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■ Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations
Course..... oper_20_a01_bs_enus

Using Lean for Perfection and Quality
Course..... oper_20_a02_bs_enus

Lean Tools and Techniques for Flow and Pull
Course..... oper_20_a03_bs_enus

Reducing Waste and Streamlining Value Flow Using Lean
Course..... oper_20_a04_bs_enus

Value Stream Mapping in Lean Business
Course..... oper_20_a05_bs_enus

Applying Lean in Service and Manufacturing Organizations
Course..... oper_20_a06_bs_enus

Five Steps to Perfection: Implementing Lean
Business Impact Series _pc_bi_ssb009

Value Stream Maps for Non-manufacturing Processes
Business Impact Series _pc_bi_ssb010

■ 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

■ Mentoring Asset

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

Mentoring Six Sigma Yellow Belt (SSYB)
Mentoring Assets..... mntcssyb

■ Test Preps

TestPrep Six Sigma Green Belt (SSGB)
Testprep Exams oper_ssgb_a02_tp_enus

TestPrep Six Sigma Yellow Belt (SSYB)
Testprep Exams oper_30_a01_tp_enus

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Moving From an Operational Manager to a Strategic Thinker

Leading Outside the Organization
Business Impact Series _pc_bi_lsbi005

Effective Critical Analysis of Business Reports
Business Impact Series _pc_bi_pfb004

Returning to Core Competencies
Business Impact Series _pc_bi_lsbi014

Competitive Awareness and Strategy
Challenge Series _pc_ch_lach022

■ The Fundamentals of Globalization

Managing Expatriates' Career Development
Business Impact Series _pc_bi_mgb011

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

Evaluating Globalization Opportunities
Challenge Series _pc_ch_lach019

The Fundamentals of Globalization: The Global Context
Course..... stgy_05_a01_bs_enus

Fundamentals of Globalization: Analyzing the Global Environment
Course..... stgy_05_a02_bs_enus

The Fundamentals of Globalization: Strategies for Globalization
Course..... stgy_05_a03_bs_enus

Fundamentals of Globalization: Managing in a Global Environment
Course..... stgy_05_a04_bs_enus

Final Exam: The Fundamentals of Globalization
Final Exams stgy_05_a01_fe_enus

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment
Course..... stgy_06_a01_bs_enus

IT Strategy Essentials: Creating an IT Strategy Plan
Course..... stgy_06_a02_bs_enus

IT Strategy Essentials: Implementing an IT Strategy
Course..... stgy_06_a03_bs_enus

Final Exam: IT Strategy Essentials
Final Exams stgy_06_a01_fe_enus

■ Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan
Course..... stgy_10_a01_bs_enus

Business Planning Essentials: Performing Key Analyses
Course..... stgy_10_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Business Planning Essentials: Preparing for Implementation
Course..... stgy_10_a03_bs_enus
Final Exam: Business Planning Essentials
Final Exams stgy_10_a01_fe_enus

■ Risk Management

Risk Management: Identifying Risk
Course..... stgy_09_a01_bs_enus
Risk Management: Assessing Risk
Course..... stgy_09_a02_bs_enus
Risk Management: Dealing with Risk
Course..... stgy_09_a03_bs_enus
Final Exam: Risk Management
Final Exams stgy_09_a01_fe_enus

■ 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 Law Essentials

Business Law Basic Concepts
Course..... stgy_07_a01_bs_enus
Business Law and Ethics
Course..... stgy_07_a02_bs_enus
Business Law and the Manager's Responsibilities
Course..... stgy_07_a03_bs_enus
Final Exam: Business Law Essentials
Final Exams stgy_07_a01_fe_enus

■ Developing Strategic Thinking Acumen

Effective Critical Analysis of Business Reports
Business Impact Series _pc_bi_pfb004
Returning to Core Competencies
Business Impact Series _pc_bi_lsbi014
Competitive Awareness and Strategy
Challenge Series _pc_ch_lach022
Developing the Capacity to Think Strategically
Course..... stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture
Course..... stgy_08_a02_bs_enus

Using Strategic Thinking Skills
Course..... stgy_08_a03_bs_enus
Final Exam: Developing Strategic Thinking Acumen
Final Exams stgy_08_a01_fe_enus

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ Strategic Marketing in Action

Sales and Marketing: Two Sides of the Same Coin?
Business Impact Series _pc_bi_spbi011
Trade Show Marketing - Planning Ahead
Business Impact Series _pc_bi_spbi013
Increasing Competitiveness through Collaboration
Challenge Series _pc_ch_Isch006

■ Digital Marketing

Digital Marketing: Getting to the Customer
Course..... mkt_04_a01_bs_enus
Managing Your Reputation Through Content Marketing and Online PR
Course..... mkt_04_a03_bs_enus
Digital Marketing Partnerships, Sales, and After-sales Processes
Course..... mkt_04_a04_bs_enus
Search Engine Marketing: Getting Discovered by the Customer
Course..... mkt_04_a02_bs_enus

■ Marketing Essentials

Designing Products to Fit the Channel
Business Impact Series _pc_bi_spbi005
Using Web Analytics to Increase Sales
Business Impact Series _pc_bi_spbi012
Marketing Essentials: Introduction to Marketing
Course..... mkt_01_a01_bs_enus
Marketing Essentials: Planning and People
Course..... mkt_01_a02_bs_enus
Marketing Essentials: Product and Price
Course..... mkt_01_a03_bs_enus
Marketing Essentials: Place
Course..... mkt_01_a04_bs_enus
Marketing Essentials: Promotion
Course..... mkt_01_a05_bs_enus
Marketing Essentials: Marketing and Ethics
Course..... mkt_01_a06_bs_enus

BUSINESS SKILLS COURSEWARE

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

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

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
Using Financial Analysis for Credit Decisions	Challenge Series_pc_ch_lach012
Principles of Accounting and Finance for Non-financial Professionals	Course.....fin_02_a01_bs_enus
Cash Flow Management Essentials for Non-financial Professionals	Course.....fin_02_a02_bs_enus

The Time Value of Money and Investment Decisions for Non-financial Professionals	Course.....fin_02_a03_bs_enus
The Essentials of Budgeting for Non-financial Professionals	Course.....fin_02_a04_bs_enus
Financial Statements for Non-financial Professionals	Course.....fin_02_a05_bs_enus
Analyzing Financial Statements for Non-financial Professionals	Course.....fin_02_a06_bs_enus
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

Accounting Fundamentals

Outsourcing Financial Activities	Business Impact Series_pc_bi_fabi001
Basic Accounting Principles and Framework	Course.....fin_03_a01_bs_enus
The Accounting Equation and Financial Statements	Course.....fin_03_a02_bs_enus
The Accounting Cycle and Accrual Accounting	Course.....fin_03_a03_bs_enus
Accounting Transactions and Books of Account	Course.....fin_03_a04_bs_enus
Trial Balance & Adjusting Entries	Course.....fin_03_a05_bs_enus
The Income Statement	Course.....fin_03_a06_bs_enus
The Balance Sheet	Course.....fin_03_a07_bs_enus
The Cash Flow Statement	Course.....fin_03_a08_bs_enus
Accounting for Companies' Stock Transactions and Dividends	Course.....fin_03_a09_bs_enus
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	Course.....fin_05_a01_bs_enus
Planning and Preparing an Operating Budget	Course.....fin_05_a02_bs_enus
Preparing Operating Budgets and the Cash Budget	Course.....fin_05_a03_bs_enus

BUSINESS SKILLS COURSEWARE

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

Using Audits to Help Prevent Business Fraud
Business Impact Series _pc_bi_fabi002
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
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: Payment and Settlement
Systems
Course..... fini_01_a02_bs_enus
Bank Branch Management: Mortgage and Auto Loans
Course..... fini_01_a01_bs_enus
Bank Branch Management: Dealing with Operational
and Credit Risks
Course..... fini_01_a04_bs_enus

Bank Branch Management: Teller Roles and Credit Card
Operations
Course..... fini_01_a03_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

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
Commodity and Energy Markets and Derivatives
Course..... fini_02_a01_bs_enus

Insurance Concepts, Types, and Annuities

Special Insurance Arrangements: Group Insurance,
Reinsurance, and Annuities
Course..... fini_03_a03_bs_enus
Insurance Basics, Underwriting, and Actuarial Practices
Course..... fini_03_a01_bs_enus
Life, Health, and General Insurance
Course..... fini_03_a02_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
Special Banking Risks and their Management
Course..... fini_05_a03_bs_enus
Internal Control and Audits in Banks
Course..... fini_05_a02_bs_enus
Anti-money Laundering and Global Initiatives
Course..... fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework
Course..... fini_05_a05_bs_enus

BUSINESS SKILLS COURSEWARE

■ Bank Risks and Capital Adequacy Planning

Capital Adequacy Planning Approaches
Course..... fini_06_a02_bs_enus

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

■ Basel Regulations and Bank Risk Management

IRB Framework and Risk-rating System
Course..... fini_07_a02_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 II and Basel III: An Overview
Course..... fini_07_a01_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

■ Basel III and Liquidity Risk Management

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

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

■ Counterparty Credit Risk and Credit Rating

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

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

Mitigating Credit Risk
Course..... fini_09_a03_bs_enus

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

■ Credit Risk Analysis

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

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

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

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

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

■ Credit Derivative Instruments

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

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

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

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

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

Credit Derivatives Applications
Course..... fini_11_a06_bs_enus

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

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

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ Essentials of Interviewing and Hiring

Guarding Against Interviewing Biases
Business Impact Series_pc_bi_hrbi003

Hiring Strategic Thinkers
Challenge Series_pc_ch_lach011

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

BUSINESS SKILLS COURSEWARE

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

Creating a Compelling Job Description
Business Impact Series_pc_bi_hrb015

Conducting Interviews: Asking the Right Questions
Business Impact Series_pc_bi_hrb014

Hiring a New Employee
Challenge Series_pc_ch_lach028

Final Exam: Essentials of Interviewing and Hiring
Final Exams hr_06_a01_fe_enus

■ Organizational Behavior

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

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

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

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

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

Final Exam: Organizational Behavior
Final Exams hr_08_a01_fe_enus

■ Recruiting and Retention Strategies

Aligning Recruitment to Job Requirements
Business Impact Series_pc_bi_hrb001

Preventing High Turnover Rates: How to Keep The Best
Business Impact Series_pc_bi_mgb008

Fringe Benefits: Maintaining a Competitive Hiring Advantage
Business Impact Series_pc_bi_hrb004

Disciplines of Organizational Learning: Personal Mastery
Business Impact Series_pc_bi_pfb011

Recruiting Talent
Course.....hr_05_a01_bs_enus

Retaining Your Talent Pool
Course.....hr_05_a02_bs_enus

Surviving the Talent Crunch
Challenge Series_pc_ch_lsch007

Final Exam: Recruiting and Retention Strategies
Final Exams hr_05_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 Exams hr_07_a01_fe_enus

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

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

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

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

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

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

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

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

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

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

Workforce Planning and Employment: Employment Legislation
Course.....hr_11_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Workforce Planning and Employment: Recruitment Strategies
Course.....hr_11_a02_bs_enus

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
Course.....hr_14_a02_bs_enus

Employee and Labor Relations: Unions and Collective Bargaining
Course.....hr_14_a03_bs_enus

Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exams hr_14_a01_fe_enus

■ Risk Management (HRCI: PHR/SPHR-aligned)

Risk Management: Organizational Risk and Safety and Health Legislation
Course.....hr_15_a01_bs_enus

Risk Management: Workplace Safety, Security, and Privacy
Course.....hr_15_a02_bs_enus

Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exams hr_15_a01_fe_enus

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

Strategic HR for SPHR Exam Candidates Part I
Course.....hr_16_a01_bs_enus

Strategic HR for SPHR Exam Candidates Part II
Course.....hr_16_a02_bs_enus

Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
Final Exams hr_16_a01_fe_enus

■ SHRM-CP/SCP: HR Competencies

HR Competencies: Leadership and Ethical Practice
Course.....hr_17_a01_bs_enus

HR Competencies: Business Acumen and Relationship Management
Course.....hr_17_a02_bs_enus

HR Competencies: Consultation and Critical Evaluation
Course.....hr_17_a03_bs_enus

HR Competencies: Global and Cultural Effectiveness and Communication
Course.....hr_17_a04_bs_enus

■ SHRM-CP/SCP: Management of People

Management of People: Talent Acquisition and Retention
Course.....hr_18_a01_bs_enus

Management of People: Employee Engagement
Course.....hr_18_a02_bs_enus

Management of People: Learning and Development
Course.....hr_18_a03_bs_enus

Management of People: Total Rewards
Course.....hr_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

■ 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
Managing Fairly	Business Impact Series	_pc_bi_mgbi016
Employee Dismissal	Challenge Series	_pc_ch_lach038
Acting Decisively	Challenge Series	_pc_ch_lach034

BUSINESS SKILLS COURSEWARE

■ Talent Management Essentials

Talent Management: Basics
Course..... mgmt_18_a01_bs_enus

Talent Management: Planning
Course..... mgmt_18_a02_bs_enus

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

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

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

Attracting and Retaining Talent
Challenge Series_pc_ch_lach021

■ Performance Appraisal Essentials

Preparing for Your Performance Appraisal
Business Impact Series_pc_bi_pfb017

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

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

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

■ Managing Experts

Recognizing Natural Leaders
Challenge Series_pc_ch_lsch001

Managing Top Performers Is Always Easy...Right?
Business Impact Series_pc_bi_hrbi013

Meeting the Needs of Your Experts
Course..... mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course..... mgmt_21_a02_bs_enus

■ Managing Problem Performance

Underperforming Employee – Now What?
Business Impact Series_pc_bi_hrbi010

Managing Performance
Challenge Series_pc_ch_lach002

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

■ Advanced Management Skills

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

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

■ 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

■ 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

■ 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

BUSINESS SKILLS COURSEWARE

■ Essentials of Managing Technical Professionals

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

■ Workforce Generations

Managing 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 Workforce Generations: Introduction to Cross-generational Employees
Course..... mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a Multigenerational Team
Course..... mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-century Generation Mix
Course..... mgmt_20_a03_bs_enus

■ Strategies for Successful Employee Onboarding

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

■ Business Execution

Fostering a Business Execution Culture
Business Impact Series_pc_bi_lsbi008

Performance Dashboard or Scorecard?
Business Impact Series_pc_bi_mgbi012
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: Monitoring and Evaluating Initiatives
Course..... mgmt_28_a04_bs_enus
Business Execution: Linking Strategy to People and Operations
Course..... mgmt_28_a03_bs_enus

■ Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals
Course..... mgmt_29_a01_bs_enus
Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Course..... mgmt_29_a02_bs_enus
Essential Mentoring Techniques: Building and Maintaining Mentoring Relationships
Course..... mgmt_29_a03_bs_enus
Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Course..... mgmt_29_a04_bs_enus

■ Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Course..... mgmt_30_a01_bs_enus
Thinking Like a CFO: Making Financial Decisions
Course..... mgmt_30_a02_bs_enus
Thinking Like a CFO: Preparing and Presenting a Business Case
Course..... mgmt_30_a03_bs_enus
Thinking Like a CFO: Managing Risk
Course..... mgmt_30_a04_bs_enus

■ Essentials of Facilitating

Using Facilitation Skills as a Manager
Course..... mgmt_31_a01_bs_enus
Facilitating Collaborative Processes
Course..... mgmt_31_a02_bs_enus
Challenges of Facilitating
Course..... mgmt_31_a03_bs_enus

■ Effectively Managing Top Performers

Engaging Top Performers
Course..... mgmt_33_a01_bs_enus

BUSINESS SKILLS COURSEWARE

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

■ 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

■ Coaching for Results

The Art of Effective Coaching
Business Impact Series_pc_bi_lsbi018
Coaching
Challenge Series_pc_ch_lach024
Coaching to Shift Perceptions
Challenge Series_pc_ch_mgch007
Beginning Your Coaching Engagement
Course..... mgmt_38_a01_bs_enus
Coaching Techniques that Drive Change
Course..... mgmt_38_a02_bs_enus
Coaching to Drive Performance
Course..... mgmt_38_a03_bs_enus

■ Effective Delegation

Delegating Appropriate Tasks
Business Impact Series_pc_bi_mgbi007
Developing Employees through Delegation
Challenge Series_pc_ch_lach017
Achieve Your Objectives through Effective Delegation
Course..... mgmt_39_a01_bs_enus
The Delegation Process
Course..... mgmt_39_a02_bs_enus
Successful Delegation: Supervise and Encourage
Course..... mgmt_39_a03_bs_enus
Use Delegation to Develop Your Team
Course..... mgmt_39_a04_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ Leadership Essentials

Communicating a Shared Vision
Business Impact Series_pc_bi_lsbi001
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
Motivating Human Behavior
Challenge Series_pc_ch_lschi002
Wanted - Innovation Leaders
Business Impact Series_pc_bi_lsbi013
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
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
The Emotionally Intelligent Leader
Challenge Series_pc_ch_lach014
Crafting an Organizational Vision
Challenge Series_pc_ch_lach040

BUSINESS SKILLS COURSEWARE

■ Making Cross-Functional Teams Work

Using Conflict to an Organization's Advantage
Business Impact Series_pc_bi_mgb002
Mediating Project Team Conflict
Business Impact Series_pc_bi_pfb006
Facilitating Work-related Conflict Discussions
Business Impact Series_pc_bi_pfb015
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

■ The Voice of Leadership

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

■ Creating a Positive Work Environment

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

■ 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

■ 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

Succession Planning
Business Impact Series_pc_bi_lsbi002
Succession Planning and Management Programs
Challenge Series_pc_ch_lschi004
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

■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization:
Mission and Goals
Course..... lead_11_a01_bs_enus
Setting and Managing Priorities within the Organization:
Deciphering Priorities
Course..... lead_11_a02_bs_enus
Setting and Managing Priorities within the Organization:
Motivation
Course..... lead_11_a03_bs_enus
Setting and Managing Priorities within the Organization:
Communication
Course..... lead_11_a04_bs_enus
Do You Share Your Organization's Values?
Business Impact Series_pc_bi_pabi006

■ Leading Organizational Change

Communicating Properly during Layoffs
Business Impact Series_pc_bi_hrbi005
Involving Employees in Corporate Change
Business Impact Series_pc_bi_lsbi011
Developing People
Challenge Series_pc_ch_lach013
Communicating Organizational Change
Business Impact Series_pc_bi_mgb015
Beyond Change: Working with Agility
Business Impact Series_pc_bi_pabi009
Instituting a Quality Improvement Program
Challenge Series_pc_ch_pechi002
The Keys to Sustainable Change
Course..... pe_02_a01_bs_enus
Planning for Change
Course..... pe_02_a02_bs_enus
Implementing and Sustaining Change
Course..... pe_02_a03_bs_enus

BUSINESS SKILLS COURSEWARE

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ How to Write an Effective Internal Business Case

Preparing a Business Case
Course.....comm_01_a01_bs_enus
Writing a Business Case
Course.....comm_01_a02_bs_enus
Presenting Your Case
Course.....comm_01_a03_bs_enus

■ E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively
Course.....comm_17_a01_bs_enus
Addressing and Redistributing E-mail
Course.....comm_17_a02_bs_enus
Managing Your E-mail
Course.....comm_17_a03_bs_enus
Final Exam: E-mail Essentials for Business
Final Examscomm_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
Written Communication
Challenge Series_pc_ch_pach015
Writing for Business
Business Impact Series_pc_bi_pabi012
Final Exam: Business Writing Basics
Final Examscomm_19_a01_fe_enus

■ Business Grammar Basics

Business Grammar: Parts of Speech
Course.....comm_20_a01_bs_enus
Business Grammar: Working with Words
Course.....comm_20_a02_bs_enus

Business Grammar: The Mechanics of Writing
Course.....comm_20_a03_bs_enus
Business Grammar: Punctuation
Course.....comm_20_a04_bs_enus
Business Grammar: Sentence Construction
Course.....comm_20_a05_bs_enus
Business Grammar: Common Usage Errors
Course.....comm_20_a06_bs_enus
Final Exam: Business Grammar Basics
Final Examscomm_20_a01_fe_enus

■ Fundamentals of Working with Difficult People

Blame Backfires--Conquer Negative Thinking
Business Impact Series_pc_bi_pfb003
Reacting to Co-workers Who Try Taking Advantage
Challenge Series_pc_ch_pfch003
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

■ Fundamentals of Cross Cultural Communication

Dispute Resolution in International Contracts
Challenge Series_pc_ch_Isch005
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

BUSINESS SKILLS COURSEWARE

Communicating with a Cross-cultural Audience
Business Impact Series_pc_bi_pfb020

■ Listening Essentials

Listening to Improve Conversation
Business Impact Series_pc_bi_pabi001

■ Getting Results without Direct Authority

Influencing Key Decision Makers
Business Impact Series_pc_bi_lsbi015
Influence and Persuasion
Challenge Series_pc_ch_lach016
Getting Results without Direct Authority: Building
Relationships and
Credibility
Coursecomm_27_a01_bs_enus
Getting Results without Direct Authority: Reciprocity
Coursecomm_27_a03_bs_enus
Getting Results without Direct Authority: Persuasive
Communication
Coursecomm_27_a02_bs_enus
Getting Results without Direct Authority: Influencing
Your Boss
Coursecomm_27_a04_bs_enus

■ Anger Management Essentials

Anger Management Essentials: Understanding Anger
Coursecomm_30_a01_bs_enus
Anger Management Essentials: Managing and
Controlling Anger
Coursecomm_30_a02_bs_enus

■ Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation
Coursecomm_33_a01_bs_enus
Basic Presentation Skills: Creating a Presentation
Coursecomm_33_a02_bs_enus
Basic Presentation Skills: Delivering a Presentation
Coursecomm_33_a03_bs_enus
Handling Difficult Questions as a Presenter
Business Impact Series_pc_bi_pabi007

■ Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level
Coursecomm_31_a01_bs_enus
Techniques for Communicating Effectively with Senior
Executives
Coursecomm_31_a02_bs_enus

■ Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating
with Diplomacy and Tact
Coursecomm_34_a01_bs_enus
Strategies for Communicating with Tact and Diplomacy
Coursecomm_34_a02_bs_enus
Delivering a Difficult Message with Diplomacy and Tact
Coursecomm_34_a03_bs_enus

■ Running Effective Business Meetings

When Too Many Meetings Are Just Too Much
Business Impact Series_pc_bi_pfb008
Making Meetings Work
Business Impact Series_pc_bi_pfb018
Managing Meetings for Productivity and Effectiveness
Challenge Series_pc_ch_lach031
Preparing for Effective Business Meetings
Coursecomm_32_a01_bs_enus
Managing Effective Business Meetings
Coursecomm_32_a02_bs_enus
Dealing with Common Meeting Problems
Coursecomm_32_a03_bs_enus

■ Professional Networking Essentials

Professional Networking Essentials: Finding
Opportunities To Make Connections
Coursecomm_38_a01_bs_enus
Professional Networking Essentials: Developing
Confidence
Coursecomm_38_a02_bs_enus

■ Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and
Planning
Courseib_wstp_a01_it_enus
Writing for Technical Professionals: Effective Writing
Techniques
Courseib_wstp_a02_it_enus

■ Communicating with Impact

Asserting Yourself in the Workplace
Challenge Series_pc_ch_pach016
Making Yourself Approachable
Business Impact Series_pc_bi_pabi011
Interpersonal Communication that Builds Trust
Coursecomm_35_a01_bs_enus
Communication Methods that Make Sense – and Make
Your Point
Coursecomm_35_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Being a Receptive Communication Partner
Course.....comm_35_a03_bs_enus
Communication Challenges: Navigating Choppy Waters
Course.....comm_35_a04_bs_enus

■ Workplace Conflict

Confrontation: What's the Best Approach
Business Impact Series_pc_bi_mgb009
Coping with Accusations in the Workplace
Challenge Series_pc_ch_lsch003
Managing Conflict
Challenge Series_pc_ch_lach009
Personal Conflict Styles
Business Impact Series_pc_bi_pabi002
Conflict: Avoid, Confront, or Delay?
Challenge Series_pc_ch_pach004
Meeting the Challenge of Workplace Conflict
Challenge Series_pc_ch_coch001
Preventing Unhealthy Workplace Conflict
Course.....comm_39_a01_bs_enus
Working Out and Through Conflict
Course.....comm_39_a02_bs_enus
Adapting Your Conflict Style
Course.....comm_39_a03_bs_enus

■ Issue-focused Negotiation

Effective Body Language in Negotiations
Business Impact Series_pc_bi_pfb013
Vendor Negotiations: Choosing the Best Approach
Challenge Series_pc_ch_lach032
Tailoring Your Negotiating Approach
Challenge Series_pc_ch_coch002
Issue-focused Negotiation: Are You Ready?
Course.....comm_40_a01_bs_enus
You and Your Negotiating Counterpart
Course.....comm_40_a02_bs_enus
Reaching a Negotiated Agreement
Course.....comm_40_a03_bs_enus

■ Developing Your Emotional Intelligence

How High Is Your EQ?
Business Impact Series_pc_bi_pfb009
Emotional Intelligence at Work
Challenge Series_pc_ch_pach014
Emotional Intelligence: Owning Your Emotions
Course.....comm_41_a01_bs_enus
Emotional Intelligence: Building Self-Management Skills
Course.....comm_41_a02_bs_enus
Emotional Intelligence: Applying EI at Work
Course.....comm_41_a04_bs_enus

Emotional Intelligence: Being Aware of the Emotions of Others
Course.....comm_41_a03_bs_enus

■ How to Succeed in Listening

Effective Listening
Challenge Series_pc_ch_lach030
Listening with Skill
Challenge Series_pc_ch_pach002
Listening to Improve Conversation
Business Impact Series_pc_bi_pabi001
Be a Better Listener
Course.....comm_43_a01_bs_enus
Roadblocks to Excellent Listening
Course.....comm_43_a02_bs_enus
Active Listening Skills for Professionals
Course.....comm_43_a03_bs_enus
Mastering Active Listening in the Workplace
Course.....comm_43_a04_bs_enus

■ Constructive Feedback

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
Delivering Feedback
Course.....comm_44_a02_bs_enus
Making Feedback a Regular Occurrence
Course.....comm_44_a04_bs_enus
Feedback and Its Vital Role in the Workplace
Course.....comm_44_a01_bs_enus
Receiving Feedback
Course.....comm_44_a03_bs_enus

■ Engaging Others with Tact and Diplomacy

Diplomacy and Tact for Every Day
Course.....comm_45_a01_bs_enus
Diplomacy and Tact in Challenging Situations
Course.....comm_45_a02_bs_enus
Connecting with Others through Diplomacy and Tact
Course.....comm_45_a03_bs_enus
Using Humor with Diplomacy and Tact
Course.....comm_45_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

BUSINESS SKILLS COURSEWARE

Basic Business Math

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

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

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

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

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

Doing Business Professionally

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

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

Goals and Setting Goals
Course.....pd_05_a03_bs_enus

Creating a Positive Attitude
Course.....pd_05_a04_bs_enus

Pursuing Successful Lifelong Learning
Course.....pd_05_a05_bs_enus

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

Executing Innovation
Business Impact Series_pc_bi_lsbi016

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

Promoting Creative Thinking
Challenge Series_pc_ch_lach035

Getting Ready to Present
Challenge Series_pc_ch_pach018

Creativity: Developing and Communicating Ideas
Challenge Series_pc_ch_pach025

Optimizing Your Work/Life Balance

Employee Exhaustion: Managing a Well-balanced Workload
Business Impact Series_pc_bi_mgbi010

Managing Workplace Stress
Business Impact Series_pc_bi_hrbi006

Optimizing Your Work/Life Balance: Analyzing Your Life Balance
Course.....pd_06_a01_bs_enus

Optimizing Your Work/Life Balance: Maintaining Your Life Balance
Course.....pd_06_a02_bs_enus

Optimizing Your Work/Life Balance: Taking Control of Your Stress
Course.....pd_06_a03_bs_enus

Creating Work/Life Balance
Challenge Series_pc_ch_lach036

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

BUSINESS SKILLS COURSEWARE

■ Diversity on the Job

Understanding Workplace Diversity
Business Impact Series_pc_bi_hrbi002
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
Managing Diversity
Challenge Series_pc_ch_lach015

■ Dealing with Organizational Change

Managing the Stress of Organizational Change
Business Impact Series_pc_bi_mgb004
The Importance of Flexibility in the Workplace
Business Impact Series_pc_bi_pfb007
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
Developing Organizational Agility
Challenge Series_pc_ch_pach024

■ 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

■ 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

■ 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
Building Better Relationships through Understanding
Challenge Series_pc_ch_pach017
Building Peer Relationships
Challenge Series_pc_ch_pach019
Peer Political Styles
Business Impact Series_pc_bi_pabi010

■ Business Ethics

Office Politics – What Will You Do?
Challenge Series_pc_ch_pfch004
Ethics, Integrity, and Trust
Challenge Series_pc_ch_lach005
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
The Ethics Enigma
Challenge Series_pc_ch_pach020
Do You Share Your Organization's Values?
Business Impact Series_pc_bi_pabi006

■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Course.....pd_21_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Making a Positive Impression in an Internal Interview
Course..... pd_21_a02_bs_enus

■ Public Speaking Strategies

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

■ Performance under Pressure

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

■ Business Etiquette and Professionalism

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
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
Targeting Personal Learning
Challenge Series _pc_ch_pach022
Broadening Your Learning Horizons
Business Impact Series _pc_bi_pabi013

■ 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

Prioritizing Personal and Professional Responsibilities
Business Impact Series _pc_bi_mgb003
Coping with Information Overload
Business Impact Series _pc_bi_pfb002
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
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

■ Problem Solving and Decision Making

Playing the Devil's Advocate in Decision Making
Business Impact Series _pc_bi_pfb005
Turning Problems Around with Reverse Brainstorming
Business Impact Series _pc_bi_lsbi017

BUSINESS SKILLS COURSEWARE

Uncovering the Root Problem
Challenge Series_pc_ch_lach003

Problem Solving: Process, Tools, and Techniques
Challenge Series_pc_ch_pach003

Decisions: Making the Right Move
Challenge Series_pc_ch_pech001

Solving Problems: Generating and Evaluating
Alternatives
Course..... pd_29_a02_bs_enus

Making and Carrying Out Tough Decisions
Course..... pd_29_a03_bs_enus

Solving Problems: Framing the Problem
Course..... pd_29_a01_bs_enus

■ Thinking Critically

Critical Thinking
Challenge Series_pc_ch_lach025

Applying Your Best Thinking
Challenge Series_pc_ch_pech003

Thinking Critically: Coming to Terms with Assumptions
Course..... pe_01_a01_bs_enus

Thinking Critically: Getting Your Arms around
Arguments
Course..... pe_01_a02_bs_enus

Thinking Critically: Drawing Conclusions with
Confidence
Course..... pe_01_a03_bs_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ 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

■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2®: 2009-aligned)
Course..... ib_prin_a01_it_enus

Project Organization, Planning and Risk (PRINCE2®: 2009-aligned)
Course..... ib_prin_a02_it_enus

Project Quality, Change and Progress (PRINCE2®: 2009-aligned)
Course..... ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2®: 2009-aligned)
Course..... ib_prin_a04_it_enus

Controlling, Managing and Closing a Project (PRINCE2®: 2009-aligned)
Course..... ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2®: 2009-aligned)
Course..... ib_prin_a06_it_enus

■ IT Project Management Essentials

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

IT Project Management Essentials: Initiating and Planning IT Projects
Course.....proj_17_a02_bs_enus

IT Project Management Essentials: Executing IT Projects
Course.....proj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects
Course.....proj_17_a04_bs_enus

IT Project Management Essentials: Managing Risks in an IT Project
Course.....proj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Course.....proj_17_a06_bs_enus

■ Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course.....proj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
Course.....proj_18_a02_bs_enus

Managing Software Project Outsourcing: Working with the Outsourced Team
Course.....proj_18_a03_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
Course.....proj_18_a04_bs_enus

■ 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

BUSINESS SKILLS COURSEWARE

■ 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

■ 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

Capturing, Analyzing, and Managing Lessons Learned
Course.....proj_20_a04_bs_enus

Strategic Alignment and Benefits Realization
Course.....proj_20_a05_bs_enus

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Quality Management for Continuous Improvement
Course.....proj_24_a03_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 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

BUSINESS SKILLS COURSEWARE

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

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

Core PMI® Values and Ethical Standards
Course.....proj_15_a02_bs_enus

■ **PRINCE2®: Practitioner**

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

■ **Agile Project Management Fundamentals (PMI_ACP)® aligned**

Core PMI® Values and Ethical Standards
Course.....proj_15_a02_bs_enus
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

■ **Project Management for Everyone**

Managing Projects with No Direct Authority
Business Impact Series_pc_bi_pmbi001
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
Anticipating and Solving Problems as a Project Champion
Business Impact Series_pc_bi_pmbi007

Managing Vendor Relationships
Business Impact Series_pc_bi_pmbi006
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
Plan a Bulletproof Project
Course.....proj_30_a02_bs_enus
Get Your Project off the Ground
Course.....proj_30_a01_bs_enus
Lead Your Project Like a Pro
Course.....proj_30_a03_bs_enus
Complete Your Project On-time and On-budget
Course.....proj_30_a04_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

■ **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 Examsib_prin_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Examspm_capm_a02_tp_enus
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
Testprep Examspm_proj_a05_tp_enus
TestPrep PRINCE2®: Practitioner
Testprep Examsprin_prac_a01_tp_enus

BUSINESS SKILLS COURSEWARE

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

Managing Communications in a Virtual Team
Business Impact Series_pc_bi_mgbi001
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
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
Choosing the Right Team Culture
Challenge Series_pc_ch_pfch006
Building and Leading Teams
Challenge Series_pc_ch_lach023
Meeting Team Performance Challenges
Challenge Series_pc_ch_pach010

■ Optimizing Your Performance On a Team

Power and Politics in Matrixed Teams
Challenge Series_pc_ch_mgch002
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

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ BABOK® v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring
Course.....ib_cbap_a02_it_enus
Business Analysis Elicitation and Collaboration
Course.....ib_cbap_a03_it_enus
Introduction to Business Analysis
Course.....ib_cbap_a01_it_enus
Business Analysis and Requirements Life Cycle
Management
Course.....ib_cbap_a04_it_enus
Business Analysis and Strategy Analysis
Course.....ib_cbap_a05_it_enus
Business Analysis and RADD: Requirements Definition
Course.....ib_cbap_a06_it_enus
Business Analysis and RADD: Design Definition
Course.....ib_cbap_a07_it_enus
Business Analysis and Solution Evaluation
Course.....ib_cbap_a08_it_enus

■ BABOK® v3: Business Analysis Techniques

Analytical Techniques Used for Business Analysis
Course.....ib_cbcap_a01_it_enus
Activities and Tools Used for Business Analysis
Course.....ib_cbcap_a02_it_enus
Documentation and Criteria Used for Business Analysis
Course.....ib_cbcap_a03_it_enus

■ BABOK® v3: Business Analysis Competencies

Business Analysis Competencies: Personal Skills
Course.....ib_cbbp_a01_it_enus
Business Analysis Competencies: Professional
Effectiveness
Course.....ib_cbbp_a02_it_enus
Business Analysis Perspectives
Course.....ib_cbbp_a03_it_enus

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

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

BUSINESS SKILLS COURSEWARE

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

Don't Only Go for the Big Fish
Business Impact Series _pc_bi_spbi009

The Ethics of Gift Giving
Business Impact Series _pc_bi_spbi014

Using Persuasion Techniques to Boost Sales
Business Impact Series _pc_bi_spbi018

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

Initiating Discovery Meetings
Challenge Series _pc_ch_sach001

The Proof Is in the Proposal
Challenge Series _pc_ch_sach003

Using Customer Knowledge to Advance Sales
Challenge Series _pc_ch_sach006

Presentations That Get People Talking
Business Impact Series _pc_bi_sabi003

Get it Together: Organizing Your Sales Approach
Business Impact Series _pc_bi_sabi002

Building Momentum in Discovery Meetings
Business Impact Series _pc_bi_sabi011

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

Educating and Collaborating with Customers
Business Impact Series _pc_bi_sabi006

■ 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

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

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

■ Solution Selling

Solution Selling: Mastering the Essentials
Course.....sale_03_a01_bs_enus

Solution Selling: Meeting an Active Need
Course.....sale_03_a02_bs_enus

Solution Selling: Creating New Opportunities
Course.....sale_03_a03_bs_enus

BUSINESS SKILLS COURSEWARE

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
Getting Organized to Meet Your Sales Goals Challenge Series	_pc_ch_sach002
Making Contact: Access Strategies Challenge Series	_pc_ch_sach007

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
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
Selling with Trust Challenge Series	_pc_ch_sach014
Responding to Bad News Business Impact Series	_pc_bi_sabi018
Using Competitive Selling Skills Challenge Series	_pc_ch_sach016
Communicating a High-impact Business Case Business Impact Series	_pc_bi_sabi019
Making the Cold Call Business Impact Series	_pc_bi_sabi020
Aligning Your Business Case to Customer Priorities Challenge Series	_pc_ch_sach018
Effective Sales Coaching Challenge Series	_pc_ch_sach020

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

■ Frontline Call Center Skills

The Importance of Call Tracking and Ticketing Business Impact Series	_pc_bi_ctbi003
Creating an Effective On-hold Message Business Impact Series	_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types Business Impact Series	_pc_bi_ctbi010

■ Inbound Call Center Management

Converting a Call Center to a Profit Center Business Impact Series	_pc_bi_ctbi001
Managing Your Call Center More Efficiently Business Impact Series	_pc_bi_ctbi002
Customer Service Training - The Interview and Beyond Business Impact Series	_pc_bi_ctbi004
Disaster Recovery - Keeping the Lines Open Business Impact Series	_pc_bi_ctbi005

BUSINESS SKILLS COURSEWARE

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

■ Customer Service Fundamentals

Aligning Performance to Key Indicators
Business Impact Series _pc_bi_ctbi007
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
The Angry Caller: What's Your Plan?
Business Impact Series _pc_bi_spbi016

■ 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
Conflict, Stress, and Time Management
Course..... cust_07_a03_bs_enus
Communication Skills
Course..... cust_07_a02_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 Focus

Listening to Your Customers
Business Impact Series _pc_bi_spbi002
Creating a Customer-focused Organization
Challenge Series _pc_ch_lach020
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
Developing Your Customer Focus
Challenge Series _pc_ch_pach009

■ Customer Advocacy

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

■ 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 Design Fundamentals
Course..... ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes
Course..... ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course..... ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
Course..... ib_itlv_a02_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

BUSINESS SKILLS COURSEWARE

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: Certification and Benefits
Course..... ib_ovvx_a03_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
Course..... ib_ovvx_a02_it_enus

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

ITIL® 2011 Edition OSA: Introduction to Incident Management
Course..... ib_iosb_a03_it_enus
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: Technology and Implementation Considerations
Course..... ib_iosb_a14_it_enus
ITIL® 2011 Edition OSA: Incident Management Interactions
Course..... ib_iosb_a04_it_enus
ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
Course..... ib_iosb_a05_it_enus
ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
Course..... ib_iosb_a06_it_enus
ITIL® 2011 Edition OSA: Introduction to Problem Management
Course..... ib_iosb_a07_it_enus
ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
Course..... ib_iosb_a08_it_enus
ITIL® 2011 Edition OSA: Introduction to Access Management
Course..... ib_iosb_a09_it_enus
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

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

■ Industry Overviews

The Telecommunications Industry Overview: Version 4
Course..... indo_01_a11_bs_enus
The Health Care Industry Overview: Version 4
Course..... indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4
Course..... indo_01_a13_bs_enus
The Banking Industry Overview: Version 4
Course..... indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4
Course..... indo_01_a15_bs_enus
The Retail Industry Overview: Version 4
Course..... indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3
Course..... indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5
Course..... indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3
Course..... indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4
Course..... indo_01_a20_bs_enus
The Education Industry Overview: Version 2
Course..... indo_01_a21_bs_enus
The Utilities Industry Overview: Version 2
Course..... indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 2
Course..... indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2
Course..... indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2
Course..... indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2
Course..... indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2
Course..... indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 2
Course..... indo_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: Version 4
Course.....indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Examsib_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
Confined Spaces in Construction	Course.....	ehs_hsf_a05_sh_enus

Construction Safety Orientation	Course.....	esh_sah_a84_sh_enus
Contractor Safety	Course.....	ehs_hsf_a57_sh_enus
Crane Signaling and Communications	Course.....	esh_sah_b67_sh_enus
Cryogenic Safety	Course.....	esh_sah_a04_sh_enus
Disaster Site Workers	Course.....	ehs_hsf_a60_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: CPR (Compression-only)	Course.....	ehs_hsf_a50_sh_enus
First Aid: Medical Emergencies	Course.....	esh_sah_a74_sh_enus
Flammable Liquids	Course.....	ehs_hsf_a08_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

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

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

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

Nuisance Dust
Course..... ehs_hsf_a61_sh_enus

Office Ergonomics
Course..... esh_sah_a64_sh_enus

Office Safety
Course..... esh_sah_b83_sh_enus

OSHA 300 Recordkeeping
Course..... esh_sah_a83_sh_enus

Pandemic Flu Awareness
Course..... esh_sah_a10_sh_enus

Personal Protective Equipment: Body Protection
Course..... esh_sah_a66_sh_enus

Portable Fire Extinguishers
Course..... esh_sah_a42_sh_enus

Powered Industrial Truck Safety
Course..... esh_sah_b84_sh_enus

PPE: Eye and Face Protection
Course..... esh_sah_a68_sh_enus

PPE: Foot and Leg Protection
Course..... esh_sah_a67_sh_enus

PPE: Hand Protection
Course..... esh_sah_a70_sh_enus

PPE: Head Protection
Course..... esh_sah_a69_sh_enus

PPE: Personal Protective Equipment
Course..... esh_sah_a17_sh_enus

Radiation Safety
Course..... esh_sah_a90_sh_enus

Radio Frequency Safety for Communications Workers
Course..... esh_sah_b49_sh_enus

Regulatory Information
Course..... esh_sah_a91_sh_enus

Respiratory Protection
Course..... esh_sah_b26_sh_enus

Retail Safety
Course..... ehs_hsf_a04_sh_enus

Rigging Equipment and Inspection
Course..... esh_sah_b82_sh_enus

Safe Work Practices
Course..... esh_sah_a52_sh_enus

Safety at Work: A Systematic Approach
Course..... ehs_hsf_a07_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Safety Data Sheets	
Course.....	esh_sah_a77_sh_enus
Scaffolding and Ladder Safety	
Course.....	esh_sah_a32_sh_enus
Scissor Lifts	
Course.....	esh_sah_b65_sh_enus
Signs and Tags	
Course.....	esh_sah_a45_sh_enus
Silica	
Course.....	esh_sah_b80_sh_enus
Slips, Trips, and Falls	
Course.....	esh_sah_b32_sh_enus
Sprains and Strains	
Course.....	esh_sah_a11_sh_enus
Stop Work Authority	
Course.....	ehs_hsf_a55_sh_enus
Toxic Substances Control Act (TSCA)	
Course.....	ehs_hsf_a63_sh_enus
Trenching and Excavation Safety	
Course.....	esh_sah_a54_sh_enus
Tuberculosis: Prevention and Control	
Course.....	esh_sah_a92_sh_enus
Warehouse Safety	
Course.....	esh_sah_b81_sh_enus
Welding, Cutting, and Brazing	
Course.....	esh_sah_a61_sh_enus
Working Alone – Safety Awareness	
Course.....	ehs_hsf_a70_sh_enus
Workplace Inspections	
Course.....	esh_sah_a40_sh_enus
Workplace Safety Orientation	
Course.....	esh_sah_a65_sh_enus

■ Cal/OSHA Workplace Health and Safety

Accident Investigation - Cal/OSHA	
Course.....	ehs_cal_a14_sh_enus
Asbestos – Cal/OSHA	
Course.....	ehs_cal_a01_sh_enus
Bloodborne Pathogens Awareness – Cal/OSHA	
Course.....	ehs_cal_a03_sh_enus
Confined Spaces -- Cal/OSHA	
Course.....	ehs_cal_a10_sh_enus
Electrical Safety – Cal/OSHA	
Course.....	ehs_cal_a02_sh_enus
Emergency and Disaster Preparedness - Cal/OSHA	
Course.....	ehs_cal_a15_sh_enus
Ergonomics – Cal/OSHA	
Course.....	ehs_cal_a08_sh_enus
Fall Protection - Cal/OSHA	
Course.....	ehs_cal_a13_sh_enus

Flaggers - Cal/OSHA	
Course.....	ehs_cal_a16_sh_enus
Forklift Safety Awareness - Cal/OSHA	
Course.....	ehs_cal_a19_sh_enus
Hazard Communication – Cal/OSHA	
Course.....	ehs_cal_a06_sh_enus
Hearing Conservation – Cal/OSHA	
Course.....	ehs_cal_a05_sh_enus
Heat Illness Prevention – Cal/OSHA	
Course.....	ehs_cal_a07_sh_enus
Injury and Illness Prevention Program – Cal/OSHA	
Course.....	ehs_cal_a09_sh_enus
Introduction to OSHA	
Course.....	ehs_hsf_a54_sh_enus
Laboratory Safety - Cal/OSHA	
Course.....	ehs_cal_a20_sh_enus
Lockout/Tagout - Cal/OSHA	
Course.....	ehs_cal_a17_sh_enus
Office Safety – Cal/OSHA	
Course.....	ehs_cal_a04_sh_enus
Respiratory Protection - Cal/OSHA	
Course.....	ehs_cal_a21_sh_enus
Slips, Trips, and Falls – Cal/OSHA	
Course.....	ehs_cal_a11_sh_enus
Trenching and Excavation Safety – Cal/OSHA	
Course.....	ehs_cal_a12_sh_enus
PPE: Personal Protective Equipment – Cal/OSHA	
Course.....	ehs_cal_a18_sh_enus

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

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

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Toxicology (HAZWOPER)
Course..... esh_sah_b13_sh_enus

■ Environmental

Biosafety Hazardous Waste Handling and Disposal
Course..... esh_hsf_a62_sh_enus
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
Ozone-depleting Chemicals
Course..... esh_hsf_a80_sh_enus
Spill Prevention and Control
Course..... esh_sah_b01_sh_enus
Spill Prevention, Control, and Countermeasure Plan
Course..... esh_sah_b02_sh_enus
Storm Water Pollution Prevention
Course..... esh_sah_b03_sh_enus
Universal Waste Rule Training
Course..... esh_sah_b04_sh_enus
Used Oil Management
Course..... esh_sah_b05_sh_enus
Waste Minimization and Pollution Prevention for Employees
Course..... esh_env_a02_sh_enus

■ Transportation - Safe Driving

Accident Procedures Involving Large Vehicles
Course..... esh_sah_b52_sh_enus
Collision Avoidance
Course..... esh_sah_b54_sh_enus
Defensive Driving
Course..... esh_sah_b45_sh_enus
Defensive Driving Fundamentals
Course..... esh_sah_b21_sh_enus
Defensive Driving: Truck Safety
Course..... esh_sah_a12_sh_enus
Distracted Driving
Course..... esh_sah_b55_sh_enus
Emergency Situations While Driving
Course..... esh_sah_b56_sh_enus
Ergonomics and Injury Prevention for Commercial Vehicle Operators
Course..... esh_sah_b70_sh_enus
Flagging Safety
Course..... esh_sah_a75_sh_enus
Flatbed Cargo Securement
Course..... esh_sah_b71_sh_enus

Packaging Small Quantities
Course..... esh_trn_a01_sh_enus
Hazardous Materials: Shipping Lithium Batteries under DOT Exemptions
Course..... esh_trn_a03_sh_enus
Hazardous Weather Driving for Commercial Vehicle Operators
Course..... esh_sah_b72_sh_enus
Infectious Materials Transportation
Course..... esh_trn_a04_sh_enus
Loading Dock Safety
Course..... esh_sah_b75_sh_enus
Negotiating Hazards for Commercial Vehicles
Course..... esh_sah_b74_sh_enus
Safe Vehicle Backing
Course..... esh_sah_a76_sh_enus
Trailer Coupling and Uncoupling
Course..... esh_sah_b69_sh_enus
Urban Driving
Course..... esh_sah_b59_sh_enus

■ Federal Motor Carrier Safety

DOT: Air Brakes
Course..... esh_sah_b53_sh_enus
DOT: Cross-border Requirements (US and Canada)
Course..... esh_trn_a02_sh_enus
DOT: CSA Fundamentals
Course..... esh_sah_b60_sh_enus
DOT: Drug and Alcohol Awareness
Course..... esh_trns_a01_sh_enus
DOT: Hours of Service
Course..... esh_sah_b57_sh_enus
DOT: Inspections
Course..... esh_sah_b73_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

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

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

NFPA 1600 Disaster/Emergency Management	Course.....	esh_sec_a01_sh_enus
NFPA 1600 Business Continuity Programs	Course.....	esh_sec_a02_sh_enus
Active Shooter	Course.....	esh_sah_b92_sh_enus
Business Travel Safety and Security	Course.....	ehs_sec_a02_sh_enus
Security Personnel: Responding to Potential Threats	Course.....	ehs_sec_a04_sh_enus
Active Shooter – Campus	Course.....	ehs_sec_a03_sh_enus
Campus Safety	Course.....	ehs_sec_a01_sh_enus
Workplace Security Awareness	Course.....	esh_sah_a93_sh_enus

Global Safety Principles

Global Safety Principles: Back Safety and Injury Prevention	Course.....	ehs_ged_a01_sh_enus
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Global Safety Principles: Bloodborne Pathogen Awareness	Course.....	ehs_ged_a02_sh_enus
Global Safety Principles: Fire Safety and Prevention	Course.....	ehs_ged_a03_sh_enus
Global Safety Principles: Hazard Communication: An Employee's Right to Know	Course.....	ehs_ged_a04_sh_enus
Global Safety Principles: Hearing Conservation	Course.....	ehs_ged_a05_sh_enus
Global Safety Principles: Indoor Hoisting and Rigging	Course.....	ehs_ged_a06_sh_enus
Global Safety Principles: Industrial Ergonomics	Course.....	ehs_ged_a07_sh_enus
Global Safety Principles: Lockout/Tagout	Course.....	ehs_ged_a08_sh_enus
Global Safety Principles: Office Ergonomics	Course.....	ehs_ged_a09_sh_enus
Global Safety Principles: PPE: Personal Protective Equipment	Course.....	ehs_ged_a10_sh_enus
Global Safety Principles: Respiratory Protection	Course.....	ehs_ged_a11_sh_enus

Compliance Impact Series

Hazard Communication Impact: Safety Data Sheets Business Impact Series	_pc_bi_shbi025
Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals Business Impact Series	_pc_bi_shbi026
Hazard Communication Impact: Routes of Chemical Entry Business Impact Series	_pc_bi_shbi021
Hazard Communication Impact: Health Hazards Business Impact Series	_pc_bi_shbi023
Hazard Communication Impact: Warning Labels Business Impact Series	_pc_bi_shbi024
Hazard Communication Impact: Physical Hazards Business Impact Series	_pc_bi_shbi022
Hearing Conservation Impact: Effects of Noise on Hearing Business Impact Series	_pc_bi_shbi027
Hearing Conservation Impact: Monitoring, Testing, and Training Business Impact Series	_pc_bi_shbi028
Safety Principles Impact: Accident Factors Business Impact Series	_pc_bi_shbi001
Safety Principles Impact: Safe Work Habits and Behaviors Business Impact Series	_pc_bi_shbi002
Safety Principles Impact: Safety Awareness Business Impact Series	_pc_bi_shbi003

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Safety Principles Impact: Accident Investigation
Business Impact Series _pc_bi_shbi005

Safety Principles Impact: Near Misses
Business Impact Series _pc_bi_shbi006

Safety Principles Impact: Stop Work Authority
Business Impact Series _pc_bi_shbi007

Safety Principles Impact: Reporting an Accident
Business Impact Series _pc_bi_shbi004

Ergonomics Impact: Workplace Programs
Business Impact Series _pc_bi_shbi020

Ergonomics Impact: Computer Ergonomics
Business Impact Series _pc_bi_shbi015

Ergonomics Impact: Musculoskeletal Disorders
Business Impact Series _pc_bi_shbi016

Ergonomics Impact: Engineering Controls
Business Impact Series _pc_bi_shbi017

Ergonomics Impact: Furniture and Equipment
Business Impact Series _pc_bi_shbi018

Ergonomics Impact: Administrative Controls
Business Impact Series _pc_bi_shbi019

OSHA Recordkeeping Impact: Required Reporting
Business Impact Series _pc_bi_shbi008

OSHA Recordkeeping Impact: Recordable Cases
Business Impact Series _pc_bi_shbi009

OSHA Recordkeeping Impact: OSHA's Form 300
Business Impact Series _pc_bi_shbi010

OSHA Recordkeeping Impact: OSHA's Form 300A
Business Impact Series _pc_bi_shbi011

Hearing Conservation Impact: Selection, Use, and Care
Business Impact Series _pc_bi_shbi029

Hearing Conservation Impact: Types of Hearing
Protection
Business Impact Series _pc_bi_shbi030

Hearing Conservation Impact: Precautions When Using
Hearing Protection
Business Impact Series _pc_bi_shbi031

Hearing Conservation Impact: Engineering and
Administrative Controls
Business Impact Series _pc_bi_shbi032

Fall Protection Impact: Common Trip Hazards
Business Impact Series _pc_bi_shbi047

Fall Protection Impact: Techniques and Methods
Business Impact Series _pc_bi_shbi048

Fall Protection Impact: Equipment Guidelines
Business Impact Series _pc_bi_shbi049

Fall Protection Impact: Safety Monitoring and Other
Protective Systems
Business Impact Series _pc_bi_shbi050

Fall Protection Impact: Other Aspects of Fall Protection
Business Impact Series _pc_bi_shbi051

Fall Protection Impact: Fall Hazards
Business Impact Series _pc_bi_shbi046

Spill Response and Control Impact: Defining Hazardous
Materials
Business Impact Series _pc_bi_shbi070

Spill Response and Control Impact: Work Practices to
Prevent Spills
Business Impact Series _pc_bi_shbi071

Spill Response and Control Impact: Responding to a
Spill
Business Impact Series _pc_bi_shbi072

Spill Response and Control Impact: Boundaries When
Hazards Are Present
Business Impact Series _pc_bi_shbi073

Spill Response and Control Impact: Hazardous Spill
Sizes
Business Impact Series _pc_bi_shbi074

Spill Response and Control Impact: Responsibilities
During a Spill
Business Impact Series _pc_bi_shbi075

Cold Stress Impact: Symptoms
Business Impact Series _pc_bi_shbi082

Cold Stress Impact: Treatment
Business Impact Series _pc_bi_shbi083

Cold Stress Impact: Precautions and Safe Work
Practices
Business Impact Series _pc_bi_shbi084

Heat Stress Impact: Symptoms
Business Impact Series _pc_bi_shbi085

Heat Stress Impact: Treatment
Business Impact Series _pc_bi_shbi086

Heat Stress Impact: Precautions and Safe Work
Practices
Business Impact Series _pc_bi_shbi087

Slips, Trips, and Falls Impact: Identifying Fall Hazards
Business Impact Series _pc_bi_shbi107

Slips, Trips, and Falls Impact: Preventing Injuries on
Ladders
Business Impact Series _pc_bi_shbi108

Slips, Trips, and Falls Impact: Minimizing Walking and
Working Surface Hazards
Business Impact Series _pc_bi_shbi109

Slips, Trips, and Falls Impact: Fall Prevention
Techniques and Methods
Business Impact Series _pc_bi_shbi112

Hazardous Material Handling and Storage Impact:
Lifting Techniques
Business Impact Series _pc_bi_shbi120

Hazardous Material Handling and Storage Impact:
Drum and Container Hazards
Business Impact Series _pc_bi_shbi121

Hazardous Material Handling and Storage Impact:
Handling Drums and Containers
Business Impact Series _pc_bi_shbi122

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hazardous Material Handling and Storage Impact: Handling Gas Cylinders Business Impact Series	_pc_bi_shbi123
Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders Business Impact Series	_pc_bi_shbi124
Hazardous Material Handling and Storage Impact: Routine Maintenance Business Impact Series	_pc_bi_shbi126
Fire Safety Impact: Characteristics of Fire Business Impact Series	_pc_bi_shbi127
Fire Safety Impact: Types of Fire Extinguishers Business Impact Series	_pc_bi_shbi128
Fire Safety Impact: How to Prevent Workplace Fires Business Impact Series	_pc_bi_shbi129
Fire Safety Impact: Responding to Fire Emergencies Business Impact Series	_pc_bi_shbi130
Fire Safety Impact: Characteristics of Handheld Extinguishers Business Impact Series	_pc_bi_shbi131
Emergencies and Disasters Impact: Components of an Emergency Action Plan Business Impact Series	_pc_bi_shbi133
Emergencies and Disasters Impact: Preparing for Evacuations Business Impact Series	_pc_bi_shbi134
Emergencies and Disasters Impact: Natural Disasters Business Impact Series	_pc_bi_shbi135
Emergencies and Disasters Impact: Bomb Threats Business Impact Series	_pc_bi_shbi136
Emergencies and Disasters Impact: Workplace Violence Business Impact Series	_pc_bi_shbi137
Emergencies and Disasters Impact: Threats from outside the Workplace Business Impact Series	_pc_bi_shbi138
Fire Safety Impact: Using the Correct Extinguisher for the Material Business Impact Series	_pc_bi_shbi132
Welding Impact: Fire Prevention Techniques Business Impact Series	_pc_bi_shbi040
Welding Impact: Operating Procedures Business Impact Series	_pc_bi_shbi041
Welding Impact: Health Hazards Business Impact Series	_pc_bi_shbi042
Welding Impact: PPE Requirements Business Impact Series	_pc_bi_shbi043
Welding Impact: Safety Considerations Business Impact Series	_pc_bi_shbi044
Welding Impact: Storing Oxygen and Acetylene Cylinders Business Impact Series	_pc_bi_shbi045
Hand and Power Tool Safety Impact: Specific Hazards Business Impact Series	_pc_bi_shbi065

Hand and Power Tool Safety Impact: Hazards and Controls Business Impact Series	_pc_bi_shbi064
Hand and Power Tool Safety Impact: Pneumatic Tools Business Impact Series	_pc_bi_shbi066
Hand and Power Tool Safety Impact: Powder-actuated Tools Business Impact Series	_pc_bi_shbi067
Lockout/Tagout Impact: Terminology Business Impact Series	_pc_bi_shbi094
Lockout/Tagout Impact: Properties of Devices Business Impact Series	_pc_bi_shbi096
Lockout/Tagout Impact: Individual and Group Lockout/Tagout Business Impact Series	_pc_bi_shbi097
Lockout/Tagout Impact: Removing Devices Business Impact Series	_pc_bi_shbi098
Lockout/Tagout Impact: Company Procedures Business Impact Series	_pc_bi_shbi099
Machine Guarding Impact: Areas Where Mechanical Hazards Exist Business Impact Series	_pc_bi_shbi100
Machine Guarding Impact: Where Accidents are Most Likely to Occur Business Impact Series	_pc_bi_shbi101
Machine Guarding Impact: Actions That Can Result in Injury Business Impact Series	_pc_bi_shbi102
Machine Guarding Impact: Minimum Requirements of Safeguards Business Impact Series	_pc_bi_shbi103
Machine Guarding Impact: Advantages of Guard Construction Business Impact Series	_pc_bi_shbi104
Machine Guarding Impact: Types of Safety Guards and Devices Business Impact Series	_pc_bi_shbi105
Machine Guarding Impact: Definitions and General Requirements Business Impact Series	_pc_bi_shbi106

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

■ Safety and Health

Accident Investigation – Canada Course.....	ehs_hsf_a36_sh_enus
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ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Back Safety and Injury Prevention – Canada
Course..... ehs_hsf_a43_sh_enus

Bloodborne Pathogen Awareness – Canada
Course..... ehs_hsf_a44_sh_enus

Confined Space Entry – Canada
Course..... esh_sah_b35_sh_enus

Electrical Safety – Canada
Course..... ehs_hsf_a22_sh_enus

Emergency and Disaster Preparedness – Canada
Course..... ehs_hsf_a48_sh_enus

Ergonomics in the Workplace - Canada
Course..... ehs_hsf_a19_sh_enus

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

Fire Safety and Prevention – Canada
Course..... ehs_hsf_a42_sh_enus

First Aid: Basic – Canada
Course..... ehs_hsf_a23_sh_enus

Forklift Safety Awareness – Canada
Course..... ehs_hsf_a24_sh_enus

Hand and Power Tool Safety – Canada
Course..... ehs_hsf_a20_sh_enus

Hazardous Materials in the Workplace – Canada
Course..... ehs_hsf_a45_sh_enus

Hearing Conservation - Canada
Course..... esh_sah_b37_sh_enus

Hot Work Permits – Canada
Course..... ehs_hsf_a40_sh_enus

Indoor Hoisting and Rigging – Canada
Course..... ehs_hsf_a47_sh_enus

Industrial Ergonomics – Canada
Course..... ehs_hsf_a46_sh_enus

Infectious Diseases – Canada
Course..... ehs_hsf_a49_sh_enus

Job Hazard Analysis – Canada
Course..... ehs_hsf_a25_sh_enus

Laboratory Safety – Canada
Course..... ehs_hsf_a38_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

Machine Guarding – Canada
Course..... ehs_hsf_a26_sh_enus

Occupational Health and Safety Awareness: Ontario
Reg. 297/13 – Canada
Course..... Esh_sah_b90_sh_enus

Office Ergonomics – Canada
Course..... ehs_hsf_a27_sh_enus

Office Safety – Canada
Course..... ehs_hsf_a41_sh_enus

Portable Fire Extinguishers – Canada
Course..... ehs_hsf_a28_sh_enus

PPE: Personal Protective Equipment – Canada
Course..... ehs_hsf_a17_sh_enus

Respiratory Protection - Canada
Course..... esh_sah_b39_sh_enus

Rigging Equipment and Inspection – Canada
Course..... ehs_hsf_a35_sh_enus

Slips, Trips, and Falls – Canada
Course..... ehs_hsf_a21_sh_enus

Welding, Cutting, and Brazing – Canada
Course..... ehs_hsf_a39_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

Workplace Inspections – Canada
Course..... ehs_hsf_a37_sh_enus

■ Transportation

Defensive Driving Fundamentals – Canada
Course..... esh_sah_b86_sh_enus

Transport Canada TDG: Documents, Markings, and
Containers
Course..... esh_sah_b62_sh_enus

Transport Canada TDG: Introduction and
Responsibilities
Course..... esh_sah_b61_sh_enus

Transport Canada TDG: Related Regulations and
Standards
Course..... esh_sah_b64_sh_enus

Transport Canada TDG: Special Situations and
Emergency Actions
Course..... esh_sah_b63_sh_enus

LEGAL COMPLIANCE COURSEWARE

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 Business Ethics Course.....	lchr_01_b01_lc_enus
Global Conflicts of Interest Course.....	lchr_01_a58_lc_enus
Global Diversity Course.....	lchr_01_a96_lc_enus
Global Export Compliance Course.....	lchr_01_a87_lc_enus
Global Fraud Course.....	lchr_01_a99_lc_enus
Global Import Compliance Course.....	lchr_01_a98_lc_enus
Global Insider Dealing Course.....	lchr_01_a57_lc_enus
Global IT Security Basics Course.....	lchr_01_a89_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

■ 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
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Code of Conduct Awareness Course.....	lchr_01_a38_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_b08_lc_enus

■ Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course.....	lchr_01_a56_lc_enus
Bullying and Violence in the Workplace Course.....	lchr_01_a55_lc_enus
EEO and Lawful Hiring Course.....	lchr_01_a70_lc_enus
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 Course.....	lchr_01_a95_lc_enus
Preventing Identity Theft Course.....	lchr_01_b18_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_b03_lc_enus
Record Retention Course.....	lchr_01_b04_lc_enus

LEGAL COMPLIANCE COURSEWARE

Rightful Employment Termination	
Course.....	lchr_01_b05_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
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
Human Trafficking Awareness for Employees of Federal Contractors	
Course.....	lchr_01_b16_lc_enus
Bullying and Hazing on Campus	
Course.....	lchr_01_b09_lc_enus
Security Awareness for End Users	
Course.....	lchr_01_b11_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
HIPAA for Non-Medical Employers	
Course.....	lchp_01_a06_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	
Course.....	lchr_01_a91_lc_enus
FERPA for Higher Education	
Course.....	lchr_01_a85_lc_enus
Harassment Prevention for Employees - State and Local Government Edition	
Course.....	lch_01_a14_lc_enus
Harassment Prevention for Managers - Higher Education Edition	
Course.....	lch_01_a13_lc_enus
Harassment Prevention for Employees - Higher Education Edition	
Course.....	lch_01_a12_lc_enus
Harassment Prevention for Managers - State and Local Government Sector Edition	
Course.....	lch_01_a15_lc_enus
Student Rights Overview	
Course.....	lchr_01_a94_lc_enus
Title IX for Higher Education	
Course.....	lchr_01_a79_lc_enus

■ Canadian Compliance

Canadian Antitrust	
Course.....	lchr_01_a78_lc_enus
Canadian Anti-Spam Act	
Course.....	lchr_01_a97_lc_enus
Preventing Harassment and Violence in the Canadian Workplace	
Course.....	lch_01_a21_lc_enus
The AODA: Customer Service and Accessibility Standard	
Course.....	lchr_01_a67_lc_enus
The AODA: Integrated Accessibility Standards	
Course.....	lchr_01_a90_lc_enus

German Compliance

AGG (GETA) – Information for Employees
Course..... lchr_01_a39_lc_enus

AGG (GETA) - Information for Management
Course..... lchr_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

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

Compliance Expert Series

COMPLIANCE EXPERT: Privacy & Information Security: The Basics
Business Impact Series_pc_bi_lcbi023

COMPLIANCE EXPERT: Privacy & Information Security: Some Examples from the Trenches
Business Impact Series_pc_bi_lcbi024

COMPLIANCE EXPERT: Export Compliance - The Decision Tree
Business Impact Series_pc_bi_lcbi025

COMPLIANCE EXPERT: Harassment and Retaliation for Managers
Business Impact Series_pc_bi_lcbi029

COMPLIANCE EXPERT: Harassment: A Case Study for Managers
Business Impact Series_pc_bi_lcbi030

COMPLIANCE EXPERT: IT Security: What You Need to Know About Phishing
Business Impact Series_pc_bi_lcbi031

COMPLIANCE EXPERT: IT Security: Safeguarding Your Mobile Devices
Business Impact Series_pc_bi_lcbi032

COMPLIANCE EXPERT: Bullying: The Manager's Role
Business Impact Series_pc_bi_lcbi039

COMPLIANCE EXPERT: Diversity: Its Value in the Workplace
Business Impact Series_pc_bi_lcbi033

COMPLIANCE EXPERT: Import Compliance - Country of Origin
Business Impact Series_pc_bi_lcbi035

COMPLIANCE EXPERT: Import Compliance: Product Classification
Business Impact Series_pc_bi_lcbi036

COMPLIANCE EXPERT: Diversity: Ensuring a Diverse Applicant Pool
Business Impact Series_pc_bi_lcbi037

COMPLIANCE EXPERT: Bullying: Not in the Workplace
Business Impact Series_pc_bi_lcbi038

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE EXPERT: Export Compliance - What's the Risk?
Business Impact Series_pc_bi_lcbi026
COMPLIANCE EXPERT: Harassment and Retaliation
Business Impact Series_pc_bi_lcbi027
COMPLIANCE EXPERT: Harassment: A Case Study
Business Impact Series_pc_bi_lcbi028

FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT CURRICULA

FEDERAL GOVERNMENT

Federal Government Legal Compliance

The US Constitution	
Course.....	fgov_01_a18_lc_enus
Sexual Harassment Prevention for Federal Employees	
Course.....	fgov_01_a19_lc_enus
The No FEAR Act	
Course.....	fgov_01_a33_lc_enus
EEO and Preventing Discrimination in the Federal Workplace	
Course.....	fgov_01_a34_lc_enus
Hatch Act Overview	
Course.....	fgov_01_a35_lc_enus
Domestic Violence Awareness for Federal Employees	
Course.....	fgov_01_a36_lc_enus
Freedom of Information Act	
Course.....	fgov_01_a37_lc_enus
Federal Merit System Overview	
Course.....	fgov_01_a38_lc_enus
Accessibility and Section 508 Awareness	
Course.....	fgov_01_a20_lc_enus
Workplace Safety	
Course.....	fgov_01_a21_lc_enus
Government Ethics	
Course.....	fgov_01_a22_lc_enus
Proper Use of Government Charge Cards	
Course.....	fgov_01_a23_lc_enus
Federal HR Flexibilities	
Course.....	fgov_01_a24_lc_enus
Information Security Awareness	
Course.....	fgov_01_a25_lc_enus
Privacy Awareness	
Course.....	fgov_01_a26_lc_enus
Pre-retirement Planning for FERS	
Course.....	fgov_01_a27_lc_enus
Telework for Government Employees	
Course.....	fgov_01_a28_lc_enus
Sexual Harassment Prevention for Federal Managers	
Course.....	fgov_01_a29_lc_enus
The Plain Writing Act	
Course.....	fgov_01_a30_lc_enus
Reasonable Accommodation for the Federal Workplace	
Course.....	fgov_01_a31_lc_enus
USERRA: An Overview	
Course.....	fgov_01_a32_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

Interconnecting Cisco Networking Devices, Part 2
(ICND2) 3.0 Expert Live with
Encore
Live Learning Course.....LLCS0110

■ 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

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

■ Wireless Technologies

Implementing Cisco Wireless Networking Fundamentals
(WIFUND) 1.0 Expert Live
with Encore
Live Learning Course.....LLCS0108

■ 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

Designing for Cisco Internetwork Solutions (DESGN) 3.0
Expert Encore
Live Learning Course.....LLCS0107

■ 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

Implementing Cisco IP Telephony & Video, Part 2
(CIPTV2) 1.0 Expert Live with
Encore
Live Learning Course.....LLCS0102

LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore
Live Learning Course.....LLCS0101

Implementing Cisco Collaboration Application (CAPP5) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0104

Troubleshooting Cisco IP Telephony & Video (CTCOLLAB) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0103

Interconnecting Cisco Networking Devices, Part 1 (ICND1) 3.0 Expert Live with Encore
Live Learning Course.....LLCS0109

■ Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0106

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

■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore
Live Learning Course.....LLMS0049

Administering Microsoft Windows Server 2012 Expert Encore
Live Learning Course.....LLMS0050

Configuring Advanced Windows Server 2012 Services Expert Encore
Live Learning Course.....LLMS0051

Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course.....LLMS0052

Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore
Live Learning Course.....LLMS0053

Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course.....LLMS0054

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore
Live Learning Course.....LLMS0055

Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore
Live Learning Course.....LLMS0056

Windows Powershell 101 Expert Live with Encore
Live Learning Course.....LLMS0062

■ Client Operating Systems

Configuring Microsoft Windows 8.1 Expert Live with Encore
Live Learning Course.....LLMS0048

■ Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore
Live Learning Course.....LLMS0057

■ SharePoint Server 2010

Microsoft SharePoint 2010 Administration Expert Encore
Live Learning Course.....LLMS0043

Configuring Microsoft SharePoint 2010 Expert Encore
Live Learning Course.....LLMS0045

Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore
Live Learning Course.....LLMS0059

■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases
Live Learning Course.....LLMS0058

■ Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore
Live Learning Course.....LLMS0064

■ Microsoft System Center

Administering and Deploying System Center 2012 Configuration Manager Expert Live with Encore
Live Learning Course.....LLMS0065

LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS

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
CompTIA A+ 220-901 Expert Encore
Live Learning Course.....LLCT0020
CompTIA A+ 220-902 Expert Encore
Live Learning Course.....LLCT0021

■ Security

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

LIVE LEARNING ALL ACCESS

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Design and
Optimization Expert Encore
Live Learning Course..... LLVM0003
vSphere 6.0 ICM Part One Expert Live with Encore
Live Learning Course..... LLVM0009
vSphere 6.0 ICM Part Two Expert Live with Encore
Live Learning Course..... LLVM0010

LIVE LEARNING ALL ACCESS

PROJECT MANAGEMENT

■ PMP Certification

Project Management Professional Certification (PMP)
5.0 (5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning Course..... LLPM0006

■ CAPM Certification

Project Management Professional Certification (PMP)
5.0 (5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning Course..... LLPM0006

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with
Encore
Live Learning Course.....LLCT0010

■ Skillsoft Courses

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

LIVE LEARNING ALL ACCESS BUNDLES

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

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

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

Analyzing Data with What-if Analysis in Excel 2010
Course.....mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.....mo_aexl_a07_dt_enus

Managing Resource Assignments with Project 2010
Course.....mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course.....mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course.....mo_bprj_a09_dt_enus

Preparing to Communicate Effectively at the 'C' Level
Course.....comm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Course.....comm_31_a02_bs_enus

Meeting the Needs of Your Experts
Course.....mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course.....mgmt_21_a02_bs_enus

Advanced Customizing with Project 2010
Course.....mo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Course.....mo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Course.....mo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Course.....mo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Course.....mo_aprj_a05_dt_enus

Managing Effective Business Meetings
Course.....comm_32_a02_bs_enus

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

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course.....proj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
Course.....proj_18_a02_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
Course.....proj_18_a04_bs_enus

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

Performing Calculations Using Functions in Excel 2013
Course.....mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course.....mo_bgel_a07_dt_enus

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

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

LIVE LEARNING ALL ACCESS

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

LIVE LEARNING ALL ACCESS BUNDLES

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

Interconnecting Cisco Networking Devices, Part 2 (ICND2) 3.0 Expert Live with Encore
Live Learning Course.....LLCS0110

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

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

Wireless Technologies

Implementing Cisco Wireless Networking Fundamentals (WIFUND) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0108

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

Designing for Cisco Internetwork Solutions (DESGN) 3.0 Expert Encore
Live Learning Course.....LLCS0107

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

Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0102

Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore
Live Learning Course.....LLCS0101

Implementing Cisco Collaboration Application (CAPPS) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0104

Troubleshooting Cisco IP Telephony & Video (CTCOLLAB) 1.0 Expert Live with Encore
Live Learning Course.....LLCS0103

Interconnecting Cisco Networking Devices, Part 1 (ICND1) 3.0 Expert Live with Encore
Live Learning Course.....LLCS0109

LIVE LEARNING ALL ACCESS BUNDLES

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

■ Client Operating Systems

Configuring Microsoft Windows 8.1 Expert Live with
Encore
Live Learning Course.....LLMS0048

■ Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013
Expert Live with Encore
Live Learning Course.....LLMS0057

■ SharePoint Server 2010

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

■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases
Live Learning Course.....LLMS0058

■ Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with
Encore
Live Learning Course.....LLMS0064

LIVE LEARNING ALL ACCESS BUNDLES

■ Microsoft System Center

Administering and Deploying System Center 2012
Configuration Manager Expert
Live with Encore
Live Learning Course.....LLMS0065

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
CompTIA A+ 220-901 Expert Encore
Live Learning Course.....LLCT0020
CompTIA A+ 220-902 Expert Encore
Live Learning Course.....LLCT0021

■ 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, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning Course.....LLPM0006

■ CAPM Certification

Project Management Professional Certification (PMP)
5.0 (5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning Course.....LLPM0006

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with
Encore
Live Learning Course.....LLCT0010

■ Skillsoft Courses

Leadership Essentials: Communicating Vision
Course.....lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a
Leader
Course.....lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional
Intelligence
Course.....lead_05_a04_bs_enus
Leadership Essentials: Leading Innovation
Course.....lead_05_a06_bs_enus
Leadership Essentials: Leading Change
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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
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-
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Course.....comm_23_a06_bs_enus

LIVE LEARNING ALL ACCESS BUNDLES

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

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

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

Analyzing Data with What-if Analysis in Excel 2010
Course.....mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.....mo_aexl_a07_dt_enus

Managing Resource Assignments with Project 2010
Course.....mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course.....mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course.....mo_bprj_a09_dt_enus

Preparing to Communicate Effectively at the 'C' Level
Course.....comm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Course.....comm_31_a02_bs_enus

Meeting the Needs of Your Experts
Course.....mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course.....mgmt_21_a02_bs_enus

Advanced Customizing with Project 2010
Course.....mo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Course.....mo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Course.....mo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Course.....mo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Course.....mo_aprj_a05_dt_enus

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
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Performing Calculations Using Functions in Excel 2013
Course.....mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course.....mo_bgel_a07_dt_enus

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

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

LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

COMPTIA

■ Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course.....LLCT0010

LIVE LEARNING ALL ACCESS VIRTUALIZATION

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
Live Learning Course.....LLVM0003

LIVE LEARNING ALL ACCESS BUNDLES

vSphere 6.0 ICM Part One Expert Live with Encore
Live Learning Course..... LLVM0009
vSphere 6.0 ICM Part Two Expert Live with Encore
Live Learning Course..... LLVM0010

LIVE LEARNING ALL ACCESS VIRTUALIZATION

PMP COURSE

■ PMP Certification

Project Management Professional Certification (PMP)
5.0 (5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning Course..... LLPM0006

LIVE LEARNING ALL ACCESS VIRTUALIZATION

COMPTIA

■ Networking

CompTIA Network+ N10-006 Expert Live with Encore
Live Learning Course.....LLCT0019

LIVE LEARNING ALL ACCESS VIRTUALIZATION

CISCO SYSTEMS FOR AA VIRTUALIZATION

■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1 (ICND1)
2.0 Expert Live with
Encore
Live Learning Course.....LLCS0084

LIVE LEARNING ALL ACCESS VIRTUALIZATION

APPLICATION DEVELOPMENT

■ JavaScript

Javascript Development
Live Learning Course..... LLJS0001