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### Software Testing Foundations
- **Fundamentals of Software Testing**
  
  Course........................................... sd_sftf_a01_it_enus
- **Testing Throughout the Software Life Cycle**
  
  Course........................................... sd_sftf_a02_it_enus
- **Static Techniques and Test Design in Software Testing**
  
  Course........................................... sd_sftf_a03_it_enus
- **Black-Box Software Testing Techniques**
  
  Course........................................... sd_sftf_a04_it_enus
- **White-Box Software Testing Techniques**
  
  Course........................................... sd_sftf_a05_it_enus
- **Software Test Management**
  
  Course........................................... sd_sftf_a06_it_enus
- **Configuration Management, Risks, and Incidents in Software Testing**
  
  Course........................................... sd_sftf_a07_it_enus
Tool Support in Software Testing Course........................................sd_sftf_a08_it_enus

Microsoft Visual Studio Team Foundation Server 2013 Administration
Microsoft Team Foundation Server 2013: Installation and Configuration Course........................................sd_mtfs_a01_it_enus
Microsoft Team Foundation Server 2013: Customization for Team Use Course........................................sd_mtfs_a03_it_enus
Microsoft Team Foundation Server 2013: Managing an Implementation Course........................................sd_mtfs_a02_it_enus
Microsoft Team Foundation Server 2013: Clients, Workspaces, and Version Control Course........................................sd_mtfs_a04_it_enus

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

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_dbg_a01_it_enus
Visual Studio 2013 Debugging Course........................................sd_dbg_a02_it_enus
Debugging Tools Course........................................sd_dbg_a03_it_enus
Software Debugging in Windows Course........................................sd_dbg_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 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

### ECLIPSE

### Fundamentals of Eclipse

- Using Eclipse  
  Course: sd_eclp_a02_it_enus
- Introduction to Eclipse  
  Course: sd_eclp_a01_it_enus
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

SOFTWARE DEVELOPMENT

MICROSOFT ENTITY FRAMEWORK

- **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_dpcs_a01_it_enus
Defensive Coding for C# Course..................................................sd_dpcs_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 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

Defensive Programming in iOS

Managing Network Interaction Course..................................................sd_dpio_a02_it_enus
Thinking Defensively about Functions, Methods, and Input Course..................................................sd_dpio_a01_it_enus
Errors, Exceptions, and Testing Course..................................................sd_dpio_a03_it_enus
Protecting Data in iOS Apps Course..................................................sd_dpio_a04_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
IT SKILLS COURSEWARE

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 120-851 Java Standard Edition 6 Programmer
Mentoring Assets.......................................mnt310065
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 120-808 Java SE Programmer 8
Mentoring Assets.......................................mnt1z0808
Mentoring Software Testing Fundamentals
Mentoring Assets.......................................mnt98379
Mentoring 120-809 Java SE 8 Programmer II
Mentoring Assets.......................................mnt120809
Mentoring 120-803 Java SE 7 Programmer I
Mentoring Assets.......................................mnt1z0803

SOFTWARE DEVELOPMENT
TEST PREPS

Test Preps

TestPrep 70-515 VB - TS: Web Applications Development with .NET 4
Testprep Exams........................................sd_masp_a01_tp_enus
TestPrep 70-515 C# - TS: Web Applications Development with .NET 4
Testprep Exams........................................sd_masc_a01_tp_enus
TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4
TestPrep Exams........................................sd_wccs_a01_tp_enus

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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 ........................................... sd_wjse_a02_tp_enus
TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3
TestPrep Exams ........................................... sd_wdjss_a01_tp_enus
TestPrep BH0-010 Certified Tester Foundation Level
TestPrep Exams ........................................... sd_stfm_a01_tp_enus
TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript
TestPrep Exams ........................................... sd_wshj_a01_tp_enus
TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript
TestPrep Exams ........................................... sd_awsh_a01_tp_enus
TestPrep 70-483 Programming in C#
TestPrep Exams ........................................... sd_dpjc_a01_tp_enus
TestPrep 70-484 Essentials of Developing Windows Store Apps Using C#
TestPrep Exams ........................................... sd_wjsef_a01 tp_enus
TestPrep 98-361 Software Development Fundamentals
TestPrep Exams ........................................... sd_jsef_a01_tp_enus
TestPrep 70-485 Advanced Windows Store App Development Using C#
TestPrep Exams ........................................... sd_dwap_a01_tp_enus
TestPrep 70-486 Developing ASP.NET MVC Web Applications
TestPrep Exams ........................................... sd_dwap_a01 tp_enus
TestPrep 70-487 Developing Microsoft Azure and Web Services
TestPrep Exams ........................................... cl_mzrw_a01_tp_enus
TestPrep 120-808 Java SE 8 Programmer I
TestPrep Exams ........................................... jl_jsea_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
CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
Course........................................................................cs_apel_a04_it_enus
CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
Course........................................................................cs_apel_a05_it_enus
CompTIA A+ 220-801: Networking Technologies
Course........................................................................cs_apel_a06_it_enus
CompTIA A+ 220-801: Networking Devices and Tools
Course........................................................................cs_apel_a07_it_enus
CompTIA A+ 220-801: Laptops
Course........................................................................cs_apel_a08_it_enus
CompTIA A+ 220-801: Printers
Course........................................................................cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures
Course........................................................................cs_apel_a10_it_enus

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

CompTIA Server+ 2009
CompTIA Server+ 2009: System Hardware
Course........................................................................cs_csvr_a01_it_enus
CompTIA Server+ 2009: System Software
Course........................................................................cs_csvr_a02_it_enus
CompTIA Server+ 2009: Server Functions and Network Essentials
Course........................................................................cs_csvr_a03_it_enus
CompTIA Server+ 2009: Storage
Course........................................................................cs_csvr_a04_it_enus
CompTIA 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

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

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 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
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Microsoft Exchange Server 2013 - Core Solutions: Message Transport Course.................................. es_excs_a05_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Access Control Course.................................. es_excs_a06_it_enus
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR Course.................................. es_excs_a07_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting Course.................................. es_excs_a08_it_enus

Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server Course.................................. es_mesd_a01_it_enus
Exchange Server 2010 SP1: Installation and Configuration Course.................................. es_mesd_a02_it_enus
Exchange Server 2010 SP1: Administrative Tools Course.................................. es_mesd_a03_it_enus
Exchange Server 2010 SP1: Mailbox Server Administration Course.................................. es_mesd_a04_it_enus
Exchange Server 2010 SP1: Public Folders and Messaging Records Management Course.................................. es_mesd_a05_it_enus
Exchange Server 2010 SP1: Message Transport Course.................................. es_mesd_a06_it_enus
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security Course.................................. es_mesd_a07_it_enus
Exchange Server 2010 SP1: Client Access Course.................................. es_mesd_a08_it_enus
Exchange Server 2010 SP1: High Availability Course.................................. es_mesd_a09_it_enus
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance Course.................................. es_mesd_a11_it_enus

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

Unix ESSENTIALS

Unix OS Fundamentals

Unix OS Fundamentals: Security Course.................................. lu_unsf_a03_it_enus
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
  Booting Linux and Installing Applications from Source Course....................................lu_lalr_a05_it_enus
  Linux Network Services Course....................................................................................lu_lalr_a01_it_enus
  Linux System Maintenance and Hardware Configuration Course...................................lu_lalr_a02_it_enus
  Linux Security Course....................................................................................................lu_lalr_a03_it_enus
  Linux System Troubleshooting Course.........................................................................lu_lalr_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

- VMware: Datacenter Virtualization with vSphere 5 - Part 2
  VMware vSphere 5 - Part 2: VSphere Clustering Course..............................................vi_vmpc_a01_it_enus
  VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades Course.............................................................vi_vmpc_a09_it_enus
  VMware vSphere 5 - Part 2: vSphere Security Course..................................................vi_vmpc_a06_it_enus
  VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use Course ............................................................vi_vmpc_a07_it_enus

- VMware: Datacenter Virtualization Design and Optimization with vSphere 5
  VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals Course..........................................................vi_vmpc_a01_it_enus
  VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs Course..................................................vi_vmpc_a02_it_enus
  VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design Course............................................................vi_vmpc_a03_it_enus
  VMware vSphere 5 – Datacenter Design VMs, Management, and Implementation Course............................................................vi_vmpc_a04_it_enus

- VMware vSphere 6 Install, Configure, Manage: Part 2
  VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Clustering Course........................................................................vi_vhpp_a03_it_enus
  VMware vSphere 6 Install, Configure, Manage - Part 2: vSphere 6 Monitoring Course........................................................................vi_vhpp_a02_it_enus
IT SKILLS COURSEWARE

VMware vSphere 6 Install, Configure, Manage - Part 2:
- vSphere 6 Design
  Course:.............................. vi_vhpp_a04_it_enus
- vSphere 6 Updating
  Course:.............................. vi_vhpp_a05_it_enus
- vSphere 6 Upgrading
  Course:.............................. vi_vhpp_a06_it_enus

VMware vSphere 6 Install, Configure, Manage - Part 2:
- vSphere 6 Design
  Course:.............................. vi_vhpp_a04_it_enus
- vSphere 6 Updating
  Course:.............................. vi_vhpp_a05_it_enus
- vSphere 6 Upgrading
  Course:.............................. vi_vhpp_a06_it_enus

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

VMware Workstation 11 Fundamentals
- 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
- Technology and Architecture
  Course:.............................. cl_vmnv_a01_it_enus
- Physical Infrastructure Requirements
  Course:.............................. cl_vmnv_a02_it_enus
- Installing and Upgrading
  Course:.............................. cl_vmnv_a04_it_enus
- 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
- Desktop Virtualization Overview
  Course:.............................. cl_vmov_a01_it_enus
- Data Center Virtualization Overview
  Course:.............................. cl_vmov_a02_it_enus
- Business Mobility Solutions
  Course:.............................. cl_vmov_a03_it_enus
- Cloud Services Solutions
  Course:.............................. cl_vmov_a04_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 1
- Introduction to Virtualization
  Course:.............................. vi_vmwa_a01_it_enus
- vSphere 5 - Part 1: vCenter Server Installation
  Course:.............................. vi_vmwa_a02_it_enus
- vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration
  Course:.............................. vi_vmwa_a03_it_enus
- vSphere 5 - Part 1: ESXi Installation and Configuration
  Course:.............................. vi_vmwa_a04_it_enus
- vSphere 5 - Part 1: vCenter Server Inventory
  Course:.............................. vi_vmwa_a05_it_enus
- vSphere 5 - Part 1: vCenter Server Administration
  Course:.............................. vi_vmwa_a06_it_enus
- vSphere 5 - Part 1: vCenter Server Management
  Course:.............................. vi_vmwa_a07_it_enus
- vSphere 5 - Part 1: Creating Virtual Machines
  Course:.............................. vi_vmwa_a08_it_enus
- vSphere 5 - Part 1: Configuring and Managing Virtual Machines
  Course:.............................. vi_vmwa_a09_it_enus
- vSphere 5 - Part 1: An Overview of Virtual Network Creation
  Course:.............................. vi_vmwa_a10_it_enus
- vSphere 5 - Part 1: Configuring and Managing Virtual Networks
  Course:.............................. vi_vmwa_a11_it_enus
VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts
Course........................................ vi_vmwa_a12_it_enus
VMware vSphere 5 – Part 1: Storage Configuration and Management
Course........................................ vi_vmwa_a13_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OFFICE 365

Managing Identities and Requirements in Office 365
Office 365 Configuration
Course........................................ mo_clda_a01_it_enus
Office 365 Deployment
Course........................................ mo_clda_a02_it_enus
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_ensv_a02_it_enus
Office 365 Services: Configuring Exchange Online and Lync Online
Course........................................ mo_ensv_a04_it_enus
Office 365 Services: Planning for Exchange Online and Lync Online
Course........................................ mo_ensv_a03_it_enus
Office 365 Services: Managing Clients and End-User Devices
Course........................................ mo_ensv_a01_it_enus

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 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

Microsoft Windows 10: Exploring the Technical Preview
First Encounters with Windows 10 Course........................................mw_wtp_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

Microsoft Internet Information Services 8.5
Microsoft Internet Information Services Installing and Configuring a Microsoft IIS Server Service Course........................................ws_inis_a01_it_enus

DevOps
Working with Chef Working with Chef: Fundamentals Course........................................os_chef_a01_it_enus
DevOps Fundamentals DevOps Fundamentals: Tools, Technologies, and Infrastructures Course........................................os_devo_a01_it_enus
Using Docker
Using Docker: Benefits and Installation Course.......................... os_dock_a01_it_enus
Using 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

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

UBUNTU

Getting Started with Ubuntu
Introduction to Ubuntu Course.......................... lu_gsub_a01_it_enus
Essential Tools for Ubuntu Course.......................... lu_gsub_a02_it_enus

SOFTWARE DEVELOPMENT

Working with Jenkins
Working with Jenkins: Fundamentals Course.......................... sd_jenk_a01_it_enus
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
  mnt70640
  Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
  mnt70642
  Mentoring 70-646 PRO: Windows Server 2008, Server Administrator
  mnt70646
  Mentoring 70-680 TS: Windows 7, Configuring
  mnt70680
  Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator
  mnt70686
  Mentoring Assets
  mnt70685
  Mentoring 220-801 CompTIA A+
  mnt220801
  Mentoring 220-802 CompTIA A+
  mnt220802
  Mentoring 70-687 Configuring Windows 8.1
  mnt70687
  Mentoring Assets
  mnt70687
  Mentoring 70-410 Installing and Configuring Windows Server 2012
  mnt70410
  Mentoring 70-461 Querying Microsoft SQL Server 2012
  mnt70461
  Mentoring 70-411 Administering Windows Server 2012
  mnt70411
  Mentoring 70-412 Configuring Advanced Windows Server 2012 Services
  mnt70412
  Mentoring Assets
  mnt70412
  Mentoring 70-688
  mnt70688
  Mentoring N10-006 CompTIA Network+
  mntn10006
  Mentoring 98-368 Mobility and Device Fundamentals
  mnt98368
  Mentoring Assets
  mnt98368
  Mentoring 220-902 CompTIA A+
  mnt220902
  Mentoring 220-901 CompTIA A+
  mnt220901
  Mentoring 70-697 Configuring Windows Devices
  mnt70697
  Mentoring 70-398 Planning for and Managing Devices in the Enterprise
  mnt70398
  Mentoring Assets
  mnt70398

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

TEST PREPS

- Test Preps
  TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring
  ws_mwcd_a01_tp_enus
  TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
  ws_mwci_a01_tp_enus
  TestPrep 70-680 TS: Windows 7, Configuring
  mw_mwcg_a01_tp_enus
TestPrep SK0-003 Server+
Testprep Exams .........................................cs_csver_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator
Testprep Exams ........................................mw_mwda_a01_tp_enus
TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
Testprep Exams ........................................mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator
Testprep Exams ........................................ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator
Testprep Exams ........................................ws_wsad_a01_tp_enus
TestPrep 70-668 TS: Microsoft SharePoint 2010, Configuring
Testprep Exams ........................................es_mssst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
Testprep Exams ..........................................es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1
Testprep Exams ........................................lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2
Testprep Exams ........................................lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring
Testprep Exams ........................................es_mesc_a01_tp_enus
TestPrep 220-801 CompTIA A+
Testprep Exams ..........................................cs_apel_a01_tp_enus
TestPrep 220-802 CompTIA A+
Testprep Exams ..........................................cs_appa_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1
Testprep Exams ........................................mw_mmga_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012
Testprep Exams ........................................ws_admn_a02_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012
Testprep Exams ..........................................ws_icfg_a02_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
Testprep Exams ..........................................ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1
Testprep Exams ..........................................mw_mwco_a02_tp_enus
TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
Testprep Exams ..........................................es_excs_a01_tp_enus
TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
Testprep Exams ..........................................es_cosp_a01_tp_enus
TestPrep 70-414 Implementing an Advanced Server Infrastructure
Testprep Exams ..........................................ws_adin_a01_tp_enus
TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
Testprep Exams ..........................................es_dsas_a01_tp_enus
TestPrep 70-346 Managing Office 365 Identities and Requirements
Testprep Exams ..........................................mo_ensv_a01_tp_enus
TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
Testprep Exams ..........................................es_exca_a01_tp_enus
TestPrep 70-347 Enabling Office 365 Services
Testprep Exams ..........................................mo_enbtn_a01_tp_enus
TestPrep SK0-004 CompTIA Server+
Testprep Exams ..........................................cs_svpf_a01_tp_enus
TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1
Testprep Exams ..........................................cs_lxps_a01_tp_enus
TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2
Testprep Exams ..........................................cs_lxpt_a01_tp_enus
TestPrep 70-696 Managing Enterprise Devices and Apps
Testprep Exams ..........................................mw_medb_a01_tp_enus
TestPrep 70-695 Deploying Windows Devices and Enterprise Apps
Testprep Exams ..........................................mw_dwde_a01_tp_enus
TestPrep 98-368 Mobility and Device Fundamentals
Testprep Exams ..........................................sd_mmdf_a01_tp_enus
TestPrep 220-901 CompTIA A+
Testprep Exams ..........................................cs_apeno_a01_tp_enus
TestPrep 220-902 CompTIA A+
Testprep Exams ..........................................cs_appen_a01_tp_enus
TestPrep 70-697 Configuring Windows Devices
Testprep Exams ..........................................mw_wmde_a01_tp_enus
TestPrep 70-398 Planning for and Managing Devices in the Enterprise
Testprep Exams ..........................................os_prmd_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
IT SKILLS COURSEWARE

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
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
Course..............................................cs_ctne_a08_it_enus

CompTIA Mobility+ MB0-001

CompTIA Mobility+ MB0-001: Network Infrastructure
Course..............................................cs_mobl_a01_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 1
Course..............................................cs_mobl_a02_it_enus
CompTIA Mobility+ MB0-001: Mobile Device Management 2
Course..............................................cs_mobl_a03_it_enus
CompTIA Mobility+ MB0-001: Security
Course..............................................cs_mobl_a04_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 1
Course..............................................cs_mobl_a05_it_enus
CompTIA Mobility+ MB0-001: Troubleshooting 2
Course..............................................cs_mobl_a06_it_enus
CompTIA Mobility+ MB0-001: Over The Air Technologies
Course..............................................cs_mobl_a07_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
IT SKILLS COURSEWARE

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_owsp_a01_it_enus
Introduction to OWASP and the Top 10
Course.................................................. sp_owsp_a02_it_enus

**Foundations of Android Security**

Android Architecture, Protection, and Development Best Practices
Course.................................................. sp_fois_a01_it_enus
Android Security Vulnerabilities, Testing, and Enterprise Considerations
Course.................................................. sp_fois_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

- **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

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
IT SKILLS COURSEWARE

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

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

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IT SKILLS COURSEWARE

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_swtch_a02_it_enus
Cisco SWITCH 2.0: Basic Concepts and Network Design Course........................................cc_swtch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II Course........................................cc_swtch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation Course........................................cc_swtch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation II Course........................................cc_swtch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing Course........................................cc_swtch_a06_it_enus
Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP Course........................................cc_swtch_a07_it_enus
Cisco SWITCH 2.0: High-Availability Networks Course........................................cc_swtch_a08_it_enus
Cisco SWITCH 2.0: Campus Network Security I Course........................................cc_swtch_a09_it_enus
Cisco SWITCH 2.0: Campus Network Security II Course........................................cc_swtch_a10_it_enus
Cisco SWITCH 2.0: Campus Network Security III Course........................................cc_swtch_a11_it_enus
Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP Course........................................cc_swtch_a12_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation Course........................................cc_swtch_a13_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 RIPng Course............................................................... cc_trst_a06_it_enus
Cisco TSHOOT 2.0: Troubleshooting Redistribution Course.................................................. cc_trst_a07_it_enus
Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing Course................................................ cc_trst_a08_it_enus
Cisco TSHOOT 2.0: Troubleshooting Security Issues Course.................................................. cc_trst_a09_it_enus
Cisco TSHOOT 2.0: Troubleshooting Router Features Course.................................................. cc_trst_a11_it_enus
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
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

CICD 1.0: Implementing Cisco Collaboration Devices

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

Implementing Cisco SISAS Secure Access Solutions (SISAS) 1.0

Cisco SISAS 1.0: Identity Services Overview and 802.1X Course........................................ cc_siss_a01_1x_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

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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

DCICN 1.0: Introducing Cisco Data Center Technologies

- Cisco DCICN 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter
  Course: cc_cicn_a04_it_enus
- Cisco DCICN 1.0 - Virtualizing Network Devices and FEX Operations
  Course: cc_cicn_a05_it_enus
- Cisco DCICN 1.0 - Virtualizing Storage and Servers
  Course: cc_cicn_a06_it_enus
- Cisco DCICN 1.0 - Using the Cisco Nexus 1000V Series Switch
  Course: cc_cicn_a07_it_enus
- Cisco DCICN 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch
  Course: cc_cicn_a01_it_enus
- Cisco DCICN 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families
  Course: cc_cicn_a02_it_enus
- Cisco DCICN 1.0 - Comparing Storage Connectivity Options in the Data Center
  Course: cc_cicn_a08_it_enus
- Cisco DCICN 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration
  Course: cc_cicn_a09_it_enus
- Cisco DCICN 1.0 - The Cisco UCS Series Product Family
  Course: cc_cicn_a11_it_enus
- Cisco DCICN 1.0 - RAID Options and B-Series Blades and Cluster Options
  Course: cc_cicn_a12_it_enus
- Cisco DCICN 1.0 - UCS Management Operations
  Course: cc_cicn_a13_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
  Course: sp_cisp_a10_it_enus
  Course: sp_cisp_a11_it_enus
- CISSP: Software Development Security
  Course: sp_cisp_a12_it_enus
- CISSP: Security Operations Part 4
  Course: sp_cisp_a13_it_enus

Risk Management

- Risk Management
  Course: cc_risk_a01_it_enus
- Risk Management
  Course: cc_risk_a02_it_enus
- Risk Management
  Course: cc_risk_a03_it_enus
- Risk Management
  Course: cc_risk_a04_it_enus
- Risk Management
  Course: cc_risk_a05_it_enus
- Risk Management
  Course: cc_risk_a06_it_enus
- Risk Management
  Course: cc_risk_a07_it_enus
- Risk Management
  Course: cc_risk_a08_it_enus
- Risk Management
  Course: cc_risk_a09_it_enus
- Risk Management
  Course: cc_risk_a10_it_enus
- Risk Management
  Course: cc_risk_a11_it_enus
- Risk Management
  Course: cc_risk_a12_it_enus
- Risk Management
  Course: cc_risk_a13_it_enus
IT SKILLS COURSEWARE

Cisco DCICT 1.0 - Cisco Data Center Unified Fabric Course

Implementing Cisco Video Network Devices, Part 2

CIVND2 1.0: Cisco Business Video Collaboration Course
CIVND2 1.0: Cisco Business Video Solutions Course
CIVND2 1.0: Installation and Configuration of Cisco IP Phones and Cisco Jabber Course
CIVND2 1.0: Troubleshooting Cisco IP Phone, Cisco Jabber and Endpoint Issues Course
CIVND2 1.0: Describing Cisco TelePresence and Endpoints Course
CIVND2 1.0: Configuring Cisco TelePresence TC Course
CIVND2 1.0: Troubleshooting Cisco TelePresence Endpoints Course
CIVND2 1.0: Configuring and Monitoring Cisco Conferencing and DMPs Course

Implementing Cisco IP Telephony and Video, Part 1

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

Cisco SPNGN Part 1

SPNGN1 1.0: Networking Functions Course
SPNGN1 1.0: Protocol Suites and the Internet Layer of IP Course
SPNGN1 1.0: Managing IPv4 and IPv6 Addressing Course
SPNGN1 1.0: The TCP/IP Transport Layer and Internet Security Threats Course
SPNGN1 1.0: IPv4 Subnetting and VLSM Course
SPNGN1 1.0: Ethernet Fundamentals Course
SPNGN1 1.0: Switching Fundamentals Course
SPNGN1 1.0: Operating and Securing a Cisco Switch Course
SPNGN1 1.0: Switching Infrastructure Connectivity Course
SPNGN1 1.0: Switch Troubleshooting and Routing Fundamentals Course
SPNGN1 1.0: IOS XR Routers and Distance Vector Routing Course
SPNGN1 1.0: EIGRP Configuration and Router Security Course
SPNGN1 1.0: WAN Connectivity Course
SPNGN1 1.0: Service Provider Edge Technologies Course
SPNGN1 1.0: IP Addressing Solutions with NAT and DHCP Course
SPNGN1 1.0: PPP and SONET in the WAN Course
SPNGN1 1.0: VPN Technologies Course
SPNGN1 1.0: Cisco Device Management Course
SPNGN1 1.0: Monitoring Network Traffic, Behavior and Administration Course

Implementing Cisco Video Network Devices, Part 1

CIVND1 1.0: Video Conferencing and Streaming Fundamentals Course
Implementing Cisco IP Telephony and Video, Part 2

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

DESIGN: Designing for Cisco Internetwork Solutions

DESIGN 3.0: Designing Wide Area Networks
Course...................................... cc_desn_a06_it_enus
DESIGN 3.0: Branch Office and Datacenter Design
Course...................................... cc_desn_a07_it_enus
DESIGN 3.0: Campus Network Design Fundamentals
Course...................................... cc_desn_a08_it_enus
DESIGN 3.0: Network Design Methodologies
Course...................................... cc_desn_a09_it_enus
DESIGN 3.0: Building a Modular Network Design
Course...................................... cc_desn_a10_it_enus
DESIGN 3.0: Designing a Highly Available Campus Network
Course...................................... cc_desn_a11_it_enus
DESIGN 3.0: Designing a Secure Network and Edge Connectivity
Course...................................... cc_desn_a12_it_enus
DESIGN 3.0: Designing Routed Networks with EIGRP and OSPF
Course...................................... cc_desn_a13_it_enus
DESIGN 3.0: Designing Routed Networks with IS-IS and BGP
Course...................................... cc_desn_a14_it_enus

DESIGN 3.0: Supporting QoS and Wireless in a Network Design
Course...................................... cc_desn_a11_it_enus
DESIGN 3.0: Designing a Network for Collaboration and Introducing IP Addressing
Course...................................... cc_desn_a12_it_enus
DESIGN 3.0: Designing IPv4 and IPv6 Addressing Plans
Course...................................... cc_desn_a13_it_enus
DESIGN 3.0: Managing IP Addresses and Introducing SDN
Course...................................... cc_desn_a14_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_a07_it_enus
ICND1 3.0: Introducing IPv6
Course...................................... cc_icnd_a08_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
IT SKILLS COURSEWARE

- **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: Monitor 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

- **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
    - Microsoft System Center 2012 R2 – Configure and Deploy: Extending & Maintaining
    - Microsoft System Center 2012 R2 – Configure and Deploy: Application Delivery
    - Microsoft System Center 2012 R2 – Configure and Deploy: Building Private Clouds
    - Microsoft System Center 2012 R2 – Configure and Deploy: Monitoring
    - Microsoft System Center 2012 R2 – Configure and Deploy: Service Management
  - Virtualizing Enterprise Desktops and Apps
    - Virtualizing Enterprise Desktops and Apps: App-V
    - Virtualizing Enterprise Desktops and Apps: Plan App Clients and App Sequencing
    - Virtualizing Enterprise Desktops and Apps: Plan App Virtualization and Use MAP
    - Virtualizing Enterprise Desktops and Apps: VM-based and Session-based RDS
    - Virtualizing Enterprise Desktops and Apps: RemoteApps
    - Virtualizing Enterprise Desktops and Apps: Plan for Resilient Virtualized Apps

- **Managing Citrix XenDesktop 7 Solutions**
  - Administering XenDesktop 7.5 and Hypervisor Management
  - Managing XenDesktop 7.5 Desktops and Applications
  - Configuring Citrix XenDesktop 7.6 Components
  - Managing a Citrix XenDesktop 7.6 Environment
  - Monitoring a Citrix XenDesktop 7.6 Environment
  - Troubleshooting a Citrix XenDesktop 7.6 Environment

- **OpenStack Fundamentals**
  - Implementing OpenStack
  - Configuring OpenStack

- **Certified Cloud Security Professional (CCSP)**
  - Cloud System Architecture – Concepts and Design
  - Cloud Data Security
  - Cloud System Security - Platform and Infrastructure
  - Cloud Application Security
  - Cloud Service – Operations Management
  - Cloud Service – Legal and Compliance

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

- **Cloud Computing for the Business User**
  - Cloud Computing for the Business User: Concepts and Moving to the Cloud

- **Architecting on Amazon Web Services**
  - Architecting on Amazon Web Services: IAM and Object Storage
  - Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Overview
  - Architecting on Amazon Web Services: Elastic Compute Cloud (EC2) Auto Scaling
IT SKILLS COURSEWARE

Architecting on Amazon Web Services: Databases and Application Services
Course.......................................................... cl_awsc_a01_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: Designing 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: mntsscp
  - 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_cissp_a01_tp_enus
  - TestPrep Certified Information Security Manager (CISM)
    - TestPrep Exams: sp_cism_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 (SENSS)
    - TestPrep Exams: cc_sens_a01_tp_enus
  - TestPrep CV0-001 CompTIA Cloud+
    - TestPrep Exams: cl_cdpss_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_cdp_c_a01 tp_enus
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOST)
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_ssccp_a01 tp_enus
TestPrep 98-369 Cloud Fundamentals
Testprep Exams .............................................. cl_mdta_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_cvnd_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_cipt_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 (SPPNGN1)
Testprep Exams .............................................. cc_bscp_a01 tp_enus
TestPrep Systems Security Certified Practitioner (SSCP)
Testprep Exams .............................................. sp_sccp_a01 tp_enus
TestPrep Certified Information Systems Auditor (CISA)
Testprep Exams .............................................. sp_cisa_a01 tp_enus
TestPrep N10-005 Network+
Testprep Exams .............................................. cs_ctmt_a01 tp_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 12C

Oracle Database 12c: New Features for Administrators
Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
Course .......................................................... od_nfad_a01 it_enus
Oracle Database 12c: Managing CDB and PDB, and Data Optimization
Course .......................................................... od_nfad_a02 it_enus
Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
Course .......................................................... od_nfad_a03 it_enus
Oracle Database 12c: Managing Security
Course .......................................................... od_nfad_a04 it_enus
Oracle Database 12c: High Availability and Database Management
Course .......................................................... od_nfad_a05 it_enus
Oracle Database 12c: Tuning SQL and Using ADDM
Course .......................................................... od_nfad_a06 it_enus
Oracle Database 12c: Resource Manager, Online Operations, and ADR
Course .......................................................... od_nfad_a07 it_enus
Oracle Database 12c: Transporting Databases and Managing Data Course........................................ od_nfad_a08_it_enus

Oracle Database 12c: Install and Upgrade

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

Oracle Database 12c: Administration

Oracle Database 12c - Administration: Database Architecture and Management Tools Course ........................................ od_oadm_a01_it_enus
Oracle Database 12c – Administration: Manage the Database Instance Course........................................ od_oadm_a02_it_enus
Oracle Database 12c – Administration: The Network Environment and User Security Course........................................ od_oadm_a03_it_enus
Oracle Database 12c – Administration: Storage structures and Undo Data Course........................................ od_oadm_a04_it_enus
Oracle Database 12c – Administration: Data Concurrency and Auditing Course........................................ od_oadm_a05_it_enus
Oracle Database 12c – Administration: Backup, Recover, and Move Data Course........................................ od_oadm_a06_it_enus
Oracle Database 12c – Administration: Maintenance and Performance Tuning Course........................................ od_oadm_a07_it_enus
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  - Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
  - Mentoring Assets
  - Mentoring 98-364 Database Fundamentals

ENTERPRISE DATABASE SYSTEMS

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- Test Preps
  - TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators
  - TestPrep Exams ............................................. TP1Z0050_ENG
  - TestPrep 1Z0-052 Oracle Database 11g: Administration
  - 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
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  - 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
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  - TestPrep 70-461 Querying Microsoft SQL Server 2012/2014
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  - TestPrep 70-463 Implementing a Data Warehouse with SQL Server 2012/2014
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ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

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

- SAP Business Suite 7 for End Users
  - SAP Enterprise Resource Planning (ERP)
  - SAP Customer Relationship Management (CRM)
  - SAP Product Lifecycle Management
  - SAP Supply Chain Management
  - SAP Supplier Relationship Management

- SAP Business One for End Users
  - SAP Business One - Introduction for End Users

- SAP Business Objects Business Intelligence
  - SAP BusinessObjects: Overview
  - SAP BusinessObjects: Crystal Reports
  - SAP BusinessObjects: Web Intelligence
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SAP BusinessObjects: Dashboards and Analytics Course.................................................sa_bobi_a04_dt_enus
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**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
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  - 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_dcrcc_a01_it_enus
  - Microsoft Dynamics CRM 2013 - Customization and Configuration: Entities Course....................er_dcrcc_a02_it_enus
  - Microsoft Dynamics CRM 2013 - Customization and Configuration: Relationships Course..............er_dcrcc_a03_it_enus

- **Business Intelligence with Microsoft Dynamics CRM 2013**
  - Microsoft Dynamics CRM 2013: Forms, Marketing, Contacts, and Processes Course..................er_dcrbp_a01_it_enus

**ENTERPRISE RESOURCE PLANNING SYSTEMS**

**TOGAF**

- **TOGAF 9.1 Fundamentals**
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**SALESFORCE**

- **Creating Employee Apps with Force.com**
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- **Developing Applications in Force.com**
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**ADOBE**

- **Adobe AIR 3**
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- **Adobe InDesign CS5**
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- **Adobe ColdFusion 10**
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- **Using Adobe Typekit**
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  - Developing and Deploying Web Applications with MEAN.js
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  - Securing, Testing, and Deploying MEAN Applications
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- 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

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WEB DEVELOPMENT

- HTML5
  - Introduction to HTML5
    Course: wd_htme_a01_it_enus
  - HTML5 Layout
    Course: wd_htme_a02_it_enus
  - HTML5 and CSS3
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  - HTML5 Layout with CSS3
    Course: wd_htme_a06_it_enus
  - HTML5 Forms
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  - HTML5 APIs and Media
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  - HTML5 and Advanced CSS3
    Course: wd_htme_a07_it_enus
  - HTML5 and JavaScript
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  - Advanced HTML5
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    Course: wd_htme_a11_it_enus

- JSON Fundamentals
  - JSON Essentials
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- XML Essentials
  - XML Language Basics
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  - Manipulating XML with the XML DOM and Ajax
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    Course: wd_xml_e_a05_it_enus

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WEB SERVICES

- Apache Web Services
  - Fundamentals of Apache Web Services
    Course: sd_apch_a01_it_enus
  - Apache Web Services Advanced
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- 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

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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
IT SKILLS COURSEWARE

- **Using Justinmind**
  - Introduction to Justinmind
  - The Justinmind Desktop Application Interface
  - Creating and Simulating a Working Prototype

- **WEB DESIGN SOLUTION AREA**
  - **WEB APPLICATION FRAMEWORKS**
    - **Creating Web Applications with Sinatra**
      - Sinatra Fundamentals
      - Working with Sinatra
    - **Building Dynamic Web Sites with LAMP Stack**
      - Creating a LAMP Stack
      - Building Dynamic Web Sites with MySQL and PHP

- **CONTENT MANAGEMENT SYSTEMS**
  - **Drupal 8**
    - Drupal 8 First Look
  - **WordPress**
    - WordPress Introduction and Basic Configuration
    - WordPress Networking and Security
    - WordPress Advanced Themes and Administration

- **BUSINESS SKILLS FOR THE IT PROFESSIONAL**
  - **IT BUSINESS**

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- **ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle**
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- **ITIL® 2011 Edition Foundation: Service Strategy Fundamentals**
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- **ITIL® 2011 Edition Foundation: Service Design Fundamentals**
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- **ITIL® 2011 Edition Foundation: Introduction to Service Operation**
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- **ITIL® 2011 Edition OSA: Introduction to Incident Management**
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- **ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis**
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- **Customer Service Representative, Skills**
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- **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
    - Course: 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
### Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

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

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

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

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

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

  - 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_pmbi10
  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 Assets..................................mntpmp5ed
  Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
  Mentoring Assets..................................mntcapm5ed
  Mentoring PRINCE2: Practitioner
  Mentoring Assets..................................mntprince2p

- **Test Preps**
  TestPrep PRINCE2®: Foundation
  Testprep Exams.................................ib_prin_a01_tp_enus
  TestPrep Exams Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
  Testprep Exams.................................pm_capm_a02_tp_enus
  TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
  Testprep Exams.................................pm_proj_a05_tp_enus
  TestPrep PRINCE2®: Practitioner
  Testprep Exams.................................prin_prac_a01_tp_enus
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_lsbio04
Inspiring Your Team
Business Impact Series ........................................... pc_bi_lsbio10
Support Your Leader
Business Impact Series ........................................... pc_bi_pbi010
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_mgcch002
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
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Effective Team Communication
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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_cbcp_a01_it_enus
Activities and Tools Used for Business Analysis
Course..........................................................ib_cbcp_a02_it_enus
Documentation and Criteria Used for Business Analysis
Course..........................................................ib_cbcp_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

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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
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

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## Adobe InDesign CC 2015

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<td>Adobe InDesign CC 2015 Basic Navigation and Tools</td>
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<td>Working with Images and Exporting Files in Adobe InDesign CC 2015</td>
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## Adobe Photoshop CC 2015

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<td>Adobe Photoshop CC 2015: File Types and Color Editing</td>
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<td>Adobe Photoshop CC 2015 Basics</td>
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<td>Adobe Photoshop CC 2015 Enhancement Tools and Techniques</td>
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<td>Adobe Photoshop CC 2015 Cloning and Editing</td>
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<td>Adobe Photoshop CC 2015 Paths and Techniques</td>
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<td>Adobe Photoshop CC 2015: Selection Tools and Techniques</td>
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<tr>
<td>Adobe Photoshop CC 2015: Layers and Type</td>
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## Adobe Premiere Elements 13

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<td>Adobe Premiere Pro CC 2015 Panels and Effects</td>
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<td>Adobe Premiere Pro CC 2015 Movies and Application Extensibility</td>
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## Adobe Edge Animate CC

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<td>Adobe Edge Animate CC: Exploring the Interface</td>
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# DESKTOP COMPUTER SKILLS

## APPLE MAC OS X

## Mac OS X Lion for End Users

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<td>Getting Started with Mac OS X Lion for End Users</td>
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<tr>
<td>Getting Organized with Mac OS X Lion</td>
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<td>Using Mac OS X Lion to Interact with the World</td>
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<td>Under the Hood with Mac OS X Lion</td>
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## Mac OS X Yosemite Essentials

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<td>Managing and Configuring Mac OS X Yosemite</td>
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Enhancing the User Experience in Mac OS X Yosemite Applications
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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

**Microsoft 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
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**Microsoft Office 2016: Beginning Word**

Working with the Interface and Performing Basic Tasks in Word 2016
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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_a01_dt_enus
Creating Photo Albums, Sections, Transitions, and Animations in PowerPoint 2016
Course............................................mo_inpw_a02_dt_enus

**Microsoft Office 2016: Intermediate Word**

Using the Navigation Pane and Creating Lists in Word 2016
Course............................................mo_inwo_a01_dt_enus
Creating Photo Albums, Sections, Transitions, and Animations in Word 2016
Course............................................mo_inwo_a02_dt_enus

**Apple Safari X**

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

**I T 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

**Microsoft Office 2016**

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_bean_a02_dt_enus

[Boxed course] 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

[Boxed course] Microsoft Office 2016: Beginning Visio

Creating and Managing Diagrams In Visio 2016
Course........................................mo_bevi_a02_dt_enus
Designing and Enhancing Diagrams in Visio 2016
Course........................................mo_bevi_a03_dt_enus
Collaborating, Evaluating, and Saving Diagrams in Visio 2016
Course........................................mo_bevi_a04_dt_enus
Getting Started with Visio 2016
Course........................................mo_bevi_a01_dt_enus

[Boxed course] 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


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


Designing Effective PowerPoint Presentations
Course........................................mobppw_a01_dt_enus
Using Slide Masters and Slide Elements to Optimize Impact
Course........................................mobppw_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

[Boxed course] 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

[Boxed course] 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

[Boxed course] 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

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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
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 Email in Outlook 2013
Course......................................... mo_bgou_a01_dt_enus
Managing Email 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
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
Course......................................... mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010
Course......................................... mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010
Course......................................... mo_nfum_a03_dt_enus
- **Microsoft Office 2010: Beginning Word**
  - Getting Started with Word 2010
  - Formatting and Working with Text in Word 2010
  - Organizing and Arranging Text in Word 2010
  - Moving Around in Word 2010
  - Structuring Word 2010 Documents
  - Reviewing Documents in Word 2010
  - Saving, Sharing, and Printing in Word 2010
  - Customizing the Behavior and Appearance of Word 2010
  - Drawing and Inserting Graphics in Word 2010

- **Microsoft SharePoint 2010: New Features for End Users**
  - SharePoint 2010 New Features for End Users

- **Microsoft SharePoint 2010 for End Users**
  - Getting Started with SharePoint 2010
  - Using SharePoint 2010 with Office 2010

- **Microsoft SharePoint 2010: New Features for Power Users**
  - Microsoft SharePoint 2010: New Features for Power Users

- **Microsoft SharePoint 2010 for Power Users**
  - Managing SharePoint 2010 Sites, Lists, and Libraries
  - SharePoint 2010 Security and Business Intelligence

- **Microsoft Office 2010: Beginning Excel**
  - Getting Started with Excel 2010
  - Applying Basic Data Formatting in Excel 2010
  - Moving and Getting Around in Excel 2010
  - Moving Data and Modifying Worksheets in Excel 2010
  - Saving, Sending, and Printing Excel 2010 Workbooks
  - Using Conditional Formatting, Tables, and Sparklines in Excel 2010
  - Reviewing and Protecting Content in Excel 2010
  - Using Basic Functions with Excel 2010
  - Using Basic Formulas in Excel 2010
  - Reviewing and Protecting Content in Excel 2010
  - Using Conditional Formatting, Tables, and Sparklines in Excel 2010

- **Microsoft Office 2010: Beginning Outlook**
  - Getting Started with Outlook 2010
  - Managing Conversations and Organizing E-mail in Outlook 2010
  - Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010
  - Using the Calendar for Appointments, Events, and Meetings in Outlook 2010
  - Managing Meetings and Customizing the Calendar in Outlook 2010
  - Outlook 2010 Social Connector and Messaging
  - Working with Contacts in Outlook 2010
  - Using the Tasks, Notes, and Journal Features in Outlook 2010
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

Microsoft Office 2010: Advanced Access

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

Microsoft Office 2010: Advanced Project

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

Microsoft Office 2010: Beginning Visio

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

Microsoft OneNote 2010 for End Users

- Microsoft Office 2010: Managing Information with OneNote: mo_onel_a01_dt_enus
- Microsoft Office 2010: Sharing Information with OneNote: mo_onel_a02_dt_enus

Microsoft Office 2010: Lync for End Users

- Microsoft Office 2010: Getting Started with Lync: mo_lync_a01_dt_enus
- Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration: 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: om_bwmc_a01_dt_enus
- Microsoft Word for Mac 2011: Formatting and Working with Text: 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
Course.................................................mo_bgwd_a02_dt_enus
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- Advanced Formatting in Word 2007
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- Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
- Working with SharePoint, Calendars, and Forms in Outlook 2007

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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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  - Personalizing Windows 8
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    - Course: mw_mweu_a01_dt_enus
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  - Using Internet Explorer 11: Efficient Browsing
    - Course: ds_inex_a02_dt_enus
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Google Apps Fundamentals
Google Apps: Gmail and Calendar Course...........................................ds_goap_a02_dt_enus
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SOCIAL NETWORKING

Yammer for Business Users
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Getting the Most from Social Networking
Social Networking Fundamentals Course...........................................ds_gmsn_a01_dt_enus
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MOBILE DEVICES

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

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SAP
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- **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
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    - Course: sa_ospt_a07_it_enus

- **SAP Business Suite 7 for End Users**
  - SAP Enterprise Resource Planning (ERP)
    - Course: sa_bseu_a01_dt_enus
  - SAP Customer Relationship Management (CRM)
    - Course: sa_bseu_a02_dt_enus
  - SAP Product Lifecycle Management
    - Course: sa_bseu_a03_dt_enus
  - SAP Supply Chain Management
    - Course: sa_bseu_a04_dt_enus
  - SAP Supplier Relationship Management
    - Course: sa_bseu_a05_dt_enus

- **SAP Business One for End Users**
  - SAP Business One - Introduction for End Users
    - Course: sa_boeu_a01_dt_enus

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

**SEAGATE CRYSTAL REPORTS**

- **Fundamentals of Crystal Reports 2011**
  - Getting Started with Crystal Reports 2011
    - Course: cr_crre_a01_dt_enus

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  - Mentoring 77-882 Excel 2010
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    - Course: mnt77427
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    - Course: mnt77428

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- The Foundations of Six Sigma
  - Are You Listening to Your Customers? Business Impact Series _pc_bi_sski001
  - Quick Wins in Six Sigma Implementation Business Impact Series _pc_bi_sski002
  - Does Your Business Really Need Six Sigma? Challenge Series _pc_ch_ssch001
  - Six Sigma Versus TQM Business Impact Series _pc_bi_sski003
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  - Identifying Candidates for Key Six Sigma Roles Challenge Series _pc_ch_ssch002
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- Operations Management
  - Operations Management and the Organization Course _oper_21_a01_bs_enus
  - Operations Management: Product and Service Management Course _oper_21_a02_bs_enus
  - Operations Management: Supply Chain Management Course _oper_21_a03_bs_enus
  - Operations Management: Inventory Management Course _oper_21_a04_bs_enus
  - Operations Management: Forecasting and Capacity Planning Course _oper_21_a05_bs_enus
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- Six Sigma Green Belt: Six Sigma and the Organization
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- Six Sigma Green Belt: Define
  - Six Sigma Project Identification Course _oper_25_a01_bs_enus
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    Challenge Series ........................................... pc_bisbi009
  - Value Stream Maps for Non-manufacturing Processes
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  - Fundamentals of Purchasing and Vendor Management
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  - Effective Critical Analysis of Business Reports
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  - Returning to Core Competencies
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  - Managing Expatriates’ Career Development
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  - The Etiquette of Cross-cultural Gift Giving
    Business Impact Series .................................. pc_bispbi015
  - Evaluating Globalization Opportunities
    Challenge Series ............................................. pc_ch_lach019
    Course .................................................. stgy_05_a01_bs_enus
  - Fundamentals of Globalization: Analyzing the Global Environment
    Course .................................................. stgy_05_a02_bs_enus
    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_pdfi004
Returning to Core Competencies
Business Impact Series ........................................... pc_bi_lsbli014
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_lsch006

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
  - 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 Exams .................. fin_03_a01_fe_enus

- **Budgeting Essentials**
  - Organizational Budgeting Activities and the Master Budget Course .................. fin_05_a01_bs_enus
  - Planning and Preparing an Operating Budget Course .................. fin_05_a02_bs_enus
  - Preparing Operating Budgets and the Cash Budget Course .................. fin_05_a03_bs_enus

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BUSINESS SKILLS COURSEWARE

Using Budgets for Management and Control Course............................................. fini_05_a04_bs_enus
Final Exam: Budgeting Essentials
Final Exams .................................................fini_05_a01_fe_enus

Auditing Essentials

Using Audits to Help Prevent Business Fraud
Business Impact Series ........................................_pc_bi_fabi002
Introduction to Auditing Course.................................................... fini_06_a01_bs_enus
Auditing for Internal Control and Risk Assessment Course................................ fini_06_a02_bs_enus
Auditing the Revenue Cycle Course................................................. fini_06_a03_bs_enus
Auditing for Cash and Inventories Course............................................. fini_06_a04_bs_enus
Final Exam: Auditing Essentials
Final Exams ..................................................fini_06_a01_fe_enus

Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process Course.............................. fini_07_a01_bs_enus
Capital Budgeting: Net Present Value and Internal Rate of Return Course........................ fini_07_a02_bs_enus
Capital Budgeting: Discounted Payback Period and Profitability Index Course........................ fini_07_a03_bs_enus
Capital Budgeting: Capital Allocation Course............................................. fini_07_a04_bs_enus
Final Exam: Capital Budgeting Essentials
Final Exams ..................................................fini_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_hrb010

Conducting Interviews: Asking the Right Questions
Business Impact Series .................................._pc_bi_hrb011

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_hrb010

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_lscl007

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_pfbi017
  - 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

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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_lsbio07
  - 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 Multi-generational 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_lsbio08
  - 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

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- 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................................................ lead_05_a01_bs_enus
  Leadership Essentials: Motivating Employees
  Course.......................................................... lead_05_a02_bs_enus
  Leadership Essentials: Communicating Vision
  Course.......................................................... lead_05_a03_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: lead_06_a01_bs_enus
- Mediating Project Team Conflict
  - Business Impact Series: lead_06_a02_bs_enus
- Facilitating Work-related Conflict Discussions
  - Business Impact Series: lead_06_a03_bs_enus
- Cross-functional Team Fundamentals
  - Key Strategies for Managing Cross-functional Teams: lead_10_a01_bs_enus
  - Managing Internal Dynamics in a Cross-functional Team: lead_10_a02_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: lead_09_a01_bs_enus
- Succession Planning and Management Programs
  - Challenge Series: lead_10_a02_bs_enus
- Initiating Succession Planning
  - Course: lead_09_a02_bs_enus
- Effective Succession Planning: Determining a Talent Pool for Key Positions
  - Course: lead_09_a03_bs_enus
- Implementing and Assessing a Succession Planning Program
  - Course: lead_09_a04_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_lsbio11
- Developing People
  - Challenge Series: pc_ch_lsch004
- Communicating Organizational Change
  - Business Impact Series: pc_bi_mgbio15
- Beyond Change: Working with Agility
  - Business Impact Series: pc_bi_pabi009
- Instituting a Quality Improvement Program
  - Challenge Series: pc_ch_pech002
- 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 Exams ..........................................comm_17_a01_fe_enus

■ Telephone Essentials for Business

Essential Skills for Professional Telephone Calls
Course....................................................comm_18_a01_bs_enus

■ Business Writing Basics

Business Writing: Know Your Readers and Your Purpose
Course....................................................comm_19_a01_bs_enus
Business Writing: How to Write Clearly and Concisely
Course....................................................comm_19_a02_bs_enus
Business Writing: Editing and Proofreading
Course....................................................comm_19_a03_bs_enus
Written Communication Challenge Series ..................._pc_ch_pach015
Writing for Business Business Impact Series ...................._pc_bi_pabi012
Final Exam: Business Writing Basics
Final Exams .............................................comm_19_a01_fe_enus

■ Business Grammar Basics

Business Grammar: Parts of Speech
Course....................................................comm_20_a01_bs_enus
Business Grammar: Working with Words
Course....................................................comm_20_a02_bs_enus
Business Grammar: The Mechanics of Writing
Course....................................................comm_20_a03_bs_enus
Business Grammar: Punctuation
Course....................................................comm_20_a04 Bs_enus
Business Grammar: Sentence Construction
Course....................................................comm_20_a05_bs_enus
Business Grammar: Common Usage Errors
Course....................................................comm_20_a06_bs_enus
Final Exam: Business Grammar Basics
Final Exams .............................................comm_20_a01_fe_enus

■ Fundamentals of Working with Difficult People

Blame Backfires--Conquer Negative Thinking
Business Impact Series ................................_pc_bi_pfbi003
Reacting to Co-workers Who Try Taking Advantage
Challenge Series ......................................_pc_ch_pch003
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_lsch005
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_pabi020

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_isbi015
Influence and Persuasion
Challenge Series ............................................ _pc_ch_lach016
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

Anger Management Essentials
Anger Management Essentials: Understanding Anger
Course ..................................................... comm_30_a01_bs_enus
Anger Management Essentials: Managing and Controlling Anger
Course ..................................................... comm_30_a02_bs_enus

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

Communicating Effectively with the 'C' Level
Preparing to Communicate Effectively at the 'C' Level
Course ..................................................... comm_31_a01_bs_enus
Techniques for Communicating Effectively with Senior Executives
Course ..................................................... comm_31_a02_bs_enus

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

Running Effective Business Meetings
When Too Many Meetings Are Just Too Much
Business Impact Series .................................... _pc_bi_pabi008
Making Meetings Work
Business Impact Series .................................... _pc_bi_pabi018
Managing Meetings for Productivity and Effectiveness
Challenge Series ............................................ _pc_ch_lach031
Preparing for Effective Business Meetings
Course ..................................................... comm_32_a01_bs_enus
Managing Effective Business Meetings
Course ..................................................... comm_32_a02_bs_enus
Dealing with Common Meeting Problems
Course ..................................................... comm_32_a03_bs_enus

Professional Networking Essentials
Professional Networking Essentials: Finding Opportunities To Make Connections
Course ..................................................... comm_38_a01_bs_enus
Professional Networking Essentials: Developing Confidence
Course ..................................................... comm_38_a02_bs_enus

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

Communicating with Impact
Asserting Yourself in the Workplace
Challenge Series ............................................ _pc_ch_pach016
Making Yourself Approachable
Business Impact Series .................................... _pc_bi_pabi011
Interpersonal Communication that Builds Trust
Course ..................................................... comm_35_a01_bs_enus
Communication Methods that Make Sense – and Make Your Point
Course ..................................................... comm_35_a02_bs_enus
BUSINESS SKILLS COURSEWARE

Being a Receptive Communication Partner
Course.............................................comm_35_a03_bs_enus
Communication Challenges: Navigating Chopp...
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..............................pd_bi_lsbi016
- Generating Creative and Innovative Ideas: Enhancing Your Creativity
  Challenge Series.................................pd_09_a01_bs_enus
- Generating Creative and Innovative Ideas: Maximizing Team Creativity
  Challenge Series.................................pd_09_a02_bs_enus
- Generating Creative and Innovative Ideas: Verifying and Building on Ideas
  Challenge Series.................................pd_09_a03_bs_enus

Optimizing Your Work/Life Balance
- Employee Exhaustion: Managing a Well-balanced Workload
  Business Impact Series..............................pd_bi_mgbi010
- Managing Workplace Stress
  Business Impact Series..............................pd_bi_hrbi006
- Optimizing Your Work/Life Balance: Analyzing Your Life Balance
  Business Impact Series..............................pd_06_a01_bs_enus
- Optimizing Your Work/Life Balance: Maintaining Your Life Balance
  Business Impact Series..............................pd_06_a02_bs_enus
- Optimizing Your Work/Life Balance: Taking Control of Your Stress
  Business Impact Series..............................pd_06_a03_bs_enus
- Creating Work/Life Balance
  Challenge Series.................................pd_ch_lach036

Managing Your Career
- Managing Your Career: Creating a Plan
  Business Impact Series..............................pd_10_a01_bs_enus
- Managing Your Career: Getting on the Right Track
  Business Impact Series..............................pd_10_a02_bs_enus
- Managing Your Career: Professional Networking Essentials
  Business Impact Series..............................pd_10_a03_bs_enus
- Managing Your Career: You and Your Boss
  Business Impact Series..............................pd_10_a04_bs_enus
- Managing Your Career: Leveraging the Performance Appraisal
  Business Impact Series..............................pd_10_a05_bs_enus
- Conquering Career Stagnation
  Business Impact Series..............................pd_pfbi019

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Diversity on the Job
Understanding Workplace Diversity
Business Impact Series ............................................. _pc_bi_hrbio02
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_mgbio04
The Importance of Flexibility in the Workplace
Business Impact Series ............................................. _pc_bi_pfbio07
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

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_pfbi011
Safe Small Talk Business Impact Series .................................................................pc_bi_pfbi012
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_mgbi003
Coping with Information Overload Business Impact Series ................................................pc_bi_pfbi002
Planning for Interruptions Helps with Procrastination Business Impact Series ......................pc_bi_pfbi014
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_lsbi017

Problem Solving and Decision Making

Playing the Devil’s Advocate in Decision Making Business Impact Series ..........................pc_bi_pfbi005
Turning Problems Around with Reverse Brainstorming Business Impact Series .................pc_bi_lsbi017
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
Project Stakeholder Management (PMBOK® Guide - Fifth Edition-aligned)

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

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

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

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

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


- 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)

  - 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_pmbi10
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 Exams……………………………….ib_prin_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Exams……………………………….pm_capm_a02_tp_enus
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update)
Testprep Exams……………………………….pm_proj_a05_tp_enus
TestPrep PRINCE2®: Practitioner
Testprep Exams……………………………….prin_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_lsbio04
  - Inspiring Your Team
    Business Impact Series ................................._pc_bi_lsbio10
  - Support Your Leader
    Business Impact Series ................................._pc_bi_pfbio10
  - 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_a01_it_enus
  - Business Analysis Elicitation and Collaboration
    Course......................................................ib_cbap_a02_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_cbcp_a01_it_enus
  - Activities and Tools Used for Business Analysis
    Course......................................................ib_cbcp_a02_it_enus
  - Documentation and Criteria Used for Business Analysis
    Course......................................................ib_cbcp_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
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- Ozone-depleting Chemicals Course
- Spill Prevention and Control Course
- Storm Water Pollution Prevention Course
- Universal Waste Rule Training Course
- Used Oil Management Course

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- Collision Avoidance Course
- Defensive Driving Course
- Defensive Driving Fundamentals Course
- Defensive Driving: Truck Safety Course
- Distracted Driving Course
- Emergency Situations While Driving Course
- Ergonomics and Injury Prevention for Commercial Vehicle Operators Course
- Flagging Safety Course
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- DOT: Cross-border Requirements (US and Canada) Course
- DOT: CSA Fundamentals Course
- DOT: Drug and Alcohol Awareness Course
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- DOT: Security for Shipment of Hazardous Materials Course
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- **Dangerous Goods Shipment by Sea**
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  - Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals Business Impact Series
  - Hazard Communication Impact: Routes of Chemical Entry Business Impact Series
  - Hazard Communication Impact: Health Hazards Business Impact Series
  - Hearing Conservation Impact: Effects of Noise on Hearing Business Impact Series
  - Safety Principles Impact: Accident Factors Business Impact Series
  - Safety Principles Impact: Safe Work Habits and Behaviors Business Impact Series

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  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
  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_a02_bs_enus
Getting Results without Direct Authority: Persuasive Communication Course..............................comm_27_a03_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

Data Center
- Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore
- Live Learning Course..........................LLCS0085
- Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore
- Live Learning Course..........................LLCS0086
- 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

Security
- Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore
- Live Learning Course..........................LLCS0082
- Implementing Cisco Edge Network Security Solutions (SENSS) 1.0 Expert 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
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

Networking
CompTIA Network+ N10-006 Expert Live with Encore
Live Learning Course..............................................LLCT0019

APPLICATION DEVELOPMENT

JavaScript
Javascript Development
Live Learning Course..............................................LLJS0001

LIVE LEARNING ALL ACCESS CISCO

MICROSOFT

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
Core Solutions of Microsoft SharePoint Server 2013
Expert Live with Encore
Live Learning Course..............................................LLMS0059

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**
  Live Learning Course.......................................... LLCT0010

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Getting Results without Direct Authority: Persuasive Communication
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Getting Results without Direct Authority: Influencing Your Boss
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Course.............................................mgmt_15_a01_bs_enus

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Course.............................................mgmt_15_a04_bs_enus

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Techniques for Communicating Effectively with Senior Executives
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Meeting the Needs of Your Experts
Course.............................................mgmt_21_a01_bs_enus

Overcoming Challenges When Managing Experts
Course.............................................mgmt_21_a02_bs_enus

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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

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Managing Software Project Outsourcing: Developing a Vendor Contract
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Manipulating Data in Excel 2013
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Data Search, Data Validation, and Macros in Excel 2013
Course.............................................mo_adel_a04_dt_enus

LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

COMPTIA

Project Management
Live Learning Course.....................................LLCT0010

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.......................... LLVM009
- vSphere 6.0 ICM Part Two Expert Live with Encore Live Learning Course.......................... LLVM010

**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.......................... LLPM006

**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.......................... LLC0084

**LIVE LEARNING ALL ACCESS VIRTUALIZATION**

**APPLICATION DEVELOPMENT**

- **JavaScript**
  - Javascript Development Live Learning Course.......................... LLJS0001