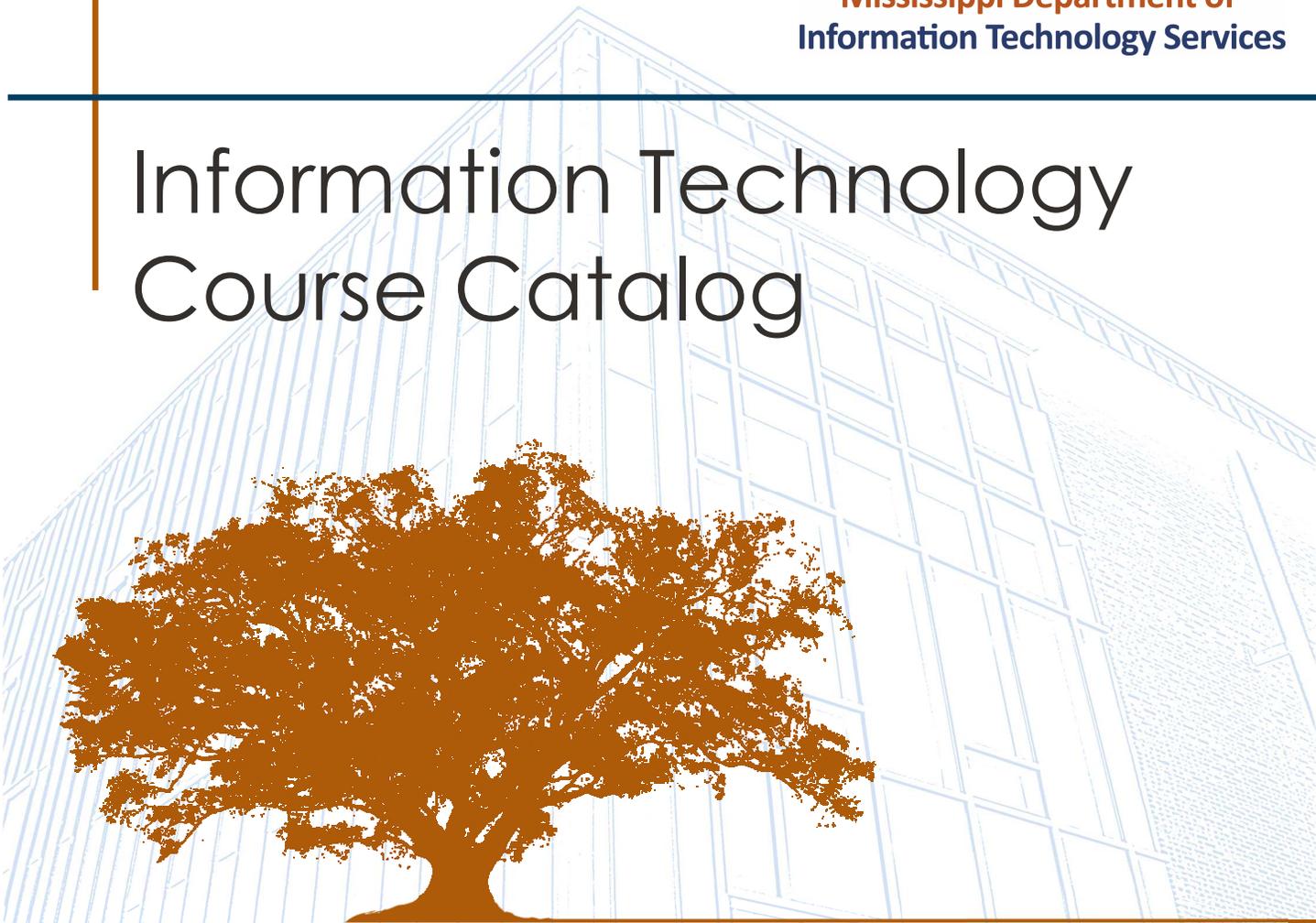




Mississippi Department of
Information Technology Services

Information Technology Course Catalog



EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

July-September 2016

This catalog is also
available online at
www.its.ms.gov

About ITS Training: The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is called the Eastwood Education Center. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

The Eastwood Education Center uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2015, ITS offered approximately 157 instructor led classes to approximately 1,027 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

Customized Training: The Eastwood Education Center has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with Skillssoft.

Continuing Education is the Key to Success:

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

Other Services Offered by ITS:

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 432-8000.

Table of Contents

Courses

A+ Courses

CompTIA A+ Certification (2012 Objectives).....	CNHA+2012	1
---	-----------------	---

Cisco Courses

Interconnecting Cisco Network Devices: Level 1	CNHICND1	2
--	----------------	---

Client/Server Courses

Active Directory Services with Windows Server	CNH10969	3
Administering Microsoft SQL Server Databases (2014).....	CNH20462	4
Administering Windows Server 2012	CNH20411	5
NEW! Automating Administration with Windows Powershell 3.0.....	CNH10961	6
Configuring Advanced Windows Server 2012 Services	CNH20412	7
Core Solutions of Microsoft Exchange Server 2013	CNH20341	8
Core Solutions of Microsoft Sharepoint Server 2013.....	CNH20331	9
Implementing a Data Warehouse with MS SQL Server (2014)	CNH20463	10
Installing & Configuring Windows Server 2012.....	CNH20410.....	11
Querying Microsoft SQL Server (2014).....	CNH20461	12

Database Programming Courses

Access 2010: Level 1.....	CAC101	13
---------------------------	--------------	----

Internet & Desktop Publishing Courses

HTML5: Level 1	CHTML51	14
HTML5: Level 2	CHTML52	15
Publisher 2010: Level 1.....	CPUB101	16
Publisher 2010: Level 2.....	CPUB102.....	17
WordPress 4	CNHWP4.....	18

ITIL Courses

ITIL Foundation 2011 Edition (ONLINE LIVE)	CNHITIL1	19
---	----------------	----

Network Courses

NEW! Administering System Center Configuration Manager & Intune.....	CNH20696	20
Comptia Network+ Certification (2011 Objectives)	CNHNET+	21
Networking and Security Fundamentals.....	CNH40032	22

Office 365 Courses

NEW! Enabling & Managing Office 365	CNH20347	23
--	----------------	----

Office Productivity Courses

Powerpoint 2010: Level 1	CPP101.....	24
Powerpoint 2010: Level 2	CPP102.....	25

Operating Systems Courses

Deploying & Managing Windows 10 Using Enterprise Services.....	CNH20697-2	26
NEW! Deploying Windows Devices & Enterprise Applications	CNH20695	27
Installing & Configuring Windows 10	CNH20697-1	28
Supporting & Troubleshooting Windows 10.....	CNH10982	29
Windows Operating System & Windows Server Fundamentals	CNH40033	30

Oracle Courses

Oracle 12c: Administration I COR12AD1 31
Oracle 12c: Administration II COR12AD2 32

Planning & Implementing Technology Courses

Technology Planning & Procurement for State Agencies CPROCPLN 33

Programming Courses

Programming in HTML5 with Javascript & Ccss3 (Vs 2012) CNH20480 34
Programming in Visual Basic with MS Visual Studio 2010 CNH10550 35

Project Management Courses

Crystal Reports 11: Level 1 CCR111 36
Project Management Professional (PMP) Exam Preparation (ONLINE LIVE) CNHPMP 37

Security Courses

Security+ Certification (Exam Syo-301) CNHSEC+ 38

Sharepoint Courses

Microsoft Sharepoint Foundation 2010: Level 1 CNHSPF101 39
Microsoft Sharepoint Foundation 2010: Level 2 CNHSPF102 40

Spreadsheet Courses

Excel 2010: Level 1 CEX101 41
Excel 2010: Level 2 CEX102 42

Word Processing Courses

Word 2010: Level 1 CWD101 43

Systems IT Online Live Training 44

Skillsoft Online

Welcome to Skillsoft 45
Skillsoft Course Directory

Forms

ITS Student Registration Form
Skillsoft Online Training Registration Form
Map

Frequently Asked Questions

ITS Information

General Information

Welcome to the Eastwood Education Center:

The Eastwood Education Center, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

Facilities:

The Eastwood Education Center is located at 3771 Eastwood Drive, in Jackson, MS. The Eastwood Education Center has two hands-on training labs. These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

Instructors:

Highly trained individuals who work in the industry or are instructors at state colleges and universities teach classes at the Eastwood Education Center. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide range of knowledge, as well as exceptional teaching skills.

Registration:

Registration forms are included at the back of this catalog and must be returned 30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the Eastwood Education Center and indicate the number of students to be enrolled in each course.

Class Size:

Class enrollment will be on a first-come, first-served basis. Class size is limited, and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The Eastwood Education Center reserves the right to cancel any class due to under-enrollment or other reasonable cause.

Textbooks & Materials:

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information provided on the registration form.

Class Confirmation:

As soon as registration forms have been received and plans for the July to September classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first day of class.

Cancellations and Substitutions:

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

On-Line Training:

ITS has an agreement with Skillsoft to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. Skillsoft offers over 3,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/Skillsoft website via the ITS website, www.its.ms.gov, for more course information.

Charges:

The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	\$25.00	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$400.00
Courses 11—20 hours (IL)*	\$150.00	\$450.00
Courses 21—30 hours (IL)*	\$300.00	\$600.00
Vendor-conducted course**	See Schedule	Contact ITS
Online Training (Skillchoice Complete)	\$225.00/yr	N/A
Online Training (Full Library)	\$150.00/yr	N/A
Online Training (Technical)	\$150.00/yr	N/A
Online Training (Business)	\$150.00/yr	N/A
Online Training (Desktop)	\$55.00/yr	N/A
* <i>Instructor Led Courses</i>		
** <i>The maximum charges for on-site, vendor-conducted courses are listed on the schedule. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.</i>		

Nonexempt Employees:

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

For More Information:

If you have questions regarding this catalog or the Eastwood Education Center, please contact:

Susan Meek, Education Coordinator (601) 432-8186

Connie Smith, Education Assistant..... (601) 432-8051

COMPTIA A+ CERTIFICATION (2012 OBJECTIVES)

Brief Course Description:



In this course, you will acquire the essential skills and information needed to install, upgrade, repair, configure, troubleshoot, optimize, & perform preventative maintenance of basic personal computer hardware & software systems. Topics covered include:

- hardware & operating system fundamentals
- operational procedures
- peripheral & managing system components
- installing & configuring operating systems
- customized client environments
- networking technologies
- SOHO networks
- mobile computing
- security
- troubleshooting hardware components
- troubleshooting system-wide issues.

Prerequisites:

Students should have experience with Windows-based personal computers, as well as a basic knowledge of computing concepts.

Materials & Approximate Course Cost:

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

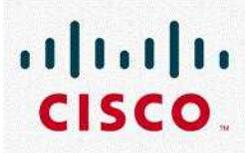
Course: CNHA+2012

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 15, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Brief Course Description:



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

Prerequisites: Students should have A+ and Network+ experience.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNHICND1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 15, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER

Brief Course Description:



Students will learn to better manage and protect data access and information, simplify deployment and management of identity infrastructure, and provide more secure access to data from virtually anywhere. Topics covered include:

- advanced deployment & administration of AD DS
- securing AD DS
- monitoring, managing, & recovering AD DS
- implementing & administering AD DS sites & replication
- implementing group policy
- managing user settings with group policy
- implementing secure shared file access
- deploying & managing AD certificate services
- implementing & administering AD rights management services
- implementing Windows AD
- more.

Prerequisites:

Students must have experience working with AD DS, working in a Windows Server infrastructure enterprise environment, working with & troubleshooting core networking infrastructure technologies, and Hyper-V.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10969

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 18, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ADMINISTERING MICROSOFT SQL SERVER DATABASES (2014)

Brief Course Description:



This course focuses on how to use SQL Server 2014 product features & tools related to maintaining a database. Topics covered include:

- installing SQL Server 2014
- working with databases
- SQL Server 2014 recovery models
- backup of SQL Server 2014 databases
- restoring SQL Server 2014 databases
- importing & exporting data
- authenticating & authorizing users
- assigning server & database roles
- protecting data by using encryption & auditing
- automating SQL Server 2014 management
- configuring security for SQL server agent
- monitoring SQL Server 2014 by using alerts & notifications
- performing ongoing database maintenance
- monitoring SQL Server 2014.

Prerequisites:

Students must have a basic knowledge of the Microsoft Windows operating system and its core functionality, as well as a working knowledge of Transact-SQL, relational databases, and database design.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20462

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 8, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ADMINISTERING WINDOWS SERVER 2012

Brief Course Description:



Topics covered include:

- implementing a Group Policy infrastructure
- managing user desktops with Group Policy
- managing user & service accounts
- maintaining Active Directory Domain Services
- configuring & troubleshooting DNS
- configuring & troubleshooting Remote Access
- installing, configuring, & troubleshooting the Network Policy Server Role
- implementing Network Access Protection
- optimizing File Services
- configuring encryption & advanced auditing
- deploying & maintaining server images
- implementing Update Management
- monitoring Windows Server 2012.

Prerequisites: INSTALLING & CONFIGURING WINDOWS SERVER 2012

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20411

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Monday, August 8, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS Systems IT



AUTOMATING ADMINISTRATION WITH WINDOWS POWERSHELL 3.0

Brief Course Description:



Students will gain the fundamental knowledge & skills to use Windows PowerShell 3.0 for administering & automating the administration of Windows-based servers. Topics covered include:

- Windows PowerShell overview
- working with the Pipeline
- how the Pipeline works
- using PS Providers & PS Drives
- formatting output
- using WMI & CIM
- prepare for Scripting
- moving from a Command to a Script to a Module
- administering remote computers
- putting it all together
- using background jobs & scheduled jobs
- using advanced PowerShell techniques & profiles.

Prerequisites:

Students should have knowledge & experience with Windows Server & Windows Client management, installing & configuring Windows Server into existing enterprise environments, network adapter & basic disk configuration.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10961

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 1, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CONFIGURING ADVANCED WINDOWS SERVER 2012 SERVICES

Brief Course Description:



Topics covered include:

- implementing advanced network services and advanced file services
- implementing dynamic access control
- implementing network load balancing
- implementing failover clustering
- implementing failover clustering with Hyper-V
- implementing disaster recovery
- implementing distributed AD DS deployments
- implementing AD DS sites & replication
- implementing AD CS
- implementing AD RMS & AD FS

Prerequisites: INSTALLING & CONFIGURING WINDOWS SERVER 2012

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20412

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, September 12, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:



Students will learn how to configure and manage a Microsoft Exchange Server 2013 messaging environment. Topics covered include:

- deploying & managing Exchange Server 2013
- planning & configuring mailbox servers
- managing recipient objects
- planning & deploying client access servers
- planning & configuring messaging client connectivity
- planning & configuring message transport
- planning & implementing high availability
- planning & implementing disaster recovery
- planning & configuring message security options
- planning & configuring administrative security & auditing
- monitoring & troubleshooting Exchange Server 2013.

Prerequisites:

Students must have at least two years of experience administering Windows Server, working with AD DS, working with name resolution, including DNS, & working with certificates, including PKI certificates.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20341

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 29, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CORE SOLUTIONS OF MICROSOFT SHAREPOINT SERVER 2013

Brief Course Description:



Topics covered include:

- key features of SharePoint 2013
- designing an information architecture
- designing a logical architecture
- designing a physical architecture
- installing & configuring SharePoint Server 2013
- creating Web applications & site collections
- planning & configuring service applications
- managing users & permissions
- configuring authentication for SharePoint 2013
- securing a SharePoint 2013 deployment
- managing taxonomy
- configuring user profiles
- configuring enterprise search
- monitoring & maintaining a SharePoint 2013 environment.

Prerequisites: Students should have at least one year of experience with deploying and administering multiple SharePoint 2010 farms across a large enterprise.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20331

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 1, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

IMPLEMENTING A DATA WAREHOUSE WITH MICROSOFT SQL SERVER (2014)

Brief Course Description:



Students will learn how to create a data warehouse with Microsoft SQL Server 2014, implement ETL with SQL Server Integration Services, and validate & cleanse data with SQL Server Data Quality Services & SQL Server Master Data Services. Topics covered include:

- planning data warehouse infrastructure
- designing & implementing a data warehouse
- creating an ETL solution with SSIS
- implementing control flow in an SSIS package
- debugging & troubleshooting SSIS packages
- implementing a data extraction solution
- enforcing data quality
- master data services
- extending SQL Server integration services
- deploying & configuring SSIS packages.

Prerequisites:

Students must have experience with designing a normalized database, creating tables & relationships, querying with Transact-SQL, basic programming constructs, and awareness of key business priorities.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20463

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, September 19, 2016, for 1 week Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS	Systems IT

INSTALLING & CONFIGURING WINDOWS SERVER 2012

Brief Course Description:



Topics covered include:

- deploying & managing Windows Server 2012
- introduction to AD Domain Services
- managing AD Domain Services Objects
- automating AD Domain Services administration
- implementing IPv4
- implementing DHCP, DNS, IPv6
- local storage, file & print services
- group policy
- securing Windows servers by using group policy objects
- implementing server virtualization with Hyper-V.

Prerequisites:

Students must have an understanding of networking fundamentals and configuring security & administration tasks in an enterprise environment, as well as experience supporting or configuring MS Windows clients.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20410

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 11, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

QUERYING MICROSOFT SQL SERVER (2014)

Brief Course Description:



This course is the foundation for all SQL Server-related disciplines, including database administration, database development, and business intelligence. Topics covered include:

- introduction to Microsoft SQL Server 2014 and to T-SQL querying
- writing SELECT queries
- querying multiple tables
- sorting & filtering data
- working with SQL Server 2014 data types
- using DML to modify data
- grouping & aggregating data
- sub-queries
- table expressions
- set operators
- Window ranking, offset, & aggregate functions
- pivoting & grouping sets
- programming with T-SQL
- implementing error handling & transactions.

Prerequisites:

Students must have a knowledge of relational databases and a basic knowledge of the Microsoft Windows operating system and its core functionality.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20461

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 18, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ACCESS 2010: LEVEL 1

Brief Course Description:



Topics covered include:

- building the structure of a database
- managing data in a table
- querying a database
- designing forms
- generating reports.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
<i>Access 2010: Level 1</i>	20.00
Estimated Costs for State Employee	\$217.00

Course: CAC101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1702	Starting Monday, September 19, 2016, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Russell Walker

HTML5: LEVEL 1

Brief Course Description:



Topics covered include:

- introduction to HTML5
- basic HTML structure
- document structure
- phrase elements
- attributes
- introduction to Style Sheets
- basic text & font styles
- box styles
- displaying tabular data
- creating & formatting links
- working with images.

Prerequisites:

Students should be familiar with Windows or Mac operating systems, word processing skills, and the Internet.

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CHTML51

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, August 15, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

HTML5: LEVEL 2

Brief Course Description:



Topics covered include:

- planning a Web site
- HTML5 authoring
- content organization & structure
- basic SEO
- interactive forms
- data validation & error feedback
- form structure & styles
- form design considerations
- embedding native audio
- embedding native video
- styles that improve efficiency
- fonts in the cloud
- generated content
- editable content & local storage
- site testing basics.

Prerequisites: HTML5: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>HTML: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CHTML52

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Tuesday, August 16, 2016, for 1 day	8:30 AM – 4:30 PM Classroom 108	3771 Eastwood Dr. Jackson, MS Beth Wynn

PUBLISHER 2010: LEVEL 1

Brief Course Description:



This course teaches the core features and functions of Publisher 2010. Topics covered include:

- basic publications
- multi-page publications
- working with text
- tables
- layout and design techniques
- finalizing documents.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPUB101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Wednesday, September 21, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

PUBLISHER 2010: LEVEL 2

Brief Course Description:



This course builds on the skills and concepts taught in Publisher 2010 Basic. Topics covered include:

- basic design options
- typography
- long publications
- mail merge and catalog merge
- interactive forms
- Web site publishing.

Prerequisites: PUBLISHER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Publisher 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPUB102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Thursday, September 22, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

WORDPRESS 4

Brief Course Description:



In this course, students will learn how to install, configure, and troubleshoot WordPress. Topics covered include:

- first steps with WordPress CMS
- configuring WordPress
- post creation & editing
- how to work with WordPress pages
- media management
- dealing with users
- managing menus
- working with Widgets
- working with Themes
- managing plugins.

Prerequisites: Students should have basic Web knowledge and a basic understanding of an operating system (Windows or Mac).

Materials & Approximate Course Cost:

Tuition for state employees	\$750.00
Estimated Costs for State Employee	\$750.00

Course: CNHWP4

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Thursday, July 7, 2016, for 2 days	Thursday & Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ITIL FOUNDATION 2011 EDITION

Brief Course Description:



In this course, students will get an introduction to the lifecycle of managing IT services to deliver to business expectations. Topics covered include:

- introduction
- service strategy
- service design
- service transition
- service operation
- continual service improvement
- exam preparation.

Prerequisites: Familiarity with IT terminology and IT-related work experience are recommended, but not required.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,435.00
Estimated Costs for State Employee	\$1,435.00

Course: CNHITIL1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Wednesday, August 10, 2016, for 3 days	Wednesday, Monday & Tuesday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT



ADMINISTERING SYSTEM CENTER CONFIGURATION MANAGER & INTUNE

Brief Course Description:



Topics covered include:

- managing computers & mobile devices in the enterprise
- preparing the management infrastructure to support PCs & mobile devices
- deploying & managing clients
- managing inventory for PCs & applications
- distributing & managing content used for deployments
- deploying & managing applications
- maintaining software updates for managed PCs
- implementing endpoint protection for managed PCs
- managing compliance & secure data access
- managing OS deployments
- mobile device management using Configuration Manager & Microsoft Intune
- managing & maintaining a Configuration Manager site.

Prerequisites:

INSTALLING & CONFIGURING WINDOWS 10
 ADMINISTERING WINDOWS SERVER 2012
 DEPLOYING & MANAGING WINDOWS 10 USING ENTERPRISE SERVICES

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

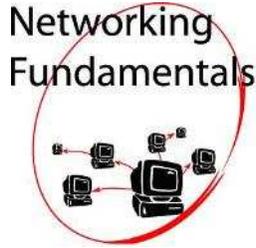
Course: CNH20696

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, August 1, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, 1855 Lakeland Dr. Jackson, MS Systems IT

COMPTIA NETWORK+ CERTIFICATION (2011 OBJECTIVES)

Brief Course Description:



This course is for anyone wanting to take the Network+ Certification Test. This course will prepare the students for the N10-005 exam and certification. Topics covered include:

- network theory
- network communications methods
- network media & hardware
- network implementations
- networking models
- TCP/IP addressing & data delivery
- TCP/IP services
- LAN & WAN infrastructures
- remote networking
- system security
- network security
- network security threats & attacks
- network management
- network troubleshooting.

Prerequisites:

It is strongly recommended that students should have A+ certification or equivalent knowledge, and a working knowledge of Windows 8.

Materials & Approximate Course Cost:

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

Course: CNHNET+

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 18, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

NETWORKING AND SECURITY FUNDAMENTALS

Brief Course Description:



This program provides an entry point to a future career in technology. Topics covered include:

- understanding local area networking
- defining networks with the OSI model
- understanding wired & wireless networks and Internet protocol
- implementing TCP/IP in the Command Line
- working with networking services
- understanding wide area networks
- defining network infrastructure & network security
- understanding security layers
- authentication, authorization, & accounting
- understanding security policy and network security
- protecting the server and client.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

Course: CNH40032

Section Information:

Section:	Date & Time Info:		Location:	Instructor:		
1701	Starting Monday, July 11, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT



ENABLING & MANAGING OFFICE 365

Brief Course Description:



Topics covered include:

- planning & provisioning Office 365
- managing Office 365 users & groups
- configuring client connectivity to Office 365
- planning & configuring directory synchronization
- planning & deploying Office 2016 Pro Plus
- planning & managing Exchange Online recipients & permissions
- planning & configuring Exchange Online services
- planning & deploying Skype for Business Online
- planning & configuring SharePoint Online
- planning & configuring an Office 365 collaboration solution
- planning & configuring rights management & compliance
- monitoring & troubleshooting Office 365
- planning & configuring identity federation.

Prerequisites: Students should have professional experience with Windows PowerShell, administering Office 365 with Office 365 Admin Center, and virtual machines & remote desktop.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20347

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, September 12, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

POWERPOINT 2010: LEVEL 1

Brief Course Description:



This course covers the basic functions of PowerPoint 2010. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPP101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Wednesday, August 3, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

POWERPOINT 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

Prerequisites: POWERPOINT 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>PowerPoint 2010: Advanced</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CPP102

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Thursday, August 4, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS

DEPLOYING & MANAGING WINDOWS 10 USING ENTERPRISE SERVICES

Brief Course Description:



This course provides administrators with the knowledge & skills needed to deploy & manage Windows 10 desktops, devices, and applications in an enterprise environment. Topics covered include:

- managing desktops & devices in an enterprise environment
- deploying Windows 10 enterprise desktops
- managing user profiles & user state virtualization
- managing Windows 10 sign-in & identity
- managing desktop & application settings by using Group Policy
- managing data access for Windows-based devices
- managing remote access solutions
- configuring & managing Client Hyper-V
- managing desktop & mobile clients using Microsoft Intune
- more.

Prerequisites:

Students should have at least two years of experience in the IT field, knowledge of networking fundamentals & AD DS, and an understanding of Windows Server, Windows Client essentials, and Windows PowerShell syntax.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20697-2

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 22, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT



DEPLOYING WINDOWS DEVICES & ENTERPRISE APPLICATIONS

Brief Course Description:



Topics covered include:

- assessing the network environment for supporting OS & application deployment
- determining OS deployment strategies
- assessing application compatibility
- planning & implementing User State Migration
- determining an Image Management Strategy
- preparing for deployments using Windows ADK
- supporting PXE-initiated & multicast OS deployments
- implementing OS deployment by using the MS Deployment Toolkit
- implementing OS deployment by using System Center 2012 R2
- integrating MDT & Configuration Manager for OS deployment
- activating Clients & managing additional configuration settings
- deploying Office 2013.

Prerequisites:

Experience in: networking fundamentals, AD DS principles & fundamentals of AD DS management, PKI security, scripting & Windows PowerShell syntax, Windows Server roles & services, and System Center 2012 RS configuration manager.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20695

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, August 29, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

INSTALLING & CONFIGURING WINDOWS 10

Brief Course Description:



This course is designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. Topics covered include:

- overview of Windows 10
- installing Windows 10
- configuring your device
- configuring network connectivity
- managing storage
- managing files & printers
- managing apps in Windows 10
- managing data security
- managing device security
- managing network security
- maintaining Windows 10
- troubleshooting & recovery.

Prerequisites:

Students should have at least two years of experience in the IT field, knowledge of networking fundamentals & AD DS, and an understanding of Windows Server, Windows Client essentials, and Windows PowerShell syntax.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20697-1

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, July 25, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS
1702	Starting Monday, September 26, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, Systems IT 1855 Lakeland Dr. Jackson, MS

SUPPORTING & TROUBLESHOOTING WINDOWS 10

Brief Course Description:



This course is designed to provide students with the knowledge and skills required to install and configure Windows 10 desktops and devices in a Windows Server domain corporate environment. Topics covered include:

- installing Windows 10
- configuring your device
- configuring network connectivity
- managing storage
- managing files & printers
- managing apps in Windows 10
- managing data security
- managing device security
- managing network security
- maintaining Windows 10
- troubleshooting & recovery.

Prerequisites:

Students should have at least two years of experience in the IT field, knowledge of networking fundamentals & AD DS, and an understanding of Windows Server, Windows Client essentials, and Windows PowerShell syntax.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10982

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, September 19, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

WINDOWS OPERATING SYSTEM & WINDOWS SERVER FUNDAMENTALS

Brief Course Description:



This course provides an entry point to a future career in technology. Topics covered include:

- introducing, installing, & upgrading Windows 7
- understanding operating system configurations
- understanding native applications, tools, mobility, and remote management & assistance
- managing applications, services, folders, & libraries
- managing device
- understanding file & print sharing
- maintaining, updating, & protecting Windows 7
- understanding backup & recovery methods
- server overview
- managing Windows Server 2008 R2
- managing storage
- monitoring & troubleshooting servers
- file & print services
- popular network services & apps.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$1,195.00
Estimated Costs for State Employee	\$1,195.00

Course: CNH40033

Section Information:

Section:	Date & Time Info:		Location:		Instructor:	
1701	Starting Monday, August 15, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ORACLE 12C: ADMINISTRATION I

Brief Course Description:



This course focuses on configuration on supported systems and how the database fits in with other systems. Topics covered include:

- Oracle database architecture overview
- configuring the host for standalone installment
- GRID infrastructure configuration & installation
- DATABASE installation configuration & installation
- creating databases using DBCA
- Oracle Restart
- preparing for a database upgrade
- upgrade to Oracle database 12c
- post-upgrade tasks
- Oracle architecture
- Oracle database instance
- Oracle database storage architecture
- Oracle database internal mechanisms.

Prerequisites:

Students should have a working knowledge of Oracle SQL, as well as experience using basic Linux command and system administration experience.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: COR12AD1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 25, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ORACLE 12C: ADMINISTRATION II

Brief Course Description:



Students will learn about day-to-day administration tasks and sub-specialties. Topics covered include:

- managing the database instance
- database architecture review
- starting & stopping database services
- Oracle network environment
- diagnosis & Oracle support
- tablespace management
- data files & temporary file management
- UNDO data & UNDO tablespaces
- security overview & database privileges
- database auditing
- SQL loader
- export & import
- managing performance & SQL tuning
- data concurrency
- backup & recovery.

Prerequisites: ORACLE 12C: ADMINISTRATION I

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: COR12AD2

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, Monday - 8:00 AM – September 26, 2016, Friday 4:00 PM for 1 week	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS	Systems IT

TECHNOLOGY PLANNING & PROCUREMENT FOR STATE AGENCIES

Brief Course Description:



This course will present an overview of ITS' statutory responsibilities for planning and procurements, as well as the planning process and IT procurement policies and procedures that apply to state agency customers. Topics covered include:

- ITS statute
- why plan
- planning process
- ITS online planning system
- ITS procurement purview
- procurement process
- procurement types
- procurement instruments
- ITS/customer partnerships.

Prerequisites:

All state agency personnel who are involved in IT planning and/or purchasing, who participate in technology initiatives, or who are interested in technology or government purchasing are encouraged to attend.

Materials & Approximate Course Cost:

Tuition for state employees	\$25.00
Estimated Costs for State Employee	\$25.00

Course: CPROCPLN

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Tuesday, August 30, 2016, for 1 day	1:30 PM – 4:30 PM Classroom 107	3771 Eastwood Dr. Jackson, MS ITS Procurement/ Planning Management Staff

PROGRAMMING IN HTML5 WITH JAVASCRIPT & CSS3 (VS 2012)

Brief Course Description:



This course focuses on using HTML5/CSS3/JavaScript to implement programming logic, define and use variables, perform looping and branching, develop user interfaces, capture and validate user input, store data, and create well-structured applications. Topics covered include:

- creating & styling HTML5 pages
- creating forms to collect data & validate user input
- communicating with a remote data source
- styling HTML5 by using CSS3
- creating objects & methods by using JavaScript
- creating interactive pages using HTML5 APIs
- adding offline support to Web applications
- creating advanced graphics
- creating a Web worker process.

Prerequisites: Students should have a combination of practical and conceptual knowledge related to HTML5 programming.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH20480

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 11, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

PROGRAMMING IN VISUAL BASIC WITH MICROSOFT VISUAL STUDIO 2010

Brief Course Description:



This course teaches students Visual Basic language syntax, program structure, and implementation by using MS Visual Studio 2010 and the MS .NET Framework 4. Topics covered include:

- using VB programming constructs
- declaring & calling methods
- handling expectations
- reading & writing files
- creating new types
- encapsulating data & methods
- inheriting from classes & implementing interfaces
- managing the lifetime of objects & controlling resources
- encapsulating data & defining overloaded operators
- decoupling methods & handling events
- building & enumerating custom collection classes
- using LINQ to query data
- integrating VB code with dynamic languages & COM commands.

Prerequisites:

Students should have VB knowledge, experience working with an OO language, experience with the Microsoft .NET framework, and knowledge of the Visual Studio integrated development environment.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNH10550

Section Information:

Section:	Date & Time Info:		Location:		Instructor:	
1701	Starting Monday, August 22, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CRYSTAL REPORTS 11: LEVEL 1

Brief Course Description:



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

Prerequisites:

Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

Materials & Approximate Course Cost:

Tuition for state employees	\$675.00
Estimated Costs for State Employee	\$675.00

Course: CCR111

Section Information:

Section:	Date & Time Info:		Location:	Instructor:		
1701	Starting Tuesday, September 6, 2016, for 2 days	Tuesday & Wednesday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

Brief Course Description:



Topics covered include:

- examining professional project management
- initiating a project
- planning project work
- developing project schedules
- developing cost estimates & budgets
- planning project quality, staffing, & communications
- analyzing risks & planning risk responses
- planning project procurement
- executing project work
- managing project procurement
- monitoring & controlling project work
- monitoring & controlling project schedule & costs
- monitoring & controlling project performance & quality
- monitoring & controlling project risk & procurements
- closing the project.

Prerequisites:

Secondary degree (high school diploma, associate's degree or equivalent), 7,500 hours leading & directing projects, 35 hours PM education, OR 4-year degree, 4,500 hours leading & directing projects, 35 hours PM education.

Materials & Approximate Course Cost:

Tuition for state employees	\$1,995.00
Estimated Costs for State Employee	\$1,995.00

Course: CNHPMP

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Monday, July 11, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1702	Starting Monday, September 12, 2016, for 1 week	Monday - Friday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

SECURITY+ CERTIFICATION (EXAM SYO-301)

Brief Course Description:



This is the primary course you will need to take to prepare for the CompTIA Security+ Certification Exam SYO-301 and if your job responsibilities include securing network services, devices, and traffic. Topics covered include:

- security fundamentals
- security threats & vulnerabilities
- network security
- managing application, data & host security
- access control, authentication, & account management
- managing certificates
- compliance & operational security
- risk management
- managing security incidents
- business continuity & disaster recovery planning.

Prerequisites: It is recommended that the student have Network+ Certification and two years of experience in IT administration, with a focus on security.

Materials & Approximate Course Cost:

Tuition for state employees	\$495.00
Estimated Costs for State Employee	\$495.00

Course: CNHSEC+

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1701	Starting Monday, August 29, 2016, for 1 week	Monday - Friday 8:00 AM – 4:00 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Brief Course Description:



Topics covered include:

- SharePoint introduction
- working with lists
- working with libraries
- communicating with team members
- working remotely with SharePoint content
- customizing your SharePoint environment
- creating a team site
- performing basic site administration.

Prerequisites: This course is intended for anyone that works with SharePoint team sites, libraries, lists, and items.

Materials & Approximate Course Cost:

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

Course: CNHSPF101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1701	Starting Tuesday, July 5, 2016, for 2 days	Tuesday & Wednesday	8:00 AM – 4:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2

Brief Course Description:



In this course, students will manage site collections and site components as a site collection administrator and as a site administrator. Topics covered include:

- branding a site collection
- managing lists
- managing libraries
- managing form libraries
- managing content structures
- managing workflows
- working with indexing & searching
- working offline using SharePoint Workspace 2010
- managing SharePoint applications using Central Administration
- managing user access
- managing site security
- managing site usage
- managing site maintenance.

Prerequisites: MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$550.00
Estimated Costs for State Employee	\$550.00

Course: CNHSPF102

Section Information:

Section:	Date & Time Info:		Location:	Instructor:	
1701	Starting Tuesday, September 6, 2016, for 2 days	Tuesday & Wednesday	8:00 AM – 4:00 PM	Suite R-101, 1855 Lakeland Dr. Systems IT Jackson, MS	Systems IT

EXCEL 2010: LEVEL 1

Brief Course Description:



This course teaches the basic functions and features of Excel 2010. After an introduction to spreadsheet terminology and Excel's window components, students will learn how to use the Help system and navigate worksheets and workbooks. Topics covered include:

- getting started
- entering and editing data
- modifying a worksheet
- functions
- formatting
- printing
- charts
- managing large workbooks.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Basic</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CEX101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Wednesday, July 13, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler

EXCEL 2010: LEVEL 2

Brief Course Description:



Topics covered include:

- using multiple worksheets & workbooks
- advanced formatting
- outlining & subtotals
- cell & range names
- tables
- Web & sharing features
- advanced charting
- documenting & auditing
- templates & settings.

Prerequisites: EXCEL 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
<i>Excel 2010: Intermediate</i>	20.00
Estimated Costs for State Employee	\$145.00

Course: CEX102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1701	Starting Wednesday, August 10, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler

WORD 2010: LEVEL 1

Brief Course Description:



This course covers the basic features & functions of Word 2010. After an introduction to Word's window components, students will learn how to use the Help system and navigate documents. Topics covered include:

- getting started
- navigation and selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing and printing documents
- graphics.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Word 2010: Basic	20.00
Estimated Costs for State Employee	\$145.00

Course: CWD101

Section Information:

Section:	Date & Time Info:	Location:	Instructor:
1702	Starting Thursday, September 1, 2016, for 1 day	8:30 AM – 4:30 PM	Classroom 108 3771 Eastwood Dr. Jackson, MS

Expanded Offering of On-Line Live Classes

The past few years, ITS and Systems IT provided you with Mentored Learning, where a student sat in classes with pre-recorded instruction supplemented by a live Systems IT instructor to answer questions. The only limiting factor was that the local instructor, aka “the mentor,” had to be an expert on the material being delivered in order to mentor you. Finding a local “subject matter expert” in every technology application is virtually impossible.

We now have access to the best instructors from the 300+ Systems ITCenters® around the world to teach all the most popular courses locally in Jackson, Mississippi. For the student it means sitting in a live class where you are signed onto a computer, viewing and listening to a live instructor, asking questions when you desire in real time, and hearing discussions between students who could be in Alabama, North Dakota or Ireland. The student still receives the live instruction everyone wants. For your agency, it means saving the travel expense involved in sending employees to an expensive, faraway city for training. The agency maintains access to its valued employee in case of an emergency. This is a “win-win” situation!

Now, in addition to the traditional instructor-led classes offered through local Systems ITsubject matter experts (Richard, John and Chris), we are able to offer Cisco, Citrix, VMware, high-end Microsoft, Oracle, high-end .net, high-end security, and an abundance of soft skill instruction here in Mississippi through ON-LINE LIVE. Your classmates in these classes are people from around the country that are just like you, with challenges just like yours, doing jobs just like yours. By taking a class with these other people, you will benefit from their questions, participation, and real life experiences.

**The schedule of On-Line Live classes is listed on the following pages.
PLEASE CALL SUSAN MEEK AT (601) 432-8186 TO SCHEDULE AN ON-LINE LIVE CLASS.**

**ALL ON-LINE LIVE CLASSES BEGIN PROMPTLY AT 8:00 A.M.
STUDENTS MUST ARRIVE BY 7:45 A.M. IN ORDER TO ALLOW CLASS TO BEGIN ON TIME.**

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	8/15/2016 9:00 AM	8/19/2016 5:00 PM	\$1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
10263 Developing Windows Communication Foundation Solutions with Microsoft Visual Studio 2010	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
10265 Developing Data Access Solutions with Microsoft Visual Studio 2010	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	7/18/2016 8:00 AM	7/20/2016 4:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	8/15/2016 9:00 AM	8/17/2016 5:00 PM	\$1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
10958 Programming Fundamentals of Web Applications	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
10961 Automating Administration with Windows PowerShell	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$1,995.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	7/26/2016 8:00 AM	7/28/2016 4:00 PM	\$1,195.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	8/15/2016 8:00 AM	8/17/2016 4:00 PM	\$1,195.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	Online instructor led	7/18/2016 9:00 AM	7/22/2016 5:00 PM	\$1,995.00
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
10964 Cloud & Datacenter Monitoring with System Center Operations Manager	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
10965 IT Service Management with System Center Service Manager	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	7/25/2016 9:00 AM	7/29/2016 5:00 PM	\$1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
10968 Designing for Office 365 Infrastructure	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,995.00
10969 Active Directory Services with Windows Server	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
10969 Active Directory Services with Windows Server	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
10970 Networking with Windows Server	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
10970 Networking with Windows Server	Online instructor led	12/5/2016 8:00 AM	12/9/2016 4:00 PM	\$1,995.00
10971 Storage and High Availability with Windows Server	Online instructor led	8/29/2016 8:00 AM	9/1/2016 4:00 PM	\$1,595.00
10972 Administering the Web Server (IIS) Role of Windows Server	Online instructor led	8/15/2016 9:00 AM	8/19/2016 5:00 PM	\$1,995.00
10974 Deploying Windows Server	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,995.00
10975 Introduction to Programming	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10975 Introduction to Programming	Online instructor led	8/15/2016 9:00 AM	8/19/2016 5:00 PM	\$1,995.00
10975 Introduction to Programming	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	9/19/2016 9:00 AM	9/23/2016 5:00 PM	\$1,995.00
10979 Microsoft Azure Fundamentals	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$800.00
10979 Microsoft Azure Fundamentals	Online instructor led	9/8/2016 8:00 AM	9/9/2016 4:00 PM	\$800.00
10981 Infrastructure Provisioning with System Center Virtual Machine Manager	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
10982 Supporting and Troubleshooting Windows 10	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
10982 Supporting and Troubleshooting Windows 10	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
10982 Supporting and Troubleshooting Windows 10	Online instructor led	8/29/2016 9:00 AM	9/2/2016 5:00 PM	\$1,995.00
10989 Analyzing Data with Power BI	Online instructor led	8/4/2016 8:00 AM	8/5/2016 4:00 PM	\$800.00
20246 Monitoring and Operating a Private Cloud	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
20247 Configuring and Deploying a Private Cloud	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	7/11/2016 9:00 AM	7/15/2016 5:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$1,995.00
20400 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20400 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	8/29/2016 9:00 AM	9/2/2016 5:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	8/22/2016 9:00 AM	8/26/2016 5:00 PM	\$1,995.00
20334 Core Solutions of Microsoft Skype for Business 2015	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	8/15/2016 9:00 AM	8/19/2016 5:00 PM	\$1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20347 Enabling and Managing Office 365	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
20347 Enabling and Managing Office 365	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	8/22/2016 9:00 AM	8/26/2016 5:00 PM	\$1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20410 Installing and Configuring Windows Server 2012	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20411 Administering Windows Server 2012	Online instructor led	9/19/2016 9:00 AM	9/23/2016 5:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
20412 Configuring Advanced Windows Server 2012 Services	Online instructor led	9/26/2016 9:00 AM	9/30/2016 5:00 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
20461 Querying Microsoft SQL Server	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20462 Administering Microsoft SQL Server Databases	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
20462 Administering Microsoft SQL Server Databases	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20464 Developing Microsoft SQL Server Databases	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20464 Developing Microsoft SQL Server Databases	Online instructor led	8/15/2016 9:00 AM	8/19/2016 5:00 PM	\$1,995.00
20464 Developing Microsoft SQL Server Databases	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	8/22/2016 9:00 AM	8/26/2016 5:00 PM	\$1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	8/1/2016 9:00 AM	8/5/2016 5:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	9/19/2016 9:00 AM	9/23/2016 5:00 PM	\$1,995.00
20483 Programming in C#	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$1,995.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20484 Essentials of Developing Windows Store Apps Using C#	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
20485 Advanced Windows Store App Development Using C#	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	9/26/2016 9:00 AM	9/30/2016 5:00 PM	\$1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	8/1/2016 9:00 AM	8/5/2016 5:00 PM	\$1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	8/22/2016 9:00 AM	8/26/2016 5:00 PM	\$1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20489 Developing Microsoft SharePoint 2013 Advanced Solutions	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
20489 Developing Microsoft SharePoint 2013 Advanced Solutions	Online instructor led	10/24/2016 9:00 AM	10/28/2016 5:00 PM	\$1,995.00
20497 Software Testing with Microsoft Visual Studio 2013	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$800.00
20497 Software Testing with Microsoft Visual Studio 2013	Online instructor led	9/8/2016 8:00 AM	9/9/2016 4:00 PM	\$800.00
20532 Developing Microsoft Azure Solutions	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
20533 Implementing Microsoft Azure Infrastructure Solutions	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20694 Virtualizing Enterprise Desktops and Apps	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
20695 Deploying Windows Desktops and Enterprise Applications	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	7/18/2016 9:00 AM	7/22/2016 5:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20696 Administering System Center Configuration Manager and Intune	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
20697-1 Installing and Configuring Windows 10	Online instructor led	7/11/2016 9:00 AM	7/15/2016 5:00 PM	\$1,995.00
20697-1 Installing and Configuring Windows 10	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
20697-2 Deploying and Managing Windows 10 Using Enterprise Services	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	8/10/2016 8:00 AM	8/12/2016 4:00 PM	\$1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
40032 Networking and Security Fundamentals	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,195.00
40032 Networking and Security Fundamentals	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,195.00
40033 Windows Operating System and Windows Server Fundamentals	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,195.00
40034 Software Development Fundamentals with HTML5	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,195.00
40035 Software Development Fundamentals with .NET	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,195.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
40035 Software Development Fundamentals with .NET	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,195.00
40364 Database Administration Fundamentals	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
40364 Database Administration Fundamentals	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
40365 Windows Server Administration Fundamentals	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
50255 Managing Windows Environments with Group Policy	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
50255 Managing Windows Environments with Group Policy	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
50413 Mastering Microsoft Project 2010	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	8/8/2016 8:00 AM	8/9/2016 4:00 PM	\$800.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$800.00
55005 Microsoft Report Builder 3.0 with SQL 2008R2, SQL 2012, and SQL 2014	Online instructor led	9/12/2016 8:00 AM	9/13/2016 4:00 PM	\$800.00
55007 System Center 2012 Orchestrator	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	7/6/2016 8:00 AM	7/7/2016 4:00 PM	\$800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	8/1/2016 9:00 AM	8/2/2016 5:00 PM	\$800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	9/7/2016 8:00 AM	9/8/2016 4:00 PM	\$800.00
55037 SharePoint 2013 Search Inside Out	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
55039 Windows PowerShell Scripting and Toolmaking	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
55039 Windows PowerShell Scripting and Toolmaking	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$1,995.00
55040 Data Mining, Predictive Analytics with Microsoft Analysis Services and Excel PowerPivot	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
55040 Data Mining, Predictive Analytics with Microsoft Analysis Services and Excel PowerPivot	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
55042 SharePoint 2013 Business Intelligence	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
55042 SharePoint 2013 Business Intelligence	Online instructor led	8/31/2016 8:00 AM	9/2/2016 4:00 PM	\$1,195.00
55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$800.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
55049 PowerPivot, Power View and SharePoint 2013 Business Intelligence Center for Analysts	Online instructor led	9/8/2016 8:00 AM	9/9/2016 4:00 PM	\$800.00
55054 Mastering Microsoft Project 2013	Online instructor led	7/5/2016 8:00 AM	7/7/2016 4:00 PM	\$1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	8/10/2016 9:00 AM	8/12/2016 5:00 PM	\$1,195.00
55054 Mastering Microsoft Project 2013	Online instructor led	9/6/2016 8:00 AM	9/8/2016 4:00 PM	\$1,195.00
55066 PowerShell for SharePoint Administrators	Online instructor led	7/8/2016 8:00 AM	7/8/2016 4:00 PM	\$400.00
55069 PowerShell for SQL Server Administrators	Online instructor led	7/5/2016 8:00 AM	7/6/2016 4:00 PM	\$800.00
55081 Basic SharePoint Server 2013 Branding	Online instructor led	8/8/2016 8:00 AM	8/9/2016 4:00 PM	\$800.00
55081 Basic SharePoint Server 2013 Branding	Online instructor led	10/6/2016 8:00 AM	10/7/2016 4:00 PM	\$800.00
55123 Writing Reports with Report Builder and SSRS Level 1	Online instructor led	8/4/2016 8:00 AM	8/5/2016 4:00 PM	\$800.00
55123 Writing Reports with Report Builder and SSRS Level 1	Online instructor led	9/22/2016 8:00 AM	9/23/2016 4:00 PM	\$800.00
55128 Writing Reports with Report Builder and SSRS Level 2	Online instructor led	8/15/2016 8:00 AM	8/16/2016 4:00 PM	\$800.00
55144 SQL Server Performance Tuning and Optimization	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	8/1/2016 8:00 AM	8/3/2016 4:00 PM	\$1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	9/7/2016 9:00 AM	9/9/2016 5:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	8/3/2016 9:00 AM	8/5/2016 5:00 PM	\$1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,195.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
80545 Customer Service in Microsoft Dynamics CRM 2013	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
80546 Sales Management in Microsoft Dynamics CRM 2013	Online instructor led	9/13/2016 8:00 AM	9/13/2016 4:00 PM	\$295.00
Access 2010 Programming with VBA	Online instructor led	7/20/2016 8:00 AM	7/22/2016 4:00 PM	\$550.00
Access 2010 Programming with VBA	Online instructor led	8/30/2016 9:00 AM	9/1/2016 5:00 PM	\$550.00
Access 2013 Programming with VBA	Online instructor led	8/10/2016 8:00 AM	8/12/2016 4:00 PM	\$550.00
Adobe Acrobat DC Pro	Online instructor led	8/4/2016 8:00 AM	8/4/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	7/8/2016 8:00 AM	7/8/2016 4:00 PM	\$295.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Adobe Acrobat XI Pro - Part 1	Online instructor led	8/9/2016 8:00 AM	8/9/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	8/26/2016 8:00 AM	8/26/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	7/22/2016 9:00 AM	7/22/2016 5:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 1	Online instructor led	9/20/2016 9:00 AM	9/20/2016 5:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	7/11/2016 8:00 AM	7/11/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	8/11/2016 8:00 AM	8/11/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	9/1/2016 8:00 AM	9/1/2016 4:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	7/26/2016 9:00 AM	7/26/2016 5:00 PM	\$295.00
Adobe Acrobat XI Pro - Part 2	Online instructor led	9/23/2016 9:00 AM	9/23/2016 5:00 PM	\$295.00
Adobe Captivate 8: Beyond the Essentials	Online instructor led	7/18/2016 8:00 AM	7/19/2016 4:00 PM	\$550.00
Adobe Captivate 8: Beyond the Essentials	Online instructor led	8/23/2016 8:00 AM	8/24/2016 4:00 PM	\$550.00
Adobe Captivate 8: The Essentials	Online instructor led	7/12/2016 8:00 AM	7/13/2016 4:00 PM	\$550.00
Adobe Captivate 8: The Essentials	Online instructor led	8/18/2016 8:00 AM	8/19/2016 4:00 PM	\$550.00
Adobe Captivate 8: The Essentials	Online instructor led	9/27/2016 8:00 AM	9/28/2016 4:00 PM	\$550.00
Adobe Captivate 9: Beyond the Essentials	Online instructor led	8/11/2016 8:00 AM	8/12/2016 4:00 PM	\$550.00
Adobe Captivate 9: The Essentials	Online instructor led	8/1/2016 8:00 AM	8/2/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 1	Online instructor led	7/14/2016 8:00 AM	7/15/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 1	Online instructor led	8/15/2016 8:00 AM	8/16/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 1	Online instructor led	9/29/2016 9:00 AM	9/30/2016 5:00 PM	\$550.00
Adobe Dreamweaver CC: Part 2	Online instructor led	7/20/2016 8:00 AM	7/21/2016 4:00 PM	\$550.00
Adobe Dreamweaver CC: Part 2	Online instructor led	8/18/2016 8:00 AM	8/19/2016 4:00 PM	\$550.00
Adobe Flash CC: Part 1	Online instructor led	7/5/2016 8:00 AM	7/6/2016 4:00 PM	\$550.00
Adobe Flash CC: Part 1	Online instructor led	9/7/2016 8:00 AM	9/8/2016 4:00 PM	\$550.00
Adobe Flash CC: Part 2	Online instructor led	7/11/2016 8:00 AM	7/12/2016 4:00 PM	\$550.00
Adobe Flash CC: Part 2	Online instructor led	9/12/2016 8:00 AM	9/13/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	7/13/2016 8:00 AM	7/14/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	8/9/2016 8:00 AM	8/10/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	8/29/2016 9:00 AM	8/30/2016 5:00 PM	\$550.00
Adobe Illustrator CC: Part 1	Online instructor led	9/14/2016 8:00 AM	9/15/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	7/18/2016 8:00 AM	7/19/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	8/15/2016 8:00 AM	8/16/2016 4:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	9/1/2016 9:00 AM	9/2/2016 5:00 PM	\$550.00
Adobe Illustrator CC: Part 2	Online instructor led	9/19/2016 8:00 AM	9/20/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	7/6/2016 8:00 AM	7/7/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	7/19/2016 8:00 AM	7/20/2016 4:00 PM	\$550.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Adobe InDesign CC: Part 1	Online instructor led	8/16/2016 8:00 AM	8/17/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	8/24/2016 9:00 AM	8/25/2016 5:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	9/6/2016 8:00 AM	9/7/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 1	Online instructor led	9/15/2016 8:00 AM	9/16/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	7/13/2016 8:00 AM	7/14/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	8/2/2016 8:00 AM	8/3/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	8/29/2016 9:00 AM	8/30/2016 5:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	9/8/2016 8:00 AM	9/9/2016 4:00 PM	\$550.00
Adobe InDesign CC: Part 2	Online instructor led	9/29/2016 8:00 AM	9/30/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	7/5/2016 8:00 AM	7/6/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	7/27/2016 8:00 AM	7/28/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	8/10/2016 9:00 AM	8/11/2016 5:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	8/25/2016 8:00 AM	8/26/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	9/8/2016 8:00 AM	9/9/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 1	Online instructor led	9/22/2016 8:00 AM	9/23/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	7/21/2016 8:00 AM	7/22/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	8/15/2016 9:00 AM	8/16/2016 5:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	8/31/2016 8:00 AM	9/1/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	9/12/2016 8:00 AM	9/13/2016 4:00 PM	\$550.00
Adobe Photoshop CC: Part 2	Online instructor led	9/28/2016 8:00 AM	9/29/2016 4:00 PM	\$550.00
Android Studio Development Essentials	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$1,995.00
BA01 - Business Analysis Essentials	Online instructor led	7/13/2016 8:00 AM	7/14/2016 4:00 PM	\$800.00
BA01 - Business Analysis Essentials	Online instructor led	8/15/2016 8:00 AM	8/16/2016 4:00 PM	\$800.00
BA01 - Business Analysis Essentials	Online instructor led	9/26/2016 8:00 AM	9/27/2016 4:00 PM	\$800.00
BA02 - Strategic Enterprise Analysis	Online instructor led	8/8/2016 8:00 AM	8/9/2016 4:00 PM	\$800.00
BA03 - Writing Effective Business Cases	Online instructor led	9/12/2016 8:00 AM	9/13/2016 4:00 PM	\$800.00
BA04 - Eliciting and Writing Effective Requirements	Online instructor led	9/14/2016 8:00 AM	9/16/2016 4:00 PM	\$1,195.00
BA05 - Process Modeling Using BPMN	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$800.00
BA05 - Process Modeling Using BPMN	Online instructor led	9/6/2016 8:00 AM	9/7/2016 4:00 PM	\$800.00
BA06 - Managing and Communicating Requirements for Projects	Online instructor led	7/11/2016 8:00 AM	7/12/2016 4:00 PM	\$800.00
BA06 - Managing and Communicating Requirements for Projects	Online instructor led	9/19/2016 8:00 AM	9/20/2016 4:00 PM	\$800.00
BA08 - Managing Requirements for Agile Projects	Online instructor led	9/21/2016 8:00 AM	9/22/2016 4:00 PM	\$800.00
BA09 - Managing Requirements for SharePoint Projects	Online instructor led	9/28/2016 8:00 AM	9/29/2016 4:00 PM	\$800.00
BA10 - Understanding Root Cause Analysis	Online instructor led	8/10/2016 8:00 AM	8/11/2016 4:00 PM	\$800.00
BA19 – User Acceptance Testing (UAT) for Business Analysts	Online instructor led	8/29/2016 8:00 AM	8/30/2016 4:00 PM	\$800.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Certified Associate in Project Management (CAPM)	Online instructor led	7/6/2016 8:00 AM	7/8/2016 5:30 PM	\$1,675.00
Certified Associate in Project Management (CAPM)	Online instructor led	8/1/2016 8:00 AM	8/3/2016 5:30 PM	\$1,675.00
Certified Associate in Project Management (CAPM)	Online instructor led	9/6/2016 8:00 AM	9/8/2016 5:30 PM	\$1,675.00
Certified Information Security Manager (CISM)	Online instructor led	7/13/2016 8:00 AM	7/15/2016 4:00 PM	\$1,675.00
Certified Information Security Manager (CISM)	Online instructor led	10/3/2016 8:00 AM	10/5/2016 4:00 PM	\$1,675.00
Certified Information System Security Professional (CISSP)	Online instructor led	7/25/2016 9:00 AM	7/29/2016 5:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	9/12/2016 9:00 AM	9/16/2016 5:00 PM	\$2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$2,395.00
Cisco Implementing Advanced Cisco ASA Security v2.1 (SASAA)	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Collaboration Devices v1.0 (CICD)	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Collaboration Devices v1.0 (CICD)	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Edge Network Security Solutions v1.0 (SENSS)	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Network Security v3.0 (IINS)	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Secure Access Solutions (SISAS)	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Secure Mobility Solutions v1.0 (SIMOS)	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$2,995.00
Cisco Implementing Core Cisco ASA Security v1.0 (SASAC)	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	7/18/2016 8:00 AM	7/22/2016 6:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	8/15/2016 9:00 AM	8/19/2016 7:00 PM	\$2,995.00
Cisco Interconnecting Cisco Networking Devices Accelerated v2.0 (CCNAX)	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$2,995.00
CMB-300 Deploying and Manage Citrix XenApp and XenDesktop 7.6 Fast Track	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$2,995.00
CNS-220 Citrix NetScaler Essentials and Traffic Management	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$2,995.00
COBIT 5 Foundation	Online instructor led	9/12/2016 8:00 AM	9/14/2016 4:00 PM	\$1,675.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
CompTIA Cloud Essentials Certification	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$795.00
CompTIA Cloud+	Online instructor led	10/3/2016 8:00 AM	10/7/2016 4:00 PM	\$795.00
CompTIA Healthcare IT Technician	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$795.00
CompTIA Healthcare IT Technician	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$795.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
CompTIA Linux+ Certification	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$795.00
CompTIA Linux+ Certification	Online instructor led	9/26/2016 9:00 AM	9/30/2016 5:00 PM	\$795.00
CompTIA Mobility+	Online instructor led	8/1/2016 8:00 AM	8/5/2016 4:00 PM	\$795.00
CompTIA Project+ Certification	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$795.00
CompTIA Server+ Certification	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$795.00
Crystal Reports 2011 - Level 1	Online instructor led	7/21/2016 9:00 AM	7/22/2016 5:00 PM	\$675.00
Crystal Reports 2011 - Level 1	Online instructor led	9/1/2016 8:00 AM	9/2/2016 4:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online instructor led	7/26/2016 9:00 AM	7/27/2016 5:00 PM	\$675.00
Crystal Reports 2011 - Level 2	Online instructor led	9/6/2016 8:00 AM	9/7/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	7/7/2016 9:00 AM	7/8/2016 5:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	8/25/2016 8:00 AM	8/26/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 1	Online instructor led	9/20/2016 9:00 AM	9/21/2016 5:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	7/12/2016 9:00 AM	7/13/2016 5:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	8/8/2016 8:00 AM	8/9/2016 4:00 PM	\$675.00
Crystal Reports 2013 - Part 2	Online instructor led	9/26/2016 9:00 AM	9/27/2016 5:00 PM	\$675.00
CXA-206 Citrix XenApp 6.5 Administration	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$2,995.00
CXD-300-6I Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$2,995.00
CXD-300-6I Deploying App and Desktop Solutions with Citrix XenApp and XenDesktop 7.6	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$2,995.00
CXD-301 XenApp and XenDesktop Advanced Concepts – Optimizing the End User Experience	Online instructor led	7/5/2016 8:00 AM	7/6/2016 4:00 PM	\$2,995.00
CXD-302 XenApp and XenDesktop Advanced Concepts - Troubleshooting	Online instructor led	7/7/2016 8:00 AM	7/8/2016 4:00 PM	\$2,995.00
CyberSAFE Securing Assets for the End User	Online instructor led	7/8/2016 12:00 PM	7/8/2016 4:00 PM	\$475.00
CyberSAFE Securing Assets for the End User	Online instructor led	9/7/2016 12:00 PM	9/7/2016 4:00 PM	\$475.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$2,395.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$2,395.00
EC-Council Certified Ethical Hacker (CEH) v9.0	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$2,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	7/18/2016 8:00 AM	7/22/2016 4:00 PM	\$2,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$2,395.00
EC-Council Computer Hacking Forensics Investigator (CHFI) v8.0	Online instructor led	9/26/2016 9:00 AM	9/30/2016 5:00 PM	\$2,395.00
Excel 2010 Programming with VBA	Online instructor led	7/19/2016 8:00 AM	7/21/2016 4:00 PM	\$550.00
Excel 2010 Programming with VBA	Online instructor led	8/9/2016 9:00 AM	8/11/2016 5:00 PM	\$550.00
Excel 2010 Programming with VBA	Online instructor led	9/20/2016 8:00 AM	9/22/2016 4:00 PM	\$550.00
Excel 2013 Programming with VBA	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$550.00
Excel 2013 Programming with VBA	Online instructor led	8/16/2016 8:00 AM	8/18/2016 4:00 PM	\$550.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Excel 2013 Programming with VBA	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$550.00
HTML5: Content Authoring Fundamentals	Online instructor led	8/5/2016 8:00 AM	8/5/2016 4:00 PM	\$295.00
HTML5: Content Authoring with New and Advanced Features	Online instructor led	8/11/2016 8:00 AM	8/11/2016 4:00 PM	\$295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	7/29/2016 8:00 AM	7/29/2016 4:00 PM	\$295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	9/8/2016 8:00 AM	9/8/2016 4:00 PM	\$295.00
InfoPath Designer 2010 with Sharepoint	Online instructor led	9/13/2016 8:00 AM	9/13/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	7/1/2016 8:00 AM	7/1/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	8/5/2016 8:00 AM	8/5/2016 4:00 PM	\$295.00
Introduction to Agile Project Management	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
Introduction to Python 3	Online instructor led	9/12/2016 8:00 AM	9/14/2016 4:00 PM	\$1,195.00
iOS App Development Essentials	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$2,395.00
ITIL Foundation 2011 Edition	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,435.00
ITIL Foundation 2011 Edition	Online instructor led	8/10/2016 8:00 AM	8/12/2016 4:00 PM	\$1,435.00
ITIL Foundation 2011 Edition	Online instructor led	9/13/2016 8:00 AM	9/15/2016 4:00 PM	\$1,435.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,795.00
ITIL Intermediate Planning Protection & Optimization 2011 Edition	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Design 2011 Edition v6.00	Online instructor led	9/19/2016 8:00 AM	9/22/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Offerings and Agreements 2011 Edition	Online instructor led	9/26/2016 8:00 AM	9/30/2016 4:00 PM	\$1,795.00
ITIL Intermediate Service Strategy 2011 Edition	Online instructor led	9/6/2016 8:00 AM	9/9/2016 4:00 PM	\$1,795.00
JavaScript Essentials	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	8/8/2016 9:00 AM	8/12/2016 5:00 PM	\$1,995.00
Lean Six Sigma Black Belt	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	8/15/2016 8:00 AM	8/17/2016 4:00 PM	\$1,995.00
Lean Six Sigma Green Belt	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$1,995.00
Mastering Java 8	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
Microsoft Office 2013 Transition from 2007/2010	Online instructor led	9/12/2016 8:00 AM	9/12/2016 4:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	7/5/2016 8:00 AM	7/5/2016 4:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	8/9/2016 9:00 AM	8/9/2016 5:00 PM	\$295.00
Microsoft Office 2016: Transition from Office 2007/2010	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	7/25/2016 8:00 AM	7/25/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	8/12/2016 8:00 AM	8/12/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online instructor led	7/15/2016 9:00 AM	7/15/2016 5:00 PM	\$295.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Microsoft SharePoint Designer 2013	Online instructor led	8/19/2016 8:00 AM	8/19/2016 4:00 PM	\$295.00
Microsoft SharePoint Designer 2013	Online instructor led	9/2/2016 8:00 AM	9/2/2016 4:00 PM	\$295.00
Office 365 Web Apps (with Skype for Business)	Online instructor led	7/15/2016 8:00 AM	7/15/2016 4:00 PM	\$295.00
Office 365 Web Apps (with Skype for Business)	Online instructor led	8/26/2016 9:00 AM	8/26/2016 5:00 PM	\$295.00
Office 365 Web Apps (with Skype for Business)	Online instructor led	9/27/2016 8:00 AM	9/27/2016 4:00 PM	\$295.00
OneNote 2010	Online instructor led	7/15/2016 8:00 AM	7/15/2016 4:00 PM	\$295.00
OneNote 2010	Online instructor led	8/11/2016 9:00 AM	8/11/2016 5:00 PM	\$295.00
OneNote 2010	Online instructor led	9/14/2016 8:00 AM	9/14/2016 4:00 PM	\$295.00
OneNote 2013	Online instructor led	7/26/2016 8:00 AM	7/26/2016 4:00 PM	\$295.00
OneNote 2013	Online instructor led	8/24/2016 8:00 AM	8/24/2016 4:00 PM	\$295.00
OneNote 2013	Online instructor led	9/23/2016 9:00 AM	9/23/2016 5:00 PM	\$295.00
OneNote 2016	Online instructor led	7/8/2016 8:00 AM	7/8/2016 4:00 PM	\$295.00
OneNote 2016	Online instructor led	9/1/2016 8:00 AM	9/1/2016 4:00 PM	\$295.00
Oracle 12c Administration I	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	8/29/2016 8:00 AM	9/2/2016 4:00 PM	\$1,995.00
Oracle 12c: PL/SQL Fundamentals	Online instructor led	7/25/2016 8:00 AM	7/29/2016 4:00 PM	\$1,995.00
Oracle Database 11g - Administration I	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$1,995.00
Oracle Database 11g - Administration II	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
Oracle Database 11g - PL/SQL Fundamentals	Online instructor led	8/15/2016 8:00 AM	8/19/2016 4:00 PM	\$1,995.00
Oracle Database 11g - SQL Fundamentals	Online instructor led	9/19/2016 8:00 AM	9/23/2016 4:00 PM	\$1,995.00
PMI Agile Certified Professional (PMI-ACP) Exam Preparation	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$1,195.00
PMI Agile Certified Professional (PMI-ACP) Exam Preparation	Online instructor led	9/6/2016 8:00 AM	9/8/2016 4:00 PM	\$1,195.00
Presentation Skills	Online instructor led	7/18/2016 8:00 AM	7/18/2016 4:00 PM	\$295.00
Presentation Skills	Online instructor led	8/18/2016 8:00 AM	8/18/2016 4:00 PM	\$295.00
Presentation Skills	Online instructor led	9/20/2016 9:00 AM	9/20/2016 5:00 PM	\$295.00
Project 2013 - Part 1	Online instructor led	7/6/2016 8:00 AM	7/6/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	7/22/2016 8:00 AM	7/22/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	8/9/2016 9:00 AM	8/9/2016 5:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	8/25/2016 8:00 AM	8/25/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	9/2/2016 8:00 AM	9/2/2016 4:00 PM	\$155.00
Project 2013 - Part 1	Online instructor led	9/12/2016 8:00 AM	9/12/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	7/8/2016 8:00 AM	7/8/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	7/18/2016 8:00 AM	7/18/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	8/3/2016 8:00 AM	8/3/2016 4:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	8/12/2016 9:00 AM	8/12/2016 5:00 PM	\$155.00
Project 2013 - Part 2	Online instructor led	9/6/2016 8:00 AM	9/6/2016 4:00 PM	\$155.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Project 2013 - Part 2	Online instructor led	9/21/2016 8:00 AM	9/21/2016 4:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	7/12/2016 8:00 AM	7/12/2016 4:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	8/18/2016 9:00 AM	8/18/2016 5:00 PM	\$155.00
Project 2016 - Part 1	Online instructor led	9/15/2016 8:00 AM	9/15/2016 4:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	7/15/2016 8:00 AM	7/15/2016 4:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	8/22/2016 9:00 AM	8/22/2016 5:00 PM	\$155.00
Project 2016 - Part 2	Online instructor led	9/19/2016 8:00 AM	9/19/2016 4:00 PM	\$155.00
Project Management Essentials	Online instructor led	7/6/2016 8:00 AM	7/8/2016 4:00 PM	\$795.00
Project Management Essentials	Online instructor led	8/15/2016 9:00 AM	8/17/2016 5:00 PM	\$795.00
Project Management Essentials	Online instructor led	9/7/2016 8:00 AM	9/9/2016 4:00 PM	\$795.00
Project Management for Senior Managers	Online instructor led	7/18/2016 8:00 AM	7/18/2016 4:00 PM	\$295.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:30 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	7/25/2016 9:00 AM	7/29/2016 5:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	8/8/2016 8:00 AM	8/12/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	8/22/2016 9:00 AM	8/26/2016 5:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$1,995.00
Project Management Professional (PMP) Certification Preparation Course	Online instructor led	9/26/2016 9:00 AM	9/30/2016 5:00 PM	\$1,995.00
Using Microsoft Windows 10	Online instructor led	7/21/2016 8:00 AM	7/21/2016 4:00 PM	\$155.00
Using Microsoft Windows 10	Online instructor led	8/23/2016 8:00 AM	8/23/2016 4:00 PM	\$155.00
Using Microsoft Windows 10	Online instructor led	9/22/2016 9:00 AM	9/22/2016 5:00 PM	\$155.00
Visio 2016: Part 1	Online instructor led	7/6/2016 8:00 AM	7/6/2016 4:00 PM	\$295.00
Visio 2016: Part 1	Online instructor led	8/9/2016 9:00 AM	8/9/2016 5:00 PM	\$295.00
Visio 2016: Part 1	Online instructor led	9/9/2016 8:00 AM	9/9/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	7/8/2016 8:00 AM	7/8/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	7/26/2016 8:00 AM	7/26/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	8/11/2016 8:00 AM	8/11/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	8/29/2016 8:00 AM	8/29/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	9/14/2016 9:00 AM	9/14/2016 5:00 PM	\$295.00
Visio Professional 2010 - Level 1	Online instructor led	9/30/2016 8:00 AM	9/30/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 2	Online instructor led	7/12/2016 8:00 AM	7/12/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 2	Online instructor led	8/15/2016 8:00 AM	8/15/2016 4:00 PM	\$295.00
Visio Professional 2010 - Level 2	Online instructor led	9/16/2016 9:00 AM	9/16/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	7/5/2016 9:00 AM	7/5/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	7/18/2016 8:00 AM	7/18/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	8/11/2016 8:00 AM	8/11/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	8/24/2016 8:00 AM	8/24/2016 4:00 PM	\$295.00

Systems IT, Inc.
Course Schedule
July to December 2016

Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Visio Professional 2013 - Part 1	Online instructor led	9/6/2016 8:00 AM	9/6/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 1	Online instructor led	9/19/2016 9:00 AM	9/19/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	7/7/2016 9:00 AM	7/7/2016 5:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	8/25/2016 8:00 AM	8/25/2016 4:00 PM	\$295.00
Visio Professional 2013 - Part 2	Online instructor led	9/22/2016 9:00 AM	9/22/2016 5:00 PM	\$295.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	7/11/2016 8:00 AM	7/14/2016 4:00 PM	\$3,125.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	8/8/2016 8:00 AM	8/11/2016 4:00 PM	\$3,125.00
VMware Horizon (with View): Install, Configure, Manage v6.2	Online instructor led	9/19/2016 8:00 AM	9/22/2016 4:00 PM	\$3,125.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	7/11/2016 8:00 AM	7/15/2016 4:00 PM	\$3,655.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	8/22/2016 8:00 AM	8/26/2016 4:00 PM	\$3,655.00
VMware vSphere Install, Configure, Manage v5.5	Online instructor led	9/12/2016 8:00 AM	9/16/2016 4:00 PM	\$3,655.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	7/8/2016 9:00 AM	7/8/2016 5:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	7/20/2016 8:00 AM	7/20/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	8/9/2016 8:00 AM	8/9/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	8/31/2016 8:00 AM	8/31/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	9/12/2016 9:00 AM	9/12/2016 5:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 1	Online instructor led	9/22/2016 8:00 AM	9/22/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	7/12/2016 9:00 AM	7/12/2016 5:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	8/23/2016 8:00 AM	8/23/2016 4:00 PM	\$295.00
Web Design with HTML5 and CSS3 - Level 2	Online instructor led	9/14/2016 9:00 AM	9/14/2016 5:00 PM	\$295.00
Windows Server 2012 MCSA Bootcamp	Online instructor led	7/25/2016 8:00 AM	7/29/2016 7:00 PM	\$2,995.00
Windows Server 2012 MCSA Bootcamp	Online instructor led	8/29/2016 8:00 AM	9/2/2016 7:00 PM	\$2,995.00

WELCOME TO SKILLSOFT ONLINE TRAINING!

ITS has entered into an agreement with Skillsoft to provide self-paced, on-line training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement.

Skillsoft offers over 3,200 courses available via the Internet. For a complete listing, visit www.skillsoft.com/catalog/.

Training is available anywhere, anytime. Students progress at their own speed and can return to the courses for "just-in-time" reference. Skill Assessment helps students measure their progress. There is sound instructional design and consistent content for all students. Throughout the courses there are multi-step simulations to give students an opportunity to practice what they have learned.

Available subscriptions and costs:

- **Skillchoice Complete** - \$225 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Desktop Courseware Collection (500 courses)
 - IT Courseware Collection (1,700 courses)
 - Mentoring
 - Express Guides
 - Business Pro by Books 24x7 (8,000 digitized books)
 - IT Pro by Books 24x7 (11,000 digitized books)
 - Office Essentials by Books 24x7 (600 digitized books)
- **Full Library** – \$150 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Desktop Courseware Collection (500 courses)
 - IT Courseware Collection (1,700 courses)
- **Technical (IT) Library** - \$150 per student for one full year, includes the following:
 - IT Courseware Collection (1,700 courses)
 - IT Pro by Books 24x7 (11,000 digitized books)
 - Mentoring
- **Business Library** - \$150 per student for one full year, includes the following:
 - Business Courseware Collection (1,000 courses)
 - Business Pro by Books 24x7 (8,000 digitized books)
 - Mentoring
- **Desktop Library** - \$55 per student for one full year subscription, includes the following:
 - Desktop Courseware Collection (500 courses)
 - Office Essentials from Books 24x7 (600 digitized books)

If an employee leaves the department, the student ID may be reassigned to another staff member for the balance of the license period. Access to all courses is one price per student, which includes technical support, marketing support, and reporting capabilities. Installation is minimal since courses play directly from standard browsers and use a Shockwave plug-in for simulations.

Please visit www.skillsoft.com for more course information.

How to Participate:

Print and complete the [ITS Online Training Registration Form](#) and email or fax it to Susan Meek.

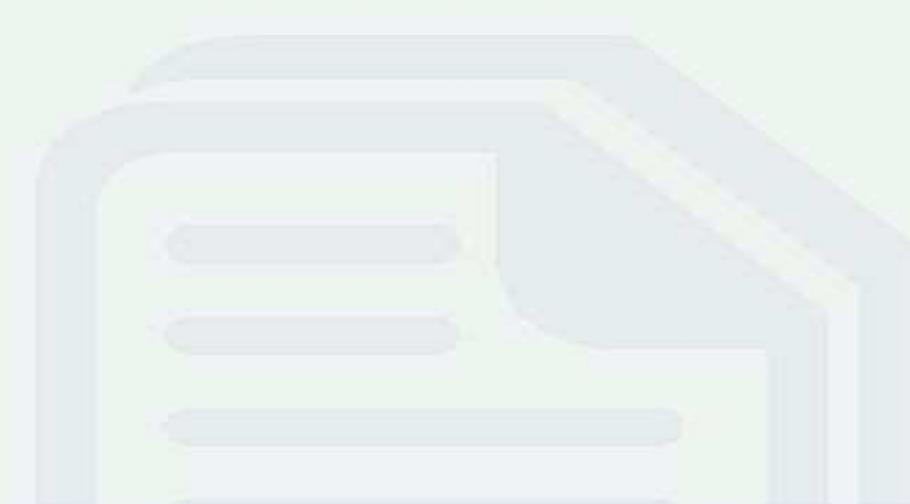
For More Information Contact:

Susan Meek, Eastwood Education Center

susan.meek@its.ms.gov

Phone:(601) 432-8186

Fax:(601) 713-6380



Skillsoft Course Directory

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

June 2016

Skillsoft is a pioneer in the field of learning with a long history of innovation. Skillsoft provides cloud-based learning solutions for our customers worldwide, who range from global enterprises, government and education customers to mid-sized and small businesses.

Our courses, books and videos have been developed by industry-leading learning experts to ensure that they build talent and develop a more knowledgeable, productive and valuable workforce. Our customer support teams draw on a wealth of in-house experience and a comprehensive learning e-library to develop both packaged and custom learning programs tailored to our customers' needs.

We currently serve over 6,700 customers and more than 45,000,000 learners worldwide and provide continuing, hands-on support to assist them in maximizing their ongoing success. For more information visit www.skillsoft.com.

June 2016.....	1
IT SKILLS COURSEWARE.....	3
DESKTOP SKILLS COURSEWARE.....	67
BUSINESS SKILLS COURSEWARE.....	83
ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE	112
LEGAL COMPLIANCE COURSEWARE.....	119
FEDERAL GOVERNMENT INDUSTRY	122
LIVE LEARNING ALL ACCESS BUNDLES	123

IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

MICROSOFT WEB APPLICATIONS

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

Microsoft Windows Store App Essentials with HTML5: Overview	Course.....wd_wshj_a01_it_enus
Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls	Course.....wd_wshj_a02_it_enus
Microsoft Windows Store App Essentials with HTML5: PLM and Contracts	Course.....wd_wshj_a03_it_enus
Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles	Course.....wd_wshj_a04_it_enus
Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch	Course.....wd_wshj_a05_it_enus
Microsoft Windows Store App Essentials with HTML5: Managing Data	Course.....wd_wshj_a06_it_enus
Microsoft Windows Store App Essentials with HTML5: Security	Course.....wd_wshj_a07_it_enus
Microsoft Windows Store App Essentials with HTML5: Deployment	Course.....wd_wshj_a08_it_enus

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

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

Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers	Coursewd_hjsc_a08_it_enus
Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5	Coursewd_hjsc_a07_it_enus

■ Microsoft Azure and Web Services

Working With Local Data Access Technologies	Coursecl_mazw_a01_it_enus
Querying and Manipulating Data with the Entity Framework	Coursecl_mazw_a02_it_enus
Preparing and Packaging Applications For Deployment	Coursecl_mazw_a07_it_enus
Web Application and Services Deployment	Coursecl_mazw_a08_it_enus
Creating and Consuming WCF Web Services	Coursecl_mazw_a03_it_enus
WCF Instancing and Concurrency and WCF Data Services	Coursecl_mazw_a04_it_enus
Creating and Consuming Web API Services	Coursecl_mazw_a05_it_enus
Data Access and Services with Microsoft Azure	Coursecl_mazw_a06_it_enus

■ Web API Essentials

Web API Essentials	Coursesd_apid_a01_it_enus
Web API Advanced	Coursesd_apid_a02_it_enus

■ Microsoft Azure

Microsoft Azure: Introduction	Coursecl_msaz_a01_it_enus
Microsoft Azure: Networks and Storage	Coursecl_msaz_a02_it_enus
Microsoft Azure: Publishing and Caching	Coursecl_msaz_a03_it_enus

■ Microsoft Azure: Implementing Infrastructure Solutions

Microsoft Azure - Implementing Infrastructure Solutions: Virtual Networks	Coursecl_mazi_a01_it_enus
Microsoft Azure - Implementing Infrastructure Solutions: Virtual Machines	Coursecl_mazi_a02_it_enus

IT SKILLS COURSEWARE

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

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

■ Introduction to Ajax Development

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

■ Ajax

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

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

JAVA 2 PROGRAMMING

■ Java SE7 Fundamentals

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

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

■ Java SE 7 New Features

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

■ Java SE7 Professional

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

■ Introduction to Java EE 6

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

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

■ Java Hibernate

Getting Started with Java Hibernate Course	jl_hbnt_a01_it_enus
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IT SKILLS COURSEWARE

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

■ Java SE 8 Fundamentals

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

■ Java SE 8 Programming

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

■ Defensive Programming in Java

Defensive Programming in Java: Fundamentals
Course.....sd_sprj_a01_it_enus
Defensive Programming in Java: Data Handling, Injection
Attacks, and
Concurrency
Course.....sd_sprj_a02_it_enus

■ Working with Java SE 7

Programming Apps with Java SE 7
Course.....jl_wjsv_a01_it_enus

■ Working with Java SE 6

Programming Apps with Java SE 6
Coursejl_wjsx_a01_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

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

Windows Applications Databinding with C# 2010
Coursesd_wdcs_a04_it_enus
Creating User Interfaces for Windows Applications with C#
2010
Coursesd_wdcs_a02_it_enus
Creating Windows Applications with C# 2010
Coursesd_wdcs_a01_it_enus
Windows Applications Content Creation and Management
with C# 2010
Coursesd_wdcs_a03_it_enus
Customizing and Managing Multithreaded Applications
with C# 2010
Coursesd_wdcs_a05_it_enus
Securing and Deploying WPF Applications with C# 2010
Coursesd_wdcs_a06_it_enus

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

Microsoft .NET Framework 4.0: Web Applications with
Visual Studio 2010 and
Visual Basic 2010
Coursesd_masp_a01_it_enus
Microsoft .NET Framework 4.0: Web Form Controls with
VB 2010
Coursesd_masp_a02_it_enus
Microsoft .NET Framework 4.0: Data Integration with VB
2010
Coursesd_masp_a03_it_enus
Microsoft .NET Framework 4.0: Client-Side Scripting and
AJAX with VB 2010
Coursesd_masp_a04_it_enus
Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB
2010
Coursesd_masp_a05_it_enus
Microsoft .NET Framework 4.0: Configuring and Deploying
Web Applications with
VB 2010
Coursesd_masp_a06_it_enus

IT SKILLS COURSEWARE

Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010
Course.....sd_masp_a07_it_enus

Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010
Course.....sd_masp_a08_it_enus

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

Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010
Course.....sd_masc_a01_it_enus

Microsoft .NET Framework 4: Data Integration with C# 2010
Course.....sd_masc_a03_it_enus

Microsoft.NET Framework 4: Web Form Controls with C# 2010
Course.....sd_masc_a02_it_enus

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

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

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

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

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

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

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

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

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

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

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

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
Coursesd_adcs_a01_it_enus

Managing ADO.NET 4 Connections and Commands with C# 2010
Coursesd_adcs_a02_it_enus

Getting Started with ADO.NET 4 DataSets Using C# 2010
Coursesd_adcs_a03_it_enus

Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
Coursesd_adcs_a04_it_enus

Updating ADO.NET DataSets with C# 2010
Coursesd_adcs_a05_it_enus

Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
Coursesd_adcs_a06_it_enus

Working with the ADO.NET Entity Framework 4 Using C# 2010
Coursesd_adcs_a07_it_enus

Using LINQ and XML with ADO.NET 4 and C# 2010
Coursesd_adcs_a08_it_enus

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

Getting Started with WCF 4 using VB 2010
Coursesd_wcvb_a01_it_enus

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

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

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

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

Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
Coursesd_advb_a01_it_enus

Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
Coursesd_advb_a02_it_enus

Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
Coursesd_advb_a03_it_enus

Updating ADO.NET DataSets with Visual Basic 2010
Coursesd_advb_a05_it_enus

IT SKILLS COURSEWARE

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

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

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

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

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

Windows Application Development with Visual Basic 2010
Course..... sd_wdwb_a01_it_enus

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

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

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

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

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

■ Microsoft .NET: An Overview

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

■ Essentials of Developing Windows Store Apps Using C#

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

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

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

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

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

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

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

WPF Fundamentals with XAML and C#
Course sd_wpf_n_a01_it_enus

■ Architecture N-Tier/REST

Architecture N-Tier/REST: Designing and Building Applications
Coursesd_arcr_a01_it_enus

■ F# Fundamentals

Getting Started with F#
Course sd_fsfn_a01_it_enus

Data, Workflows, and Charting in F#
Course sd_fsfn_a02_it_enus

■ Secure Programming for .NET

Securing .NET Programming
Course sd_spdn_a01_it_enus

■ Visual Studio Code Cross-platform Code Editor

Visual Studio Code Cross-platform Code Editor: Basics
Coursesd_vscp_a01_it_enus

■ Visual Studio for New Users

Introducing Visual Studio
Coursewd_vsaa_a01_it_enus

Visual Studio Frameworks and Tools
Coursewd_vsaa_a02_it_enus

SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

■ Developing With Python

Advanced Python
Course pg_dvpy_a03_it_enus

Python Language Basics
Course pg_dvpy_a01_it_enus

Applications of Python
Course pg_dvpy_a02_it_enus

■ Software Development Fundamentals with Visual Studio

Introduction to Programming
Course sd_sdfm_a01_it_enus

IT SKILLS COURSEWARE

Programming Basics

Course.....sd_sdfm_a02_it_enus

Beginning Windows Applications

Course.....sd_sdfm_a03_it_enus

■ Ruby On Rails

Databases in Ruby on Rails: Advanced Concepts

Course.....pg_rubr_a05_it_enus

Web APIs with Ruby on Rails

Course.....pg_rubr_a06_it_enus

Ruby on Rails - Fundamentals

Course.....pg_rubr_a01_it_enus

Ruby on Rails - Database Fundamentals

Course.....pg_rubr_a02_it_enus

Ruby on Rails for .NET Developers

Course.....pg_rubr_a03_it_enus

Working with Databases in Ruby on Rails

Course.....pg_rubr_a04_it_enus

■ Ruby Programming

Advanced Ruby Features

Course.....pg_ruby_a03_it_enus

Getting Started with Ruby

Course.....pg_ruby_a01_it_enus

Working with Ruby

Course.....pg_ruby_a02_it_enus

■ Working with Clojure

Clojure Data-Driven and Web Application Fundamentals

Course.....sl_jclj_a04_it_enus

Clojure Fundamentals

Course.....sl_jclj_a01_it_enus

Data and State Management in Clojure

Course.....sl_jclj_a02_it_enus

Optimizing Clojure Projects

Course.....sl_jclj_a03_it_enus

■ Introduction to R Programming

Introduction to R Programming

Course.....pg_rprg_a01_it_enus

■ Programming with ANSI C

ANSI C Language Fundamentals

Course.....sd_ansi_a01_it_enus

Iterations, Functions and Pointers in ANSI C

Course.....sd_ansi_a02_it_enus

Data Structures and File Management in ANSI C

Course.....sd_ansi_a03_it_enus

Optimizing and Debugging ANSI C Programs

Course.....sd_ansi_a04_it_enus

■ Introduction to Swift Programming

Swift Language Basics

Course.....sd_swft_a01_it_enus

Using Swift Advanced Language Features

Course.....sd_swft_a02_it_enus

■ Python Fundamentals

Python: Classes and Modules

Course.....pg_pyth_a02_it_enus

Python: Iteration and Exceptions

Course.....pg_pyth_a03_it_enus

Python: The Basics

Course.....pg_pyth_a01_it_enus

■ Introduction to Scala

Scala Introduction

Course.....sd_scal_a01_it_enus

■ Asynchronous Programming with Clojure

Asynchronous Programming with Clojure's core.async Library

Course.....sd_apcl_a01_it_enus

■ Introduction to Scalding

The Basics of Scalding Programming

Course.....sd_ussc_a01_it_enus

■ Ruby on Rails 4.2

Introduction to Rails

Course.....sd_rorf_a01_it_enus

Introduction to Models

Course.....sd_rorf_a02_it_enus

Introduction to Views

Course.....sd_rorf_a03_it_enus

Advanced Rails

Course.....sd_rorf_a04_it_enus

Examining Rails APIs

Course.....sd_rorf_a05_it_enus

■ Getting Started with MATLAB

MATLAB Fundamentals

Course.....sd_matl_a01_it_enus

SOFTWARE DEVELOPMENT

IT SKILLS COURSEWARE

C/C++ PROGRAMMING

■ C++11 Programming Essentials

C++11: Advanced Techniques and C++14 Preview Course.....	pg_cppls_a04_it_enus
C++11: Programming Fundamentals Course.....	pg_cppls_a01_it_enus
C++11: Programming Techniques Course.....	pg_cppls_a02_it_enus
C++11: Programming with Boost Course.....	pg_cppls_a03_it_enus

■ Programming in C++

Programming in C++: STL I/O and Headers, Templates, and Namespaces Course.....	pg_pcpp_a03_it_enus
Programming in C++: Structure and Data Types Course.....	pg_pcpp_a04_it_enus
Programming in C++: Program Structure and Exceptions Course.....	pg_pcpp_a05_it_enus
Programming in C++: Working with Classes Course.....	pg_pcpp_a01_it_enus
Programming in C++: Arrays, Pointers, and STL Course.....	pg_pcpp_a02_it_enus
Programming in C++: Tools and Techniques Course.....	pg_pcpp_a06_it_enus

SOFTWARE DEVELOPMENT

PROGRAMMING BEST PRACTICES

■ Software Programming Fundamentals

Software Programming Fundamentals: Design and Development Best Practices Course.....	sd_spfm_a01_it_enus
Software Programming Fundamentals: Source Coding Best Practices Course.....	sd_spfm_a02_it_enus
Software Programming Fundamentals: Software Security Best Practices Course.....	sd_spfm_a03_it_enus
Software Programming Fundamentals: Best Practices for Maintaining Code Course.....	sd_spfm_a04_it_enus

■ Hello, World!

Getting Started with Hello, World! Course.....	sd_hewo_a01_it_enus
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SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

■ Software Programming Fundamentals

Getting Started with Software Programming Course	sd_spff_a01_it_enus
Introduction to Software Program Design Course	sd_spff_a02_it_enus
Software Program Control Flow Fundamentals Course	sd_spff_a03_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE DESIGN

■ Object-oriented Design

Beginning Object-Oriented Design Course	sd_oord_a01_it_enus
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■ Service Oriented Architecture

SOA Fundamentals Course	sd_soae_a01_it_enus
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■ SOLID Principles of Object-oriented Design

Introduction to SOLID Course	sd_obod_a01_it_enus
SOLID Fundamentals Course	sd_obod_a02_it_enus

■ JIRA Fundamentals

Leveraging the JIRA Platform for Development Projects Course	sd_jira_a01_it_enus
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SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

■ Agile Software Development

Introducing Agile Software Development Course	sd_agsd_a01_it_enus
Planning an Agile Software Development Project Course	sd_agsd_a02_it_enus
Managing Agile Software Development Course	sd_agsd_a03_it_enus
Agile Programming and Testing Course	sd_agsd_a04_it_enus

IT SKILLS COURSEWARE

■ Advanced Scrum

Advanced Scrum: Developing the Product and Sprint Backlogs
Course.....sd_scrm_a01_it_enus

Advanced Scrum: Integrating and Customizing Scrum
Course.....sd_scrm_a02_it_enus

Advanced Scrum: Addressing Sprint Execution Challenges
Course.....sd_scrm_a03_it_enus

■ Software Practices (SCRUM)

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

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

■ User Experience (UX) Design Foundations

UX Design Foundations: Design Principles and Strategies
Course.....sd_uxfd_a01_it_enus

UX Design Foundations: Techniques and Tools
Course.....sd_uxfd_a02_it_enus

UX Design Foundations: Navigation, Layout, and Content
Course.....sd_uxfd_a03_it_enus

■ Software Practices: Waterfall

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

■ Agile Software Testing

Agile Software Testing: Methodologies and Testing Approaches
Course.....sd_agst_a01_it_enus

Agile Software Testing: Techniques and Tools
Course.....sd_agst_a02_it_enus

■ Kanban Fundamentals

Kanban Fundamentals: Using Kanban in IT and Software Development
Course.....sd_kafu_a01_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE TESTING FOUNDATIONS

■ Software Testing Foundations

Fundamentals of Software Testing
Course.....sd_sff_a01_it_enus

Testing Throughout the Software Life Cycle
Course.....sd_sff_a02_it_enus

Static Techniques and Test Design in Software Testing
Course.....sd_sff_a03_it_enus

Black-Box Software Testing Techniques
Course.....sd_sff_a04_it_enus

White-Box Software Testing Techniques
Course.....sd_sff_a05_it_enus

Software Test Management
Course.....sd_sff_a06_it_enus

Configuration Management, Risks, and Incidents in Software Testing
Course.....sd_sff_a07_it_enus

Tool Support in Software Testing
Course.....sd_sff_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

■ Testing with JUnit

JUnit Fundamentals
Course.....jl_jtut_a01_it_enus

Working with JUnit Tests
Course.....jl_jtut_a02_it_enus

■ Software Testing with Visual Studio

Software Testing with Visual Studio: Create and Configure Test Plans Course.....	sd_stvs_a01_it_enus
Software Testing with Visual Studio: Manage Test Cases Course.....	sd_stvs_a02_it_enus
Software Testing with Visual Studio: Manage Test Execution Part 1 Course.....	sd_stvs_a03_it_enus
Software Testing with Visual Studio: Manage Test Execution Part 2 Course.....	sd_stvs_a04_it_enus

■ Debugging Fundamentals

Introduction to Debugging Course.....	sd_debug_a01_it_enus
Visual Studio 2013 Debugging Course.....	sd_debug_a02_it_enus
Debugging Tools Course.....	sd_debug_a03_it_enus
Software Debugging in Windows Course.....	sd_debug_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
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■ Software Testing Foundations

Software Testing Foundations: Testing throughout the Software Life Cycle Course.....	sd_soft_a01_it_enus
Software Testing Foundations: Static, Dynamic, Black-box, and White-box Testing Course.....	sd_soft_a02_it_enus
Software Testing Foundations: Test Planning, Management, and Tool Support Course.....	sd_soft_a03_it_enus

■ Testing Android Apps with Genymotion

Genymotion: Testing Android Apps Course.....	sd_taag_a01_it_enus
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■ Testing Social Media Applications

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

MICROSOFT WINDOWS STORE APPS

■ Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

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

■ Advanced Windows Store App Development Using C# and XAML

Advanced Windows Store Apps with C# in Visual Studio 2013: Data Management Course.....	wd_awsa_a01_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: The UI, Printing, WNS Course.....	wd_awsa_a02_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Media and Devices Course.....	wd_awsa_a03_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Security & Optimizing Course.....	wd_awsa_a04_it_enus
Advanced Windows Store Apps with C# in Visual Studio 2013: Testing & Deployment Course.....	wd_awsa_a05_it_enus

■ ASP.NET MVC Web Application Development

- Getting Started with ASP.NET MVC Web Applications in Visual Studio 2013
Course..... wd_dwap_a01_it_enus
- Designing the User Experience in ASP.NET MVC Web Applications
Course..... wd_dwap_a02_it_enus
- Working with ASP.NET MVC Models
Course..... wd_dwap_a03_it_enus
- ASP.NET MVC Databases and the Entity Framework
Course..... wd_dwap_a04_it_enus
- Developing the User Experience in ASP.NET MVC
Course..... wd_dwap_a05_it_enus
- Designing ASP.NET MVC Application Architecture
Course..... wd_dwap_a06_it_enus
- Implementing ASP.NET Authentication and Authorization
Course..... wd_dwap_a07_it_enus
- Debugging ASP.NET MVC Web Applications
Course..... wd_dwap_a08_it_enus
- Configuring and Deploying an ASP.NET MVC Application
Course..... wd_dwap_a09_it_enus
- Optimizing and Protecting Application Data
Course..... wd_dwap_a10_it_enus

■ Working with ASP.NET MVC 5

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

SOFTWARE DEVELOPMENT

MICROSOFT C#

■ Programming in C#

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

SOFTWARE DEVELOPMENT

ECLIPSE

■ Fundamentals of Eclipse

- Using Eclipse
Course sd_eclp_a02_it_enus
- Introduction to Eclipse
Course sd_eclp_a01_it_enus

SOFTWARE DEVELOPMENT

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_nhnb_a01_it_enus
- NHibernate Advanced Techniques
Course sd_nhnb_a02_it_enus

■ Microsoft Entity Framework

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

SOFTWARE DEVELOPMENT

ALGORITHMS

■ Introduction to Algorithms and Data Structures

- Introduction to Algorithms and Data Structures
Course sd_alds_a01_it_enus

SOFTWARE DEVELOPMENT

IT SKILLS COURSEWARE

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

■ 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

■ 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
Coursesd_afdd_a02_it_enus

Android For .NET Developers: Different Approaches to Development
Coursesd_afdd_a04_it_enus

Android For .NET Developers: Android User Interface Elements
Coursesd_afdd_a03_it_enus

Android For .NET Developers: Advanced Design, Build, Android Wear, and Emulator
Coursesd_afdd_a06_it_enus

SOFTWARE DEVELOPMENT

WINDOWS EMBEDDED

■ Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry
Coursesd_wemb_a01_it_enus

SOFTWARE DEVELOPMENT

CONFIGURATION MANAGEMENT

■ Git Fundamentals

Advanced Git
Coursesd_gitf_a02_it_enus

Beginner Git
Coursesd_gitf_a01_it_enus

SOFTWARE DEVELOPMENT

DEFENSIVE PROGRAMMING

■ Defensive Programming in C/C++

Defensive Coding Fundamentals for C/C++
Coursesd_dpcc_a01_it_enus

Defensive Coding for C/C++
Coursesd_dpcc_a02_it_enus

■ Defensive Programming in C#

Defensive Coding Fundamentals for C#
Coursesd_dpcc_a01_it_enus

Defensive Coding for C#
Coursesd_dpcc_a02_it_enus

IT SKILLS COURSEWARE

■ Defensive Programming in JavaScript and HTML5

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

■ Defensive Programming in iOS

Managing Network Interaction
Course.....sd_dpjo_a02_it_enus
Thinking Defensively about Functions, Methods, and Input
Course.....sd_dpjo_a01_it_enus
Errors, Exceptions, and Testing
Course.....sd_dpjo_a03_it_enus
Protecting Data in iOS Apps
Course.....sd_dpjo_a04_it_enus

■ Defensive Programming in Android

Defensive Programming in Android: Input and Methods
Course.....sd_dpfa_a01_it_enus
Defensive Programming in Android: Using Standards
Course.....sd_dpfa_a02_it_enus
Defensive Programming in Android: Errors, Exceptions, and Testing
Course.....sd_dpfa_a03_it_enus
Defensive Programming in Android: Network Access and Java Defensive Techniques
Course.....sd_dpfa_a04_it_enus

SOFTWARE DEVELOPMENT

APACHE

■ Maven Fundamentals

Getting Started with Maven
Course.....sd_apma_a01_it_enus

SOFTWARE DEVELOPMENT

GO

■ Go Programming Fundamentals

Programming in Go
Course.....sd_gopf_a01_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE REQUIREMENTS

■ Introduction to iRise

iRise Editor Basics
Course.....sd_inir_a01_it_enus
Online Prototyping with iRise
Course.....sd_inir_a02_it_enus
Reusable Components and iRise Administration
Course.....sd_inir_a04_it_enus
Advanced Prototyping in iRise
Course.....sd_inir_a03_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

■ Mentoring Assets

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

IT SKILLS COURSEWARE

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

SOFTWARE DEVELOPMENT

TEST PREPS

■ Test Preps

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

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

■ CompTIA A+ Exam 220-901

CompTIA A+ Exam 220-901: BIOS and Startup Course	cs_apeo_a02_it_enus
CompTIA A+ Exam 220-901: Motherboards Course	cs_apeo_a01_it_enus
CompTIA A+ Exam 220-901: RAM Course	cs_apeo_a03_it_enus

IT SKILLS COURSEWARE

CompTIA A+ Exam 220-901: Storage Solutions Course.....	cs_apeo_a04_it_enus
CompTIA A+ Exam 220-901: Different Computer Form Factors Course.....	cs_apeo_a09_it_enus
CompTIA A+ Exam 220-901: Introduction to Networking Course.....	cs_apeo_a10_it_enus
CompTIA A+ Exam 220-901: Network Protocols and Cabling Course.....	cs_apeo_a11_it_enus
CompTIA A+ Exam 220-901: Wireless Networking Course.....	cs_apeo_a12_it_enus
CompTIA A+ Exam 220-901: CPUs Course.....	cs_apeo_a05_it_enus
CompTIA A+ Exam 220-901: Connectors and Connections Course.....	cs_apeo_a06_it_enus
CompTIA A+ Exam 220-901: Display Devices Course.....	cs_apeo_a08_it_enus
CompTIA A+ Exam 220-901: Peripheral Devices Course.....	cs_apeo_a07_it_enus
CompTIA A+ Exam 220-901: Broadband Routers Course.....	cs_apeo_a13_it_enus
CompTIA A+ Exam 220-901: Internet Connections Course.....	cs_apeo_a14_it_enus
CompTIA A+ Exam 220-901: Mobile Computing Course.....	cs_apeo_a15_it_enus

■ **CompTIA A+ 220-801**

CompTIA A+ 220-801: BIOS and Motherboards Course.....	cs_apel_a01_it_enus
CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices Course.....	cs_apel_a02_it_enus
CompTIA A+ 220-801: CPUs, Connections, and Power Supplies Course.....	cs_apel_a03_it_enus
CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals Course.....	cs_apel_a04_it_enus
CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols Course.....	cs_apel_a05_it_enus
CompTIA A+ 220-801: Networking Technologies Course.....	cs_apel_a06_it_enus
CompTIA A+ 220-801: Networking Devices and Tools Course.....	cs_apel_a07_it_enus
CompTIA A+ 220-801: Laptops Course.....	cs_apel_a08_it_enus
CompTIA A+ 220-801: Printers Course.....	cs_apel_a09_it_enus
CompTIA A+ 220-801: Operational Procedures Course.....	cs_apel_a10_it_enus

■ **CompTIA A+ 220-802**

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

■ **CompTIA Server+ 2009**

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

■ **CompTIA Server+ 2014**

CompTIA Server+ SK0-004: Server Architecture Course	cs_svpf_a01_it_enus
CompTIA Server+ SK0-004: Server Administration I Course	cs_svpf_a02_it_enus
CompTIA Server+ SK0-004: Troubleshooting I Course	cs_svpf_a07_it_enus

IT SKILLS COURSEWARE

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA LINUX+

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

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

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

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2013

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

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

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

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

IT SKILLS COURSEWARE

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

■ Microsoft SharePoint Server 2013: Designing Advanced Solutions

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

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

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

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

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

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

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2010

■ Designing and Developing Microsoft SharePoint 2010 Applications

Data Access and Storage in SharePoint 2010
Course..... es_spap_a01_it_enus

Development Models and Methods in SharePoint 2010
Course..... es_spap_a02_it_enus

Presentation Layers and Components in SharePoint 2010
Course..... es_spap_a03_it_enus

AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010
Course..... es_spap_a04_it_enus

Custom Branding and Navigation for SharePoint 2010
Course..... es_spap_a05_it_enus

Application Design and Security in SharePoint 2010
Course..... es_spap_a06_it_enus

Performance Analysis and Debugging in SharePoint 2010
Course..... es_spap_a07_it_enus

Integration and Data Capture Methodologies with SharePoint 2010
Course..... es_spap_a08_it_enus

Information Architecture and Workflow Solutions in SharePoint 2010
Course..... es_spap_a09_it_enus

Regional Settings and Configuration in SharePoint 2010
Course..... es_spap_a10_it_enus

■ Microsoft SharePoint 2010: Application Development

Customizing the SharePoint 2010 User Interface Programmatically
Course..... es_spad_a01_it_enus

Developing SharePoint 2010 Web Parts and Controls
Course..... es_spad_a02_it_enus

Developing Business Logic Using SharePoint 2010 Workflows and ECM
Course..... es_spad_a03_it_enus

Programmatically Working with Permissions and BCS in SharePoint 2010
Course..... es_spad_a04_it_enus

Working With SharePoint 2010 Data
Course..... es_spad_a05_it_enus

SharePoint Server 2010 Object Model
Course..... es_spad_a06_it_enus

SharePoint 2010 Features and Solutions
Course..... es_spad_a07_it_enus

SharePoint 2010 Site Branding
Course..... es_spad_a08_it_enus

Extending SharePoint 2010 Search and Document Namespaces
Course..... es_spad_a09_it_enus

Stabilizing and Deploying SharePoint 2010 Components
Course..... es_spad_a10_it_enus

■ Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture
Course..... es_mssb_a01_it_enus

SharePoint 2010 SP1: Logical Design and Sandbox Solutions
Course..... es_mssb_a02_it_enus

SharePoint 2010 SP1: Deployment Topology and Availability
Course..... es_mssb_a03_it_enus

SharePoint 2010 SP1: Planning Service Applications and Component Strategy
Course..... es_mssb_a04_it_enus

IT SKILLS COURSEWARE

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

■ Microsoft SharePoint Server 2010 SP1: Configuring

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SYSTEM CENTER ESSENTIALS

■ Microsoft System Center Essentials: installation and Configuration

Installing and Configuring System Center Essentials 2010	
Course.....	es_msce_a01_it_enus

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 8

■ Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications	
Course	mw_mgmb_a01_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings	
Course	mw_mgmb_a02_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access	
Course	mw_mgmb_a03_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security	
Course	mw_mgmb_a04_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices	
Course	mw_mgmb_a05_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security	
Course	mw_mgmb_a06_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services	
Course	mw_mgmb_a07_it_enus
Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP	
Course	mw_mgmb_a08_it_enus

■ Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1	
Course	mw_mwcp_a01_it_enus
Microsoft Windows 8.1 - Configuring: Hardware and Applications	
Course	mw_mwcp_a02_it_enus

IT SKILLS COURSEWARE

Microsoft Windows 8.1 - Configuring: Network Configuration	
Course.....	mw_mwcp_a03_it_enus
Microsoft Windows 8.1 - Configuring: Remote Management and Security	
Course.....	mw_mwcp_a04_it_enus
Microsoft Windows 8.1 - Configuring: Resource Access	
Course.....	mw_mwcp_a05_it_enus
Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices	
Course.....	mw_mwcp_a06_it_enus
Microsoft Windows 8.1 - Configuring: Windows Clients	
Course.....	mw_mwcp_a07_it_enus
Microsoft Windows 8.1 - Configuring: File and System Recovery	
Course.....	mw_mwcp_a08_it_enus

■ Microsoft Windows: Deploying Windows Devices and Enterprise Apps

Microsoft Windows - Deploying Windows Devices and Apps: Assessment Strategies	
Course.....	mw_dwde_a01_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Compatibility	
Course.....	mw_dwde_a02_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Images & PXE	
Course.....	mw_dwde_a03_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: MDT and LTI	
Course.....	mw_dwde_a04_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: ZTI and SCCM	
Course.....	mw_dwde_a05_it_enus
Microsoft Windows - Deploying Windows Devices and Enterprise Apps: Activation	
Course.....	mw_dwde_a06_it_enus

■ Microsoft Windows: Managing Enterprise Devices and Apps

Microsoft Windows - Managing Enterprise Devices and Apps: Desktops and Devices	
Course.....	mw_medb_a01_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Preparing SCCM	
Course.....	mw_medb_a02_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Client Management	
Course.....	mw_medb_a03_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Inventory and Assets	
Course.....	mw_medb_a04_it_enus

Microsoft Windows - Managing Enterprise Devices and Apps: Managing Applications	
Course.....	mw_medb_a05_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Software Updates	
Course.....	mw_medb_a06_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Compliance	
Course.....	mw_medb_a07_it_enus
Microsoft Windows - Managing Enterprise Devices and Apps: Site Management	
Course.....	mw_medb_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 7

■ Microsoft Windows 7: First Look for IT Professionals

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

■ Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7	
Course.....	mw_mwcfg_a01_it_enus
Deploying Windows 7	
Course.....	mw_mwcfg_a02_it_enus
Configuring Hardware and Applications in Windows 7	
Course.....	mw_mwcfg_a03_it_enus
Configuring Network Connectivity in Windows 7	
Course.....	mw_mwcfg_a04_it_enus
Configuring Access to Resources in Windows 7	
Course.....	mw_mwcfg_a05_it_enus
Configuring Mobile Computing in Windows 7	
Course.....	mw_mwcfg_a06_it_enus
Monitoring, Backing Up, and Restoring Windows 7 Systems	
Course.....	mw_mwcfg_a07_it_enus

■ Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment	
Course.....	mw_mwda_a01_it_enus
Determining Application Compatibility for Windows 7	
Course.....	mw_mwda_a02_it_enus
Creating a Standard Image to Deploy Windows 7	
Course.....	mw_mwda_a03_it_enus
Deploying Windows 7 Using WDS and USMT	
Course.....	mw_mwda_a04_it_enus

IT SKILLS COURSEWARE

Deploying Windows 7 Using Lite-Touch Installation Course.....	mw_mwda_a05_it_enus
Deploying Windows 7 Using Zero-Touch Installation Course.....	mw_mwda_a06_it_enus
Designing Windows 7 Client Configuration Course.....	mw_mwda_a07_it_enus
Troubleshooting Windows 7 Client Configuration Course.....	mw_mwda_a08_it_enus
Designing Application and Update Deployments for Windows 7 Course.....	mw_mwda_a09_it_enus

■ Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues Course.....	mw_mwet_a01_it_enus
Management and Maintenance of Windows 7 Client Systems Course.....	mw_mwet_a02_it_enus
Troubleshooting Logon and Resource Access Issues in Windows 7 Course.....	mw_mwet_a03_it_enus
Resolving Windows 7 Network Connectivity Issues Course.....	mw_mwet_a04_it_enus
Troubleshooting IE8 and Encryption Issues in Windows 7 Course.....	mw_mwet_a05_it_enus
Protecting Windows 7 Against Malware and Vulnerabilities Course.....	mw_mwet_a06_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER 2013

■ Microsoft Exchange Server 2013: Advanced Solutions

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

Microsoft Exchange Server 2013 - Advanced Solutions: Troubleshooting Course	es_exca_a06_it_enus
Microsoft Exchange Server 2013 - Advanced Solutions: Unified Messaging Course	es_exca_a07_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2012

■ Microsoft Windows Server 2012 R2: Installing and Configuring

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

■ Microsoft Windows Server 2012 R2: Administration

Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption Course	ws_admo_a03_it_enus
Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS Course	ws_admo_a01_it_enus
Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring Course	ws_admo_a02_it_enus

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

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

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

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

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

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

■ Microsoft Windows Server 2012 R2: Configuring Advanced Services

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

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

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

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

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

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

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

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

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

■ Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Storage and
Networks
Coursews_adin_a03_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: VM Administration
Coursews_adin_a04_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Clustering and NLB
Coursews_adin_a05_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Updates
Coursews_adin_a01_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: VM hosts and guests
Coursews_adin_a02_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Business Continuity
Coursews_adin_a06_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Monitoring
Coursews_adin_a07_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: Certificate
Services
Coursews_adin_a08_it_enus

Microsoft Windows Server 2012 R2 - Advanced
Infrastructure: AD RMS and AD FS
Coursews_adin_a09_it_enus

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

Microsoft Windows Server 2012 R2: Server Infrastructure -
AD Design
Coursews_imin_a01_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
AD DS
Coursews_imin_a02_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
DHCP Design
Coursews_imin_a05_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
OU and Group Policy
Coursews_imin_a03_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure
– Server Deployment
Coursews_imin_a04_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure -
DNS, File and Storage
Coursews_imin_a06_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN	
Course.....	ws_imin_a07_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess	
Course.....	ws_imin_a08_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection	
Course.....	ws_imin_a09_it_enus
Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP	
Course.....	ws_imin_a10_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2008

■ Microsoft Windows Server 2008: Configuring Active Directory

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

■ Microsoft Windows Server 2008: Configuring Network Infrastructure

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

Configure Network Access in Windows Server 2008	
Course.....	ws_mwci_a05_it_enus
DNS Zones and Replication in Windows Server 2008	
Course.....	ws_mwci_a04_it_enus
Network Access Security in Windows Server 2008	
Course.....	ws_mwci_a06_it_enus
Configure File and Print Services in Windows Server 2008	
Course.....	ws_mwci_a07_it_enus
Monitor Network Infrastructure in Windows Server 2008	
Course.....	ws_mwci_a08_it_enus

■ Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers	
Course.....	ws_mwcf_a01_it_enus
Configuring Windows Server 2008 Availability	
Course.....	ws_mwcf_a02_it_enus
Configure Terminal Services in Windows 2008	
Course.....	ws_mwcf_a03_it_enus
Terminal Services Resource Access in Windows 2008	
Course.....	ws_mwcf_a04_it_enus
Configuring Windows Server Hyper-V and Virtual Machines	
Course.....	ws_mwcf_a05_it_enus
Configuring Web Services and Security in Windows Server 2008	
Course.....	ws_mwcf_a06_it_enus
Managing IIS in Windows Server 2008	
Course.....	ws_mwcf_a07_it_enus
Configuring Web Service Protocols in Windows Server 2008	
Course.....	ws_mwcf_a08_it_enus
Configuring Network Application Services in Windows Server 2008	
Course.....	ws_mwcf_a09_it_enus

■ Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment	
Course.....	ws_wsad_a01_it_enus
Planning Active Directory and Group Policy for Windows Server 2008	
Course.....	ws_wsad_a02_it_enus
Windows Server 2008 Management and Delegation	
Course.....	ws_wsad_a03_it_enus
Managing File Servers and Data Provisioning in Windows Server 2008	
Course.....	ws_wsad_a04_it_enus
Windows Server 2008 Application Server Management and Application Provisioning	
Course.....	ws_wsad_a05_it_enus

IT SKILLS COURSEWARE

Windows Server 2008 Application Servers and Services Course.....ws_wsad_a06_it_enus
Patch Management and Securing and Monitoring Servers in Windows Server 2008 Course.....ws_wsad_a07_it_enus
Certificate Services, SANs, and High Availability in Windows Server 2008 Course.....ws_wsad_a08_it_enus
Accessing Windows Networks Remotely in Windows Server 2008 Course.....ws_wsad_a09_it_enus
Windows Server 2008 Backup and Recovery Course.....ws_wsad_a10_it_enus

■ Microsoft Windows Server 2008: Enterprise Administration

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

■ Microsoft Windows 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2 Course.....ws_mwur_a01_it_enus
Management Improvements in Windows Server 2008 R2 Course.....ws_mwur_a02_it_enus

Improvements to Role Services in Windows Server 2008 R2 Coursews_mwur_a03_it_enus
Access Control in Windows Server 2008 R2 Coursews_mwur_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER

■ Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment Coursees_excx_a01_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management Coursees_excx_a02_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers Coursees_excx_a03_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity Coursees_excx_a04_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Message Transport Coursees_excx_a05_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Access Control Coursees_excx_a06_it_enus
Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR Coursees_excx_a07_it_enus
Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting Coursees_excx_a08_it_enus

■ Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server Coursees_mesd_a01_it_enus
Exchange Server 2010 SP1: Installation and Configuration Coursees_mesd_a02_it_enus
Exchange Server 2010 SP1: Administrative Tools Coursees_mesd_a03_it_enus
Exchange Server 2010 SP1: Mailbox Server Administration Coursees_mesd_a04_it_enus
Exchange Server 2010 SP1: Public Folders and Messaging Records Management Coursees_mesd_a05_it_enus

Exchange Server 2010 SP1: Message Transport Course.....	es_mesd_a06_it_enus
Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security Course.....	es_mesd_a07_it_enus
Exchange Server 2010 SP1: Client Access Course.....	es_mesd_a08_it_enus
Exchange Server 2010 SP1: High Availability Course.....	es_mesd_a09_it_enus
Exchange Server 2010 SP1: Backup and Recovery Course.....	es_mesd_a10_it_enus
Exchange Server 2010 SP1: Monitoring Mail Flow and Performance Course.....	es_mesd_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT HYPER-V

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

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX ESSENTIALS

■ Unix OS Fundamentals

Unix OS Fundamentals: Security Course	lu_unsf_a03_it_enus
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: Processor and Resource Management Course.....	vi_vmpc_a03_it_enus
VMware vSphere 5 - Part 2: High Availability and Fault Tolerance Course.....	vi_vmpc_a02_it_enus
VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps Course.....	vi_vmpc_a04_it_enus
VMware vSphere 5 - Part 2: Logging and Performance Course.....	vi_vmpc_a05_it_enus
VMware vSphere 5 - Part 2: vSphere Security Course.....	vi_vmpc_a06_it_enus
VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use Course.....	vi_vmpc_a07_it_enus
VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy Course.....	vi_vmpc_a08_it_enus
VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades Course.....	vi_vmpc_a09_it_enus
VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines Course.....	vi_vmpc_a10_it_enus

VMware: Datacenter Virtualization Design and Optimization with vSphere 5

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

VMware vSphere 6 Install, Configure, Manage: Part 2

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

VMware vSphere 6 Install, Configure, Manage: Part 1

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

VMware Workstation 11 Fundamentals

VMware Workstation 11 Networking and Remote Connectivity Course	vi_vmsu_a04_it_enus
Creating and Configuring Virtual Machines in VMware Workstation 11 Course	vi_vmsu_a02_it_enus
Managing Virtual Machine Devices and Resources in VMware Workstation 11 Course	vi_vmsu_a03_it_enus
Installing and Configuring VMware Workstation 11 Course	vi_vmsu_a01_it_enus

VMware NSX Network Virtualization

VMware NSX Network Virtualization: Technology and Architecture Course.....	cl_vmnv_a01_it_enus
VMware NSX Network Virtualization: Physical Infrastructure Requirements Course.....	cl_vmnv_a02_it_enus
VMware NSX Network Virtualization: Installing and Upgrading Course.....	cl_vmnv_a04_it_enus
VMware NSX Network Virtualization: Configuring vSphere Networking Course.....	cl_vmnv_a03_it_enus
VMware NSX Network Virtualization: NSX Network Services Course.....	cl_vmnv_a06_it_enus
VMware NSX Network Virtualization: Configuring NSX Virtual Networks Course.....	cl_vmnv_a05_it_enus
VMware NSX Network Virtualization: NSX Network Security Course.....	cl_vmnv_a07_it_enus

VMware Overview

VMware Desktop Virtualization Overview Course.....	cl_vmov_a01_it_enus
VMware Data Center Virtualization Overview Course.....	cl_vmov_a02_it_enus
VMware Business Mobility Solutions Course.....	cl_vmov_a03_it_enus
VMware Cloud Services Solutions Course.....	cl_vmov_a04_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization Course.....	vi_vmwa_a01_it_enus
VMware vSphere 5 - Part 1: vCenter Server Installation Course.....	vi_vmwa_a02_it_enus
VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration Course.....	vi_vmwa_a03_it_enus
VMware vSphere 5 - Part 1: ESXi Installation and Configuration Course.....	vi_vmwa_a04_it_enus
VMware vSphere 5 – Part 1: vCenter Server Inventory Course.....	vi_vmwa_a05_it_enus
VMware vSphere 5 - Part 1: vCenter Server Administration Course.....	vi_vmwa_a06_it_enus
VMware vSphere 5 - Part 1: vCenter Server Management Course.....	vi_vmwa_a07_it_enus

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OFFICE 365

Managing Identities and Requirements in Office 365

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

Enabling Office 365 Services

Office 365 Services: SharePoint Online Site Collections Course	mo_envs_a02_it_enus
Office 365 Services: Configuring Exchange Online and Lync Online Course	mo_envs_a04_it_enus
Office 365 Services: Planning for Exchange Online and Lync Online Course	mo_envs_a03_it_enus
Office 365 Services: Managing Clients and End-User Devices Course	mo_envs_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

IT SKILLS COURSEWARE

WINDOWS POWERSHELL

■ Microsoft PowerShell and Exchange Server

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

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

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

■ Microsoft PowerShell and SharePoint

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

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

■ Microsoft PowerShell and SQL Server

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

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

■ Microsoft PowerShell for Windows

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

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

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

■ Windows Powershell Desired State Configuration

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

■ Advanced PowerShell Desired State Configuration

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

Advanced PowerShell Desired State Configuration: Advanced Configuration
Course os_apds_a02_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT LYNC SERVER 2013

■ Microsoft Lync Server 2013

Microsoft Lync Server 2013: Configuration and Maintenance
Coursees_lyct_a02_it_enus

Microsoft Lync Server 2013: Administration and Data Resiliency Overview
Coursees_lyct_a01_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS 10

■ Microsoft Windows 10: Exploring the Technical Preview

First Encounters with Windows 10
Coursemw_wtpp_a01_it_enus

■ Microsoft Windows 10 End User First Look

Microsoft Windows 10 First Look: Interface and New Features
Coursemw_wtfl_a01_it_enus

Microsoft Windows 10 First Look: Configuration
Coursemw_wtfl_a02_it_enus

■ Microsoft Windows 10: Configuring Windows Devices

Introduction to Windows 10
Coursemw_wtme_a01_it_enus

Deploy Windows 10 with New and Traditional Tools
Coursemw_wtme_a02_it_enus

Configure Devices and Disks in Windows 10
Coursemw_wtme_a03_it_enus

Configure Networking and Remote Connections in Windows 10
Coursemw_wtme_a04_it_enus

Maintain Windows 10 and Configure Virtualization Technologies in Windows 10
Coursemw_wtme_a05_it_enus

Configure User Data in Windows 10
Coursemw_wtme_a06_it_enus

IT SKILLS COURSEWARE

Configure Authentication and Secure Identities for Windows 10	
Course.....	mw_wtme_a07_it_enus
Threat Resistance Technologies in Windows 10	
Course.....	mw_wtme_a08_it_enus
Data Protection in Windows 10	
Course.....	mw_wtme_a09_it_enus
Install and Manage Windows 10 Applications and Universal Windows Apps	
Course.....	mw_wtme_a10_it_enus
Manage Windows 10 Devices	
Course.....	mw_wtme_a11_it_enus

■ Microsoft Windows 10: Supporting Windows 10

Microsoft Windows 10: Supporting Operating System and Application Installation	
Course.....	mw_wdmc_a01_it_enus
Microsoft Windows 10: Supporting Connectivity and Data Storage	
Course.....	mw_wdmc_a02_it_enus
Microsoft Windows 10: Supporting Authentication, Permissions, and Data Security	
Course.....	mw_wdmc_a03_it_enus
Microsoft Windows 10: Supporting Hardware, Performance, and Mobile Devices	
Course.....	mw_wdmc_a04_it_enus
Microsoft Windows 10: Supporting Client Compliance and Managing Clients	
Course.....	mw_wdmc_a05_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT INTERNET INFORMATION SERVICES 8.5

■ Microsoft Internet Information Services

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

DEVOPS

■ Working with Chef

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

■ DevOps Fundamentals

DevOps Fundamentals: Tools, Technologies, and Infrastructures	
Course	os_devo_a01_it_enus

■ 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

IT SKILLS COURSEWARE

Red Hat Certified System Administrator: Processes, Networking, and Logging Course.....	lu_rhel_a05_it_enus
Red Hat Certified System Administrator: Remote Connections and Access Course.....	lu_rhel_a07_it_enus
Red Hat Certified System Administrator: File Systems and Device Management Course.....	lu_rhel_a08_it_enus
Red Hat Certified System Administrator: Introduction to Virtualization Course.....	lu_rhel_a10_it_enus
Red Hat Certified System Administrator: SELinux and Troubleshooting Course.....	lu_rhel_a11_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT MOBILITY AND DEVICE FUNDAMENTALS

■ Windows Devices and Mobility Fundamentals

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UBUNTU

■ Getting Started with Ubuntu

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

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

SOFTWARE DEVELOPMENT

■ Working with Jenkins

Working with Jenkins: Fundamentals Course.....	sd_jenk_a01_it_enus
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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS SERVER 2016

■ Microsoft Windows Server 2016 (First Look)

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

Microsoft Windows Nano Server: Nano Server First Look Course	os_nsfl_a01_it_enus
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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

WINDOWS PERFORMANCE MONITORING

■ Microsoft Windows Performance Monitoring

Microsoft Windows Performance Monitoring Basics Course	os_wpmb_a01_it_enus
Microsoft Windows Performance Monitoring Best Practice Course	os_wpmb_a02_it_enus
Microsoft Windows Performance Tools In Windows Operating Systems Course	os_wpmb_a03_it_enus
Windows Performance Monitoring: Additional Performance Tools Course	os_wpmb_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring Mentoring Assets	mnt70640
Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring Mentoring Assets	mnt70642
Mentoring 70-646 PRO: Windows Server 2008, Server Administrator Mentoring Assets	mnt70646
Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator Mentoring Assets	mnt70647

Mentoring 70-680 TS: Windows 7, Configuring	
Mentoring Assets.....	mnt70680
Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator	
Mentoring Assets.....	mnt70686
Mentoring SK0-003 Server+	
Mentoring Assets.....	mntsk0003
Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	
Mentoring Assets.....	mnt70685
Mentoring LX0-101 Linux+ Powered by LPI Exam 1	
Mentoring Assets.....	mntlx0101
Mentoring LX0-102 Linux+ Powered by LPI Exam 2	
Mentoring Assets.....	mntlx0102
Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring	
Mentoring Assets.....	mnt70662
Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 2	
Mentoring Assets.....	mntesvcp5p2
Mentoring 220-801 CompTIA A+	
Mentoring Assets.....	mnt220801
Mentoring 220-802 CompTIA A+	
Mentoring Assets.....	mnt220802
Mentoring 70-687 Configuring Windows 8.1	
Mentoring Assets.....	mnt70687
Mentoring 70-410 Installing and Configuring Windows Server 2012	
Mentoring Assets.....	mnt70410
Mentoring 70-461 Querying Microsoft SQL Server 2012	
Mentoring Assets.....	mnt70461
Mentoring 70-411 Administering Windows Server 2012	
Mentoring Assets.....	mnt70411
Mentoring 70-412 Configuring Advanced Windows Server 2012 Services	
Mentoring Assets.....	mnt70412
Mentoring 70-688	
Mentoring Assets.....	mnt70688
Mentoring N10-006 CompTIA Network+	
Mentoring Assets.....	mntn10006
Mentoring 98-368 Mobility and Device Fundamentals	
Mentoring Assets.....	mnt98368
Mentoring 220-902 CompTIA A+	
Mentoring Assets.....	mnt220902
Mentoring 220-901 CompTIA A+	
Mentoring Assets.....	mnt220901
Mentoring 70-697 Configuring Windows Devices	
Mentoring Assets.....	mnt70697

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

TEST PREPS

■ Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring	
Testprep Exams.....	ws_mwcd_a01_tp_enus
TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring	
Testprep Exams.....	ws_mwci_a01_tp_enus
TestPrep 70-680 TS: Windows 7, Configuring	
Testprep Exams.....	mw_mwccg_a01_tp_enus
TestPrep SK0-003 Server+	
Testprep Exams.....	cs_csvr_a01_tp_enus
TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator	
Testprep Exams.....	mw_mwda_a01_tp_enus
TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician	
Testprep Exams.....	mw_mwet_a01_tp_enus
TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator	
Testprep Exams.....	ws_mwse_a01_tp_enus
TestPrep 70-646 PRO: Windows Server 2008, Server Administrator	
Testprep Exams.....	ws_wsad_a01_tp_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring	
Testprep Exams.....	es_msst_a01_tp_enus
TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator	
Testprep Exams.....	es_mssa_a01_tp_enus
TestPrep LX0-101 Linux+ Powered by LPI Exam 1	
Testprep Exams.....	lu_lpad_a01_tp_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam 2	
Testprep Exams.....	lu_lpad_a02_tp_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring	
Testprep Exams.....	es_mesc_a01_tp_enus
TestPrep 220-801 CompTIA A+	
Testprep Exams.....	cs_apel_a01_tp_enus
TestPrep 220-802 CompTIA A+	
Testprep Exams.....	cs_appa_a01_tp_enus
TestPrep 70-688 Supporting Windows 8.1	
Testprep Exams.....	mw_mgma_a01_tp_enus
TestPrep 70-411 Administering Windows Server 2012	
Testprep Exams.....	ws_admn_a02_tp_enus
TestPrep 70-410 Installing and Configuring Windows Server 2012	
Testprep Exams.....	ws_icfg_a02_tp_enus
TestPrep 70-412 Configuring Advanced Windows Server 2012 Services	
Testprep Exams.....	ws_cfas_a02_tp_enus
TestPrep 70-687 Configuring Windows 8.1	
Testprep Exams.....	mw_mwco_a02_tp_enus

TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
 Testprep Exams es_excxs_a01_tp_enus

TestPrep 70-331 Core Solutions of Microsoft SharePoint Server 2013
 Testprep Exams es_cosp_a01_tp_enus

TestPrep 70-414 Implementing an Advanced Server Infrastructure
 Testprep Exams ws_adin_a01_tp_enus

TestPrep 70-332 Advanced Solutions of Microsoft SharePoint Server 2013
 Testprep Exams es_dsas_a01_tp_enus

TestPrep 70-346 Managing Office 365 Identities and Requirements
 Testprep Exams mo_clda_a01_tp_enus

TestPrep 70-342 Advanced Solutions of Microsoft Exchange Server 2013
 Testprep Exams es_exca_a01_tp_enus

TestPrep 70-347 Enabling Office 365 Services
 Testprep Exams mo_ensv_a01_tp_enus

TestPrep SK0-004 CompTIA Server+
 Testprep Exams cs_svpf_a01_tp_enus

TestPrep LX0-103 CompTIA Linux+ Powered by LPI Exam 1
 Testprep Exams cs_lxps_a01_tp_enus

TestPrep LX0-104 CompTIA Linux+ Powered by LPI Exam 2
 Testprep Exams cs_lxpt_a01_tp_enus

TestPrep 70-696 Managing Enterprise Devices and Apps
 Testprep Exams mw_medb_a01_tp_enus

TestPrep 70-695 Deploying Windows Devices and Enterprise Apps
 Testprep Exams mw_dwde_a01_tp_enus

TestPrep 98-368 Mobility and Device Fundamentals
 Testprep Exams sd_mmdf_a01_tp_enus

TestPrep 220-901 CompTIA A+
 Testprep Exams cs_apeo_a01_tp_enus

TestPrep 220-902 CompTIA A+
 Testprep Exams cs_apen_a01_tp_enus

TestPrep 70-697 Configuring Windows Devices
 Testprep Exams mw_wtme_a01_tp_enus

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

■ Yammer for Business Users

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

■ Getting the Most from Social Networking

Social Networking Fundamentals
 Course ds_gmsn_a01_dt_enus

Social Networking Services, Strategy, and Management
 Course ds_gmsn_a02_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

■ CompTIA Security+ SY0-401

CompTIA Security+ SY0-401: Control Fundamentals and Security Threats
 Course cs_styq_a01_it_enus

CompTIA Security+ SY0-401: Network Protocols, Attacks, and Defenses
 Course cs_styq_a02_it_enus

CompTIA Security+ SY0-401: Creating Secure Networks
 Course cs_styq_a03_it_enus

CompTIA Security+ SY0-401: Vulnerability Assessment and Penetration Testing
 Course cs_styq_a04_it_enus

CompTIA Security+ SY0-401: Authentication, Biometrics, and Security Controls
 Course cs_styq_a05_it_enus

CompTIA Security+ SY0-401: Securing a Networked Environment
 Course cs_styq_a06_it_enus

CompTIA Security+ SY0-401: Remote Access, Mobile, and Wireless Security
 Course cs_styq_a07_it_enus

CompTIA Security+ SY0-401: Cryptographic Methods and Public Key Infrastructures
 Course cs_styq_a08_it_enus

CompTIA Security+ SY0-401: Securing Applications, Virtualization, and the Cloud
 Course cs_styq_a09_it_enus

CompTIA Security+ SY0-401: Continuity, Disaster Recovery, and Computer Forensics
 Course cs_styq_a10_it_enus

■ CompTIA Network+ N10-006

CompTIA Network+ N10-006: Network Architecture Part 1
 Course cs_ctne_a01_it_enus

CompTIA Network+ N10-006: Network Architecture Part 2
 Course cs_ctne_a02_it_enus

CompTIA Network+ N10-006: Network Operations Part 1
 Course cs_ctne_a03_it_enus

CompTIA Network+ N10-006: Network Operations Part 2
 Course cs_ctne_a04_it_enus

IT SKILLS COURSEWARE

CompTIA Network+ N10-006: Network Security Course.....	cs_ctne_a05_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 1 Course.....	cs_ctne_a06_it_enus
CompTIA Network+ N10-006: Troubleshooting Part 2 Course.....	cs_ctne_a07_it_enus
CompTIA Network+ N10-006: Industry Standards, Practices, and Network Theory Course.....	cs_ctne_a08_it_enus

■ **CompTIA Mobility+ MB0-001**

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

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS

■ **Internet of Things Introduction**

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

INTERNET AND NETWORK TECHNOLOGIES

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

■ **Networking Fundamentals**

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

IT SKILLS COURSEWARE

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

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)
Coursesp_ciso_a10_it_enus

■ CompTIA Advanced Security Practitioner CAS-002

CompTIA CASP CAS-002: Cryptography and Enterprise
Storage Concerns
Coursesp_capr_a01_it_enus

CompTIA CASP CAS-002: Advanced Network Design,
Management, and Controls
Coursesp_capr_a02_it_enus

CompTIA CASP CAS-002: Security Controls for Hosts
Coursesp_capr_a03_it_enus

CompTIA CASP CAS-002: Application Vulnerabilities and
Security Controls
Coursesp_capr_a04_it_enus

CompTIA CASP CAS-002: Industry Influences, Risk
Planning, Strategy, and Control
Coursesp_capr_a05_it_enus

CompTIA CASP CAS-002: Privacy Policies & Procedures
and Incident Recovery
Coursesp_capr_a06_it_enus

CompTIA CASP CAS-002: Research, Analysis and
Assessment
Coursesp_capr_a07_it_enus

CompTIA CASP CAS-002: Integration of Computing,
Communications, and Disciplines
Coursesp_capr_a08_it_enus

CompTIA CASP CAS-002: Technical Integration of
Enterprise Components
Coursesp_capr_a09_it_enus

■ Microsoft Security Fundamentals

Microsoft Security Fundamentals: Security Layers
Course sp_mtas_a01_it_enus

Microsoft Security Fundamentals: Operating System
Security
Course sp_mtas_a02_it_enus

Microsoft Security Fundamentals: Network Security
Course sp_mtas_a03_it_enus

Microsoft Security Fundamentals: Security Software
Course sp_mtas_a04_it_enus

■ Certified Secure Software Lifecycle Professional (CSSLP)

CSSLP: Secure Software Concepts
Coursesp_slcp_a01_it_enus

CSSLP: Secure Software Requirements
Coursesp_slcp_a02_it_enus

CSSLP: Secure Software Design
Coursesp_slcp_a03_it_enus

IT SKILLS COURSEWARE

CSSLP: Secure Software Implementation and Coding Course..... sp_slcp_a04_it_enus
CSSLP: Secure Software Testing Course..... sp_slcp_a05_it_enus
CSSLP: Software Acceptance, Deployment, Operations, Maintenance, and Disposal Course..... sp_slcp_a06_it_enus
CSSLP: Supply Chain and Software Acquisition Course..... sp_slcp_a07_it_enus

■ OWASP Top 10

OWASP Mitigations for .NET Course..... sp_owasp_a02_it_enus
Introduction to OWASP and the Top 10 Course..... sp_owasp_a01_it_enus

■ Foundations of Android Security

Android Architecture, Protection, and Development Best Practices Course..... sp_foas_a01_it_enus
Android Security Vulnerabilities, Testing, and Enterprise Considerations Course..... sp_foas_a02_it_enus

■ Foundations of iOS Security

iOS Security Architecture and Application Data Protection Course..... sp_fois_a01_it_enus
Securing Against Threats, Securing for Enterprise, and Jailbreaking Devices Course..... sp_fois_a02_it_enus

■ Cryptography Fundamentals

Cryptography Fundamentals: Defining Cryptography Course..... sp_cryf_a01_it_enus
Cryptography Fundamentals: Applying Cryptography Course..... sp_cryf_a02_it_enus

■ 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 Coursesp_sscp_a05_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 Coursesp_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 Coursecc_cins_a01_it_enus
Cisco IINS 2.0: Security Policies and Strategies Coursecc_cins_a02_it_enus
Cisco IINS 2.0: Cisco Network Foundation Protection Coursecc_cins_a03_it_enus
Cisco IINS 2.0: Securing the Management Plane and AAA Configuration Coursecc_cins_a04_it_enus

IT SKILLS COURSEWARE

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

■ **DESN 2.1: Designing for Cisco Internetwork Solutions**

Cisco DESGN 2.1: Network Design Methodology Overview	
Course.....	cc_desg_a01_it_enus
Cisco DESGN 2.1: Structuring and Modularizing the Network	
Course.....	cc_desg_a02_it_enus
Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks	
Course.....	cc_desg_a03_it_enus
Cisco DESGN 2.1: Identifying WAN Technology Considerations	
Course.....	cc_desg_a04_it_enus
Cisco DESGN 2.1: Designing the Enterprise WAN and Branch	
Course.....	cc_desg_a05_it_enus
Cisco DESGN 2.1: Designing IP Addressing	
Course.....	cc_desg_a06_it_enus
Cisco DESGN 2.1: Selecting Routing Protocols	
Course.....	cc_desg_a07_it_enus
Cisco DESGN 2.1: Defining Network Security	
Course.....	cc_desg_a08_it_enus
Cisco DESGN 2.1: Security Solutions for the Network	
Course.....	cc_desg_a09_it_enus
Cisco DESGN 2.1: Integrating Voice and Video Architectures	
Course.....	cc_desg_a10_it_enus
Cisco DESGN 2.1: Voice and Video Technology Requirements	
Course.....	cc_desg_a11_it_enus
Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking	
Course.....	cc_desg_a12_it_enus

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

ICND1 2.0: Access Control Lists and Network Address Translation	
Course	cc_icne_a09_it_enus
ICND1 2.0: Operating Cisco IOS Software	
Course	cc_icne_a02_it_enus
ICND1 2.0: Understanding IPv4 Addresses	
Course	cc_icne_a05_it_enus
ICND1 2.0: Networking, Communications, and LANs	
Course	cc_icne_a01_it_enus
ICND1 2.0: Switch Operations	
Course	cc_icne_a03_it_enus
ICND1 2.0: Ethernet Operations	
Course	cc_icne_a04_it_enus
ICND1 2.0: Address Blocks and VLSM	
Course	cc_icne_a06_it_enus
ICND1 2.0: The Transport Layer and Router Configuration	
Course	cc_icne_a07_it_enus
ICND1 2.0: Packet Delivery and Static Routing	
Course	cc_icne_a08_it_enus
ICND1 2.0: Managing Network Device Security	
Course	cc_icne_a10_it_enus
ICND1 2.0: VLANs and DHCP	
Course	cc_icne_a11_it_enus
ICND1 2.0: WANs and Dynamic Routing Protocols	
Course	cc_icne_a12_it_enus
ICND1 2.0: IPv6	
Course	cc_icne_a13_it_enus

■ **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

IT SKILLS COURSEWARE

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
SENSS 1.0: Threat Controls Deployment on Cisco IOS
Software
Course..... cc_sens_a09_it_enus

■ ROUTE 2.0: Implementing Cisco IP Routing

Cisco ROUTE 2.0: Configuring OSPFv3
Course.....cc_rout_a07_it_enus
Cisco ROUTE 2.0: Establishing OSPF Neighbor
Relationships
Course.....cc_rout_a05_it_enus
Cisco ROUTE 2.0: Configuring EIGRP for IPv6 and
Named EIGRP
Course.....cc_rout_a04_it_enus
Cisco ROUTE 2.0: Basic Network and Routing Concepts
Course.....cc_rout_a01_it_enus
Cisco ROUTE 2.0: Understanding the RIP and EIGRP
Routing Protocols
Course.....cc_rout_a02_it_enus
Cisco ROUTE 2.0: EIGRP Topology Table and Optimizing
EIGRP Behavior
Course.....cc_rout_a03_it_enus
Cisco ROUTE 2.0: Link-State Database and Optimizing
OSPF Behavior
Course.....cc_rout_a06_it_enus

Cisco ROUTE 2.0: Configuring Routing Protocol
Redistribution
Course cc_rout_a08_it_enus
Cisco ROUTE 2.0: Redistribution Using Distribute and
Prefix Lists
Course cc_rout_a09_it_enus
Cisco ROUTE 2.0: Path Control Implementation
Course cc_rout_a10_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity I
Course cc_rout_a11_it_enus
Cisco ROUTE 2.0: Implementing Basic BGP Operations
Course cc_rout_a12_it_enus
Cisco ROUTE 2.0: Routers and Routing Protocol
Hardening
Course cc_rout_a14_it_enus
Cisco ROUTE 2.0: BGP Path Manipulation, Control, and
BGP in the IPv6
Environment
Course cc_rout_a13_it_enus
Cisco ROUTE 2.0: Redistribution Using Route Maps and
Tags
Course cc_rout_a15_it_enus
Cisco ROUTE 2.0: Enterprise Internet Connectivity II
Course cc_rout_a16_it_enus
Cisco ROUTE 2.0: Optimizing and Tuning OSPF
Course cc_rout_a17_it_enus
Cisco ROUTE 2.0: Network Principles and Layer 2
Technologies
Course cc_rout_a18_it_enus
Cisco ROUTE 2.0: Layer 3 Technologies
Course cc_rout_a19_it_enus
Cisco ROUTE 2.0: VPN Technologies
Course cc_rout_a20_it_enus
Cisco ROUTE 2.0: Securing Access
Course cc_rout_a21_it_enus
Cisco ROUTE 2.0: Infrastructure Services
Course cc_rout_a22_it_enus

■ SWITCH 2.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 2.0: Campus Network Architecture I
Course cc_swch_a02_it_enus
Cisco SWITCH 2.0: Basic Concepts and Network Design
Course cc_swch_a01_it_enus
Cisco SWITCH 2.0: Campus Network Architecture II
Course cc_swch_a03_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation
Course cc_swch_a04_it_enus
Cisco SWITCH 2.0: Spanning Tree Implementation II
Course cc_swch_a05_it_enus
Cisco SWITCH 2.0: Inter-VLAN Routing
Course cc_swch_a06_it_enus

IT SKILLS COURSEWARE

Cisco SWITCH 2.0: Layer 3 Redundancy with HSRP Course.....	cc_swch_a08_it_enus
Cisco SWITCH 2.0: High-Availability Networks Course.....	cc_swch_a07_it_enus
Cisco SWITCH 2.0: Campus Network Security I Course.....	cc_swch_a09_it_enus
Cisco SWITCH 2.0: Campus Network Security II Course.....	cc_swch_a10_it_enus
Cisco SWITCH 2.0: Campus Network Security III Course.....	cc_swch_a13_it_enus
Cisco SWITCH 2.0: Configuring Layer 3 Redundancy with VRRP and GLBP Course.....	cc_swch_a12_it_enus
Cisco SWITCH 2.0: STP Tuning and PVST and RSTP Implementation Course.....	cc_swch_a11_it_enus

■ TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 2.0: Troubleshooting IPv4 and IPv6 Addressing and Routing Course.....	cc_trst_a02_it_enus
Cisco TSHOOT 2.0: Tools and Methodologies of Troubleshooting Course.....	cc_trst_a01_it_enus
Cisco TSHOOT 2.0: Troubleshooting OSPF Course.....	cc_trst_a03_it_enus
Cisco TSHOOT 2.0: Troubleshooting EIGRP and BGP Course.....	cc_trst_a04_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPv2 Course.....	cc_trst_a05_it_enus
Cisco TSHOOT 2.0: Troubleshooting RIPv6 Course.....	cc_trst_a06_it_enus
Cisco TSHOOT 2.0: Troubleshooting Redistribution Course.....	cc_trst_a07_it_enus
Cisco TSHOOT 2.0: Troubleshooting Layer 2 Switching and Inter-VLAN Routing Course.....	cc_trst_a08_it_enus
Cisco TSHOOT 2.0: Troubleshooting FHRP Course.....	cc_trst_a09_it_enus
Cisco TSHOOT 2.0: Troubleshooting Security Issues Course.....	cc_trst_a10_it_enus
Cisco TSHOOT 2.0: Troubleshooting Router Features Course.....	cc_trst_a11_it_enus

■ Cisco SITCS 1.0: Implementing Cisco Threat Control Solutions

Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services I Course.....	cc_sitc_a01_it_enus
Cisco SITCS 1.0: Cisco ASA (CX) NGFW Services II Course.....	cc_sitc_a02_it_enus

Cisco SITCS 1.0: Cisco Web Security Appliance Course	cc_sitc_a03_it_enus
Cisco SITCS 1.0: Configuring Cisco Web Security Appliance Course	cc_sitc_a04_it_enus
Cisco SITCS 1.0: Cisco Cloud Web Security Course	cc_sitc_a05_it_enus
Cisco SITCS 1.0: Cisco Email Security Appliance Course	cc_sitc_a06_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems I Course	cc_sitc_a07_it_enus
Cisco SITCS 1.0: Cisco Intrusion Prevention Systems II Course	cc_sitc_a08_it_enus
Cisco SITCS 1.0: Configuring Cisco Email Security Course	cc_sitc_a09_it_enus

■ Implementing Cisco Secure Access Solutions (SISAS) 1.0

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

■ CIDC 1.0: Implementing Cisco Collaboration Devices

CIDC 1.0: Cisco Unified Communications Solutions Course	cc_cicd_a01_it_enus
CIDC 1.0: Characteristics of Cisco Unified Communications Solutions Course	cc_cicd_a02_it_enus
CIDC 1.0: Cisco Unified Communications Manager Administrator Interfaces Course	cc_cicd_a03_it_enus
CIDC 1.0: Cisco UCM End-user Interfaces and Call Flows and Call Legs Course	cc_cicd_a04_it_enus
CIDC 1.0: Component Impact on Call Flows in Unified Communications Manager Course	cc_cicd_a05_it_enus

IT SKILLS COURSEWARE

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

■ DCICN 1.0: Introducing Cisco Data Center Networking

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

■ SIMOS 1.0: Implementing Cisco Secure Mobility Solutions

SIMOS 1.0: Fundamentals of VPN Technologies and Cryptography Course.....	cc_smos_a01_it_enus
SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 1) Course.....	cc_smos_a02_it_enus

SIMOS 1.0: Deploying Secure Site-to-Site Connectivity Solutions (Part 2) Course	cc_smos_a03_it_enus
SIMOS 1.0: Deploying Cisco IOS Site-to-Site FlexVPN Solutions Course	cc_smos_a04_it_enus
SIMOS 1.0: Deploying Clientless SSL VPNs Course	cc_smos_a05_it_enus
SIMOS 1.0: Deploying Cisco AnyConnect VPNs Course	cc_smos_a07_it_enus
SIMOS 1.0: Clientless SSL VPNs, Endpoint Security, and Dynamic Access Policies Course	cc_smos_a06_it_enus

■ Certified Information Systems Security Professional (CISSP)

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

■ DCICT 1.0: Introducing Cisco Data Center Technologies

Cisco DCICT 1.0 - Monitoring the Cisco Nexus 7000 and 5000 Series Switches Course	cc_cicc_a03_it_enus
Cisco DCICT 1.0 - Describing vPCs, Cisco FabricPath, and OTV in the DataCenter Course	cc_cicc_a04_it_enus
Cisco DCICT 1.0 - Virtualizing Network Devices and FEX Operations Course	cc_cicc_a05_it_enus

IT SKILLS COURSEWARE

Cisco DCICT 1.0 - Virtualizing Storage and Servers Course.....	cc_cicc_a06_it_enus
Cisco DCICT 1.0 - Using the Cisco Nexus 1000V Series Switch Course.....	cc_cicc_a07_it_enus
Cisco DCICT 1.0 - Cisco Data Center Layers and the Nexus 7000 Series Switch Course.....	cc_cicc_a01_it_enus
Cisco DCICT 1.0 - Reviewing the Cisco Nexus 5000, 2000, and MDS Product Families Course.....	cc_cicc_a02_it_enus
Cisco DCICT 1.0 - Comparing Storage Connectivity Options in the Data Center Course.....	cc_cicc_a08_it_enus
Cisco DCICT 1.0 - Fibre Channel Storage and Cisco MDS 9000 Series Configuration Course.....	cc_cicc_a09_it_enus
Cisco DCICT 1.0 - The Cisco UCS Series Product Family Course.....	cc_cicc_a11_it_enus
Cisco DCICT 1.0 - RAID Options and B-Series Blades and Cluster Options Course.....	cc_cicc_a12_it_enus
Cisco DCICT 1.0 - UCS Management Operations Course.....	cc_cicc_a13_it_enus
Cisco DCICT 1.0 - Cisco Data Center Unified Fabric Course.....	cc_cicc_a10_it_enus

■ Implementing Cisco Video Network Devices, Part 2

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

■ Implementing Cisco IP Telephony and Video, Part 1

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

■ Cisco SPNGN Part 1

SPNGN1 1.0: Networking Functions Course	cc_bccsp_a01_it_enus
SPNGN1 1.0: Protocol Suites and the Internet Layer of IP Course	cc_bccsp_a02_it_enus
Managing IPv4 and IPv6 Addressing Course	cc_bccsp_a03_it_enus
SPNGN1 1.0: The TCP/IP Transport Layer and Internet Security Threats Course	cc_bccsp_a04_it_enus
SPNGN1 1.0: IPv4 Subnetting and VLSM Course	cc_bccsp_a05_it_enus
SPNGN1 1.0: Ethernet Fundamentals Course	cc_bccsp_a06_it_enus
SPNGN1 1.0: Switching Fundamentals Course	cc_bccsp_a07_it_enus
SPNGN1 1.0: Operating and Securing a Cisco Switch Course	cc_bccsp_a08_it_enus
SPNGN1 1.0: Switching Infrastructure Connectivity Course	cc_bccsp_a09_it_enus
SPNGN1 1.0: Switch Troubleshooting and Routing Fundamentals Course	cc_bccsp_a10_it_enus
SPNGN1 1.0: IOS XR Routers and Distance Vector Routing Course	cc_bccsp_a11_it_enus
SPNGN1 1.0: EIGRP Configuration and Router Security Course	cc_bccsp_a12_it_enus
SPNGN1 1.0: WAN Connectivity Course	cc_bccsp_a13_it_enus

IT SKILLS COURSEWARE

SPNGN1 1.0: Service Provider Edge Technologies Course.....	cc_bbsp_a14_it_enus
SPNGN1 1.0: IP Addressing Solutions with NAT and DHCP Course.....	cc_bbsp_a15_it_enus
SPNGN1 1.0: PPP and SONET in the WAN Course.....	cc_bbsp_a16_it_enus
SPNGN1 1.0: VPN Technologies Course.....	cc_bbsp_a17_it_enus
SPNGN1 1.0: Cisco Device Management Course.....	cc_bbsp_a18_it_enus
SPNGN1 1.0: Monitoring Network Traffic, Behavior and Administration Course.....	cc_bbsp_a19_it_enus

■ Implementing Cisco Video Network Devices, Part 1

CIVND1 1.0: Video Conferencing and Streaming Fundamentals Course.....	cc_civd_a01_it_enus
CIVND1 1.0: Video Compression Technologies Course.....	cc_civd_a02_it_enus
CIVND1 1.0: Video Conferencing and Protocol Course.....	cc_civd_a03_it_enus
CIVND1 1.0: Video Endpoints Course.....	cc_civd_a04_it_enus
CIVND1 1.0: TelePresence Endpoint Environmental Requirements and Configuration Course.....	cc_civd_a05_it_enus

■ Implementing Cisco IP Telephony and Video, Part 2

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

■ DESGN: Designing for Cisco Internetwork Solutions

DESGN 3.0: Designing Wide Area Networks Course.....	cc_desn_a06_it_enus
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DESGN 3.0: Branch Office and Datacenter Design Course	cc_desn_a07_it_enus
DESGN 3.0: Campus Network Design Fundamentals Course	cc_desn_a03_it_enus
DESGN 3.0: Network Design Methodologies Course	cc_desn_a01_it_enus
DESGN 3.0: Building a Modular Network Design Course	cc_desn_a02_it_enus
DESGN 3.0: Designing a Highly Available Campus Network Course	cc_desn_a04_it_enus
DESGN 3.0: Designing a Secure Network and Edge Connectivity Course	cc_desn_a05_it_enus
DESGN 3.0: Designing Routed Networks with EIGRP and OSPF Course	cc_desn_a08_it_enus
DESGN 3.0: Designing Routed Networks with IS-IS and BGP Course	cc_desn_a09_it_enus
DESGN 3.0: Supporting QoS and Wireless in a Network Design Course	cc_desn_a10_it_enus
DESGN 3.0: Designing a Network for Collaboration and Introducing IP Addressing Course	cc_desn_a11_it_enus
DESGN 3.0: Designing IPv4 and IPv6 Addressing Plans Course	cc_desn_a12_it_enus
DESGN 3.0: Managing IP Addresses and Introducing SDN Course	cc_desn_a13_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORK MANAGEMENT AND SECURITY

■ Software Defined Networking Essentials

Software Defined Networking Fundamentals Course	dt_sdne_a01_it_enus
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■ 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

IT SKILLS COURSEWARE

Juniper Networks Junos Essentials: Routing Fundamentals
Course..... dt_jnca_a05_it_enus
Juniper Networks Junos Essentials: Routing Policy & Firewall Filters
Course..... dt_jnca_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

EMC

■ EMC Information Storage and Management (ISM) v2

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

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

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

Microsoft System Center 2012 R2 – Monitor and Operate: Monitoring Cloud Services
Course..... ws_mopc_a03_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Private Cloud Overview
Course..... ws_mopc_a01_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Deploying Cloud Services
Course..... ws_mopc_a02_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Service Management
Course..... ws_mopc_a04_it_enus

Microsoft System Center 2012 R2 – Monitor and Operate: Problem Management
Course ws_mopc_a05_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Backup and Recovery
Course ws_mopc_a06_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: Compliance
Course ws_mopc_a07_it_enus
Microsoft System Center 2012 R2 – Monitor and Operate: SLAs Widgets & Dashboards
Course ws_mopc_a08_it_enus

■ CompTIA Cloud+ CV0-001

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

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

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

IT SKILLS COURSEWARE

Microsoft System Center 2012 R2 – Configure and Deploy: Automation
Course..... ws_cdpc_a08_it_enus

■ Managing Citrix XenDesktop 7 Solutions

Administrating XenDesktop 7.5 and Hypervisor Management
Course..... cl_ctrx_a01_it_enus
Managing XenDesktop 7.5 Desktops and Applications
Course..... cl_ctrx_a02_it_enus
Configuring Citrix XenDesktop 7.6 Components
Course..... cl_ctrx_a03_it_enus
Managing a Citrix XenDesktop 7.6 Environment
Course..... cl_ctrx_a04_it_enus
Monitoring a Citrix XenDesktop 7.6 Environment
Course..... cl_ctrx_a05_it_enus
Troubleshooting a Citrix XenDesktop 7.6 Environment
Course..... cl_ctrx_a06_it_enus

■ OpenStack Fundamentals

Implementing OpenStack
Course..... cl_opst_a01_it_enus
Configuring OpenStack
Course..... cl_opst_a02_it_enus

■ Virtualizing Enterprise Desktops and Apps

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

■ Certified Cloud Security Professional (CCSP)

Cloud System Architecture – Concepts and Design
Course..... cl_csip_a01_it_enus
Cloud Data Security
Course..... cl_csip_a02_it_enus
Cloud System Security - Platform and Infrastructure
Course..... cl_csip_a03_it_enus
Cloud Application Security
Course..... cl_csip_a04_it_enus

Cloud Service – Operations Management
Course cl_csip_a05_it_enus
Cloud Service – Legal and Compliance
Course cl_csip_a06_it_enus

■ Microsoft Hyper-V 2016 First Look

Microsoft Hyper-V 2016: First Look
Course cl_hvts_a01_it_enus

■ Cloud Computing for the Business User

Cloud Computing for the Business User: Concepts and Moving to the Cloud
Course cl_ccbu_a01_it_enus

■ Architecting on Amazon Web Services

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

■ 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

IT SKILLS COURSEWARE

Advanced Architecting on Amazon Web Services:
Scalability and Elasticity
Course..... cl_awsfp_a07_it_enus

■ Cloud Computing Technology Fundamentals

Cloud Computing Fundamentals: Virtualization and Data Centers
Course..... cl_cccf_a02_it_enus

Cloud Computing Fundamentals: Overview
Course..... cl_cccf_a01_it_enus

Cloud Computing Fundamentals: Storing and Managing Cloud Data
Course..... cl_cccf_a03_it_enus

Cloud Computing Fundamentals: Migrating to the Cloud
Course..... cl_cccf_a04_it_enus

Cloud Computing Fundamentals: Identity, Presence, and Privacy
Course..... cl_cccf_a05_it_enus

Cloud Computing Fundamentals: Cloud Security
Course..... cl_cccf_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

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

■ Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP)
Mentoring Assets mntcissp

Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
Mentoring Assets mnt640461

Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)
Mentoring Assets mntes642437

Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)
Mentoring Assets mntes642447

Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
Mentoring Assets mntes642457

Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPs)
Mentoring Assets mntes642467

Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
Mentoring Assets mntes642427

Mentoring Systems Security Certified Practitioner (SSCP)
Mentoring Assets mntsscp2ed

Mentoring E10-001 Information Storage and Management
Mentoring Assets mnte10001

Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
Mentoring Assets mnt100101

Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
Mentoring Assets mnt200101

Mentoring 200-120 Cisco Certified Network Associate (CCNA)
Mentoring Assets mnt200120

Mentoring 312-50 Certified Ethical Hacker (CEH)
Mentoring Assets mnt31250v8

Mentoring SY0-401 CompTIA Security+
Mentoring Assets mntsy0401

Mentoring 300-115 Implementing Cisco IP Switched Networks (SWITCH)
Mentoring Assets mnt300115

Mentoring 300-101 Implementing Cisco IP Routing (ROUTE)
Mentoring Assets mnt300101

Mentoring 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Mentoring Assets mnt300135

Mentoring 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 N10-005 Network+	
Mentoring Assets.....	mntn10005

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

■ Test Preps

TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)	
Testprep Exams.....	cc_comm_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams.....	sp_cssp_a01_tp_enus
TestPrep Certified Information Security Manager (CISM)	
Testprep Exams.....	sp_cisn_a01_tp_enus
TestPrep E10-001 Information Storage and Management	
Testprep Exams.....	dt_ismu_a01_tp_enus
TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)	
Testprep Exams.....	cc_icne_a01_tp_enus
TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)	
Testprep Exams.....	cc_icnf_a01_tp_enus
TestPrep 200-120 Cisco Certified Network Associate (CCNA)	
Testprep Exams.....	cc_ccna_a02_tp_enus
TestPrep 312-50 Certified Ethical Hacker (CEH)	
Testprep Exams.....	sp_ceth_a01_tp_enus
TestPrep SY0-401 CompTIA Security+	
Testprep Exams.....	cs_styq_a01_tp_enus
TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)	
Testprep Exams.....	cc_rout_a01_tp_enus
TestPrep 300-115 Implementing Cisco IP Switched Networks (SWITCH)	
Testprep Exams.....	cc_swch_a01_tp_enus
TestPrep 300-206 Implementing Cisco Edge Network Security Solutions (SENS)	
Testprep Exams.....	cc_sens_a01_tp_enus
TestPrep CV0-001 CompTIA Cloud+	
Testprep Exams.....	cl_cdps_a01_tp_enus
TestPrep 70-246 Monitoring and Operating a Private Cloud, System Center 2012	
Testprep Exams.....	ws_mopc_a01_tp_enus

TestPrep N10-006 CompTIA Network+	
Testprep Exams.....	cs_ctne_a01_tp_enus
TestPrep 70-247 Configuring and Deploying a Private Cloud, System Center 2012	
Testprep Exams.....	ws_cdpc_a01_tp_enus
TestPrep 300-135 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)	
Testprep Exams.....	cc_trst_a01_tp_enus
TestPrep 300-208 Implementing Cisco Secure Access Solutions (SISAS)	
Testprep Exams.....	cc_siss_a01_tp_enus
TestPrep 300-207 Implementing Cisco Threat Control Solutions (SITCS)	
Testprep Exams.....	cc_sitc_a01_tp_enus
TestPrep CAS-002 CompTIA Advanced Security Practitioner	
Testprep Exams.....	sp_capr_a01_tp_enus
TestPrep 300-209 Implementing Cisco Secure Mobility Solutions (SIMOS)	
Testprep Exams.....	cc_smos_a01_tp_enus
TestPrep 640-916 Introducing Cisco Data Center Technologies (DCICT)	
Testprep Exams.....	cc_cicc_a01_tp_enus
TestPrep 640-911 Introducing Cisco Data Center Networking (DCICN)	
Testprep Exams.....	cc_cicn_a01_tp_enus
TestPrep MB0-001 CompTIA Mobility+	
Testprep Exams.....	cs_mobl_a01_tp_enus
TestPrep Certified Information Systems Security Professional (CISSP)	
Testprep Exams.....	sp_cisp_a01_tp_enus
TestPrep 98-367 Microsoft Security Fundamentals	
Testprep Exams.....	sp_mtas_a01_tp_enus
TestPrep Systems Security Certified Practitioner (SSCP)	
Testprep Exams.....	sp_sscp_a01_tp_enus
TestPrep 98-369 Cloud Fundamentals	
Testprep Exams.....	cl_mtcf_a01_tp_enus
TestPrep 70-694 Virtualizing Enterprise Desktops and Apps	
Testprep Exams.....	cl_veda_a01_tp_enus
TestPrep 210-060 Implementing Cisco Collaboration Devices (CICD)	
Testprep Exams.....	cc_cicd_a01_tp_enus
TestPrep 210-065 Implementing Cisco Video Network Devices (CICD)	
Testprep Exams.....	cc_civn_a01_tp_enus
TestPrep 210-260 Implementing Cisco Network Security (IINS)	
Testprep Exams.....	cc_seci_a01_tp_enus
TestPrep 200-355 Implementing Cisco Wireless Network Fundamentals (WIFUND)	
Testprep Exams.....	cc_uwne_a01_tp_enus
TestPrep 300-075 Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2)	
Testprep Exams.....	cc_cipt_a01_tp_enus

TestPrep 300-070 Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1)
 Testprep Exams cc_citv_a01_tp_enus
 TestPrep 210-451 Understanding Cisco Cloud Fundamentals (CLDFND)
 Testprep Exams cc_uccf_a01_tp_enus
 TestPrep Systems Security Certified Practitioner (SCCP)
 Testprep Exams sp_sycp_a01_tp_enus
 TestPrep Certified Information Systems Auditor (CISA)
 Testprep Exams sp_cisa_a01_tp_enus
 TestPrep N10-005 Network+
 Testprep Exams cs_ctmt_a01_tp_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 12C

■ Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
 Course..... od_nfad_a01_it_enus
 Oracle Database 12c: Managing CDB and PDB, and Data Optimization
 Course..... od_nfad_a02_it_enus
 Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
 Course..... od_nfad_a03_it_enus
 Oracle Database 12c: Managing Security
 Course..... od_nfad_a04_it_enus
 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
 Courseod_oadm_a01_it_enus
 Oracle Database 12c – Administration: Manage the Database Instance
 Courseod_oadm_a02_it_enus
 Oracle Database 12c – Administration: The Network Environment and User Security
 Courseod_oadm_a03_it_enus
 Oracle Database 12c – Administration: Storage structures and Undo Data
 Courseod_oadm_a04_it_enus
 Oracle Database 12c – Administration: Data Concurrency and Auditing
 Courseod_oadm_a05_it_enus
 Oracle Database 12c – Administration: Backup, Recover, and Move Data
 Courseod_oadm_a06_it_enus
 Oracle Database 12c – Administration: Maintenance and Performance Tuning
 Courseod_oadm_a07_it_enus
 Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support
 Courseod_oadm_a08_it_enus

■ Oracle Database 12c: Backup and Recovery

Oracle Database 12c - Backup and Recovery: Configuring for Recoverability
 Courseod_bkpr_a01_it_enus
 Oracle Database 12c - Backup and Recovery: Performing and Managing Backups
 Courseod_bkpr_a02_it_enus
 Oracle Database 12c - Backup and Recovery: Failure and Recovery Concepts
 Courseod_bkpr_a03_it_enus
 Oracle Database 12c - Backup and Recovery: Perform Recovery and Secure Backup
 Courseod_bkpr_a04_it_enus
 Oracle Database 12c - Backup and Recovery: Using Flashback Technologies
 Courseod_bkpr_a05_it_enus
 Oracle Database 12c - Backup and Recovery: Transporting Data and Performing PITR
 Courseod_bkpr_a06_it_enus
 Oracle Database 12c - Backup and Recovery: Duplicating Databases and Tuning RMAN
 Courseod_bkpr_a07_it_enus

■ Oracle Database 12c Revisions

Managing an Oracle Database 12c Instance
 Course..... od_dbre_a01_it_enus

■ Oracle Database 12c: Introduction to SQL

Oracle Database 12c - Introduction to SQL: Relational Database and SQL Developer
 Course..... od_insq_a01_it_enus

Oracle Database 12c - Introduction to SQL: SQL*Plus and SELECT Statement
 Course..... od_insq_a02_it_enus

Oracle Database 12c - Introduction to SQL: Restrict, Sort, and Customize Output
 Course..... od_insq_a03_it_enus

Oracle Database 12c - Introduction to SQL: Data Conversion and Aggregating Data
 Course..... od_insq_a04_it_enus

Oracle Database 12c - Introduction to SQL: Working with Joins and Subqueries
 Course..... od_insq_a05_it_enus

Oracle Database 12c - Introduction to SQL: Data Manipulation Language
 Course..... od_insq_a06_it_enus

Oracle Database 12c - Introduction to SQL: Working with SET Operators and DDL
 Course..... od_insq_a07_it_enus

■ Oracle Database 12c: Performance Tuning

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

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

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

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

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

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

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

Oracle 12c Performance Tuning: Tuning Instance Memory
 Course..... od_pmte_a07_it_enus

■ Oracle Database 12c: RAC Administration

Oracle Database 12c RAC Administration: Introduction to Oracle RAC
 Course od_raad_a01_it_enus

Oracle Database 12c RAC Administration: Installing, Configuring, and Patching
 Course od_raad_a02_it_enus

Oracle Database 12c RAC Administration: Day-to-Day Administration
 Course od_raad_a03_it_enus

Oracle Database 12c RAC Administration: Backup and Recovery
 Course od_raad_a04_it_enus

Oracle Database 12c RAC Administration: Global Resource Management
 Course od_raad_a05_it_enus

Oracle Database 12c RAC Administration: Monitoring and Tuning
 Course od_raad_a06_it_enus

Oracle Database 12c RAC Administration: Client Connections and QoS
 Course od_raad_a07_it_enus

Oracle Database 12c RAC Administration: Services and Multitenant Architecture
 Course od_raad_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 11G

■ Oracle Database 11g: SQL Tuning

Oracle Database 11g: Architecture, SQL Tuning, and Optimization
 Course od_ortw_a01_dt_enus

Oracle Database 11g: Indexes, Access Paths, and Join Operations
 Course od_ortw_a02_dt_enus

Oracle Database 11g: Execution Plans and Star Transformations
 Course od_ortw_a03_dt_enus

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

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

■ Oracle Database 11g: Secure Backup

Oracle Database 11g: Configuring OSB and Security
 Course od_ods_b_a01_it_enus

IT SKILLS COURSEWARE

Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup Course.....	od_ods_b_a02_it_enus
Oracle Database 11g: RMAN and Oracle Secure Backup Course.....	od_ods_b_a03_it_enus
Oracle Database 11g: Managing Backups and Infrastructure Course.....	od_ods_b_a04_it_enus
Oracle Database 11g: Tape Vaulting, Duplication, and Tuning Course.....	od_ods_b_a05_it_enus

■ Oracle Database 11g: RAC Administration

Oracle Database 11g: Installation of Clusterware and RAC Course.....	od_orac_a01_it_enus
Oracle Database 11g: RAC Database and Oracle Clusterware Administration Course.....	od_orac_a02_it_enus
Oracle Database 11g: RAC Performance Tuning Course.....	od_orac_a03_it_enus
Oracle Database 11g: Configure, Manage, and Use Services in RAC Course.....	od_orac_a04_it_enus
Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management Course.....	od_orac_a05_it_enus
Oracle Database 11g: High Availability in RAC Course.....	od_orac_a06_it_enus

■ Oracle Database 11g: Security

Oracle Database 11g: Introduction to Database Security and Solutions Course.....	od_odsc_a01_it_enus
Oracle Database 11g: Database Security Course.....	od_odsc_a02_it_enus
Oracle Database 11g: Database Auditing Course.....	od_odsc_a03_it_enus
Oracle Database 11g: Basic User and Strong Authentication Course.....	od_odsc_a04_it_enus
Oracle Database 11g: Enterprise User Security and Proxy Authentication Course.....	od_odsc_a05_it_enus
Oracle Database 11g: Privileges, Roles, and Application Contexts Course.....	od_odsc_a06_it_enus
Oracle Database 11g: Virtual Private Database Course.....	od_odsc_a07_it_enus
Oracle Database 11g: Oracle Label Security and the Data Masking Pack Course.....	od_odsc_a08_it_enus
Oracle Database 11g: Encryption Concepts Course.....	od_odsc_a09_it_enus

Oracle Database 11g: Transparent Data Encryption Course.....	od_odsc_a10_it_enus
Oracle Database 11g: Oracle Net Services and Listener Security Course.....	od_odsc_a11_it_enus
Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL*Plus Security Course.....	od_odsc_a12_it_enus

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

Oracle Database 11g Release 2: Installation and Oracle Restart Course.....	od_onft_a01_it_enus
Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements Course.....	od_onft_a02_it_enus
Oracle Database 11g Release 2: Oracle Partitioning and Security Features Course.....	od_onft_a03_it_enus
Oracle Database 11g Release 2: Using Change Management Solutions Course.....	od_onft_a04_it_enus
Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements Course.....	od_onft_a05_it_enus
Oracle Database 11g Release 2: Diagnosability Enhancements Course.....	od_onft_a06_it_enus
Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements Course.....	od_onft_a07_it_enus
Oracle Database 11g Release 2: Application Performance Enhancements Course.....	od_onft_a08_it_enus
Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data Course.....	od_onft_a09_it_enus
Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup Course.....	od_onft_a10_it_enus

■ Oracle Database 11g: Administration Workshop I Release 2

Oracle Database 11g Release 2: Database Architecture and Installation Course.....	od_ogas_a01_it_enus
Oracle Database 11g Release 2: Database Creation and Instance Management Course.....	od_ogas_a02_it_enus

IT SKILLS COURSEWARE

Oracle Database 11g Release 2: The ASM Instance and Network Connectivity Course.....	od_odas_a03_it_enus
Oracle Database 11g Release 2: Storage Structures and User Security Course.....	od_odas_a04_it_enus
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing Course.....	od_odas_a05_it_enus
Oracle Database 11g Release 2: Managing Database Maintenance and Performance Course.....	od_odas_a06_it_enus
Oracle Database 11g Release 2: Backup and Recovery Course.....	od_odas_a07_it_enus
Oracle Database 11g Release 2: Moving Data and Oracle Support Course.....	od_odas_a08_it_enus

■ Oracle Database 11g: Administration Workshop II Release 2

Oracle Database 11g Release 2: Database Architecture and Recovery Operations Course.....	od_odat_a01_it_enus
Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups Course.....	od_odat_a02_it_enus
Oracle Database 11g Release 2: Performing Restore and Recovery Tasks Course.....	od_odat_a03_it_enus
Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN Course.....	od_odat_a04_it_enus
Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies Course.....	od_odat_a05_it_enus
Oracle Database 11g Release 2: Managing Database Memory and Performance Course.....	od_odat_a06_it_enus
Oracle Database 11g Release 2: Managing Database Resources and the Scheduler Course.....	od_odat_a07_it_enus
Oracle Database 11g Release 2: Managing Database Space and Duplication Course.....	od_odat_a08_it_enus

■ Oracle SOA Suite 11g

Oracle SOA Suite 11g: Introduction to SOA Course.....	od_soas_a01_it_enus
Oracle SOA Suite 11g: SOA Governance and Service Design Course.....	od_soas_a02_it_enus
Oracle SOA Suite 11g: SOA Composite Applications Course.....	od_soas_a03_it_enus

Oracle SOA Suite 11g: Mediator and BPEL Components Course.....	od_soas_a04_it_enus
Oracle SOA Suite 11g: Human Task and Business Rules Components Course.....	od_soas_a05_it_enus
Oracle SOA Suite 11g: SOA Security and Adoption Planning Course.....	od_soas_a06_it_enus

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2016

■ Microsoft SQL Server 2016 First Look

Microsoft SQL Server 2016 First Look: Preview Course.....	df_sqfl_a01_it_enus
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ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2014

■ Microsoft SQL Server 2014: Designing Database Solutions

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

■ Microsoft SQL Server 2014: Designing Business Intelligence Solutions

Microsoft SQL Server 2014 - Designing BI Solutions: BI Infrastructure Design Course.....	md_dbis_a01_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Extract, Transform, and Load Course.....	md_dbis_a02_it_enus

Microsoft SQL Server 2014 - Designing BI Solutions: Data Models	
Course.....	md_dbis_a03_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Reporting Services	
Course.....	md_dbis_a04_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: SharePoint Integration	
Course.....	md_dbis_a05_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: MDX Queries and Performance	
Course.....	md_dbis_a06_it_enus
Microsoft SQL Server 2014 - Designing BI Solutions: Availability and Recovery	
Course.....	md_dbis_a07_it_enus

■ Microsoft SQL Server 2014: Implementing Data Models and Reports

Microsoft SQL Server 2014: Design and Install Analysis Services and Tools	
Course.....	md_idmr_a01_it_enus
Microsoft SQL Server 2014: Designing Multidimensional Models and Data Sources	
Course.....	md_idmr_a02_it_enus
Microsoft SQL Server: Implement and Configure Cubes	
Course.....	md_idmr_a03_it_enus
Microsoft SQL Server 2014: Design and Implement Dimensions	
Course.....	md_idmr_a04_it_enus
Microsoft SQL Server: Implement Partitions and Custom Logic	
Course.....	md_idmr_a05_it_enus
Microsoft SQL Server 2014: MDX Queries, Process Models, and Deploy Databases	
Course.....	md_idmr_a06_it_enus
Microsoft SQL Server 2014: Manage, Maintain, and Troubleshoot SSAS	
Course.....	md_idmr_a07_it_enus
Microsoft SQL Server 2014: Create and Manage Tabular Data Models	
Course.....	md_idmr_a08_it_enus
Microsoft SQL Server 2014: Design Reports and Create Data Sources and Datasets	
Course.....	md_idmr_a09_it_enus
Microsoft SQL Server 2014: Report Formatting and Interactivity	
Course.....	md_idmr_a10_it_enus
Microsoft SQL Server 2014: Manage Reporting Services	
Course.....	md_idmr_a11_it_enus
Microsoft SQL Server 2014: Process Report and Create Subscriptions and Schedules	
Course.....	md_idmr_a12_it_enus

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2012

■ Microsoft SQL Server 2012: Querying

Microsoft SQL Server 2012: Creating Database Objects	
Course	md_mssql_a01_it_enus
Microsoft SQL Server 2012: Querying Basics and Modifying Data	
Course	md_mssql_a02_it_enus
Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions	
Course	md_mssql_a03_it_enus
Microsoft SQL Server 2012: Creating Functions and Triggers	
Course	md_mssql_a04_it_enus
Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries	
Course	md_mssql_a05_it_enus
Microsoft SQL Server 2012: Managing XML Data	
Course	md_mssql_a06_it_enus

■ Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade	
Course	md_msdb_a01_it_enus
Microsoft SQL Server 2012: Instance Configuration and Database Creation	
Course	md_msdb_a02_it_enus
Microsoft SQL Server 2012: Managing Databases and Automating Tasks	
Course	md_msdb_a03_it_enus
Microsoft SQL Server 2012: Security Management	
Course	md_msdb_a04_it_enus
Microsoft SQL Server 2012: Managing Database Data	
Course	md_msdb_a05_it_enus
Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions	
Course	md_msdb_a06_it_enus
Microsoft SQL Server 2012: Backing Up and Restoring Databases	
Course	md_msdb_a07_it_enus
Microsoft SQL Server 2012: Database Monitoring and Performance Tuning	
Course	md_msdb_a08_it_enus
Microsoft SQL Server 2012: Configuring High Availability	
Course	md_msdb_a09_it_enus

■ Microsoft SQL Server: Developing Databases

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

Microsoft SQL Server 2012 – Developing Databases: Implementing Indexes
Course.....md_dsqd_a02_it_enus

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

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

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

Microsoft SQL Server 2012 – Developing Databases: Working with XML Data
Course.....md_dsqd_a06_it_enus

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

Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting
Course.....md_dsqd_a08_it_enus

Microsoft SQL Server 2014 - Developing Databases: New Features
Course.....md_dsqd_a09_it_enus

■ Microsoft SQL Server 2012: Implementing a Data Warehouse

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

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

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

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages
Course.....md_dwsq_a04_it_enus

Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
Course.....md_dwsq_a05_it_enus

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

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

Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions
Course.....md_dwsq_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2008

■ Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services
Coursemd_mqbm_a01_it_enus

Configuring SQL Server 2008 Integration Services Packages
Coursemd_mqbm_a02_it_enus

Deploying SQL Server 2008 Integration Services Packages
Coursemd_mqbm_a03_it_enus

Implementing SQL Server 2008 Reporting Services Solutions
Coursemd_mqbm_a04_it_enus

Deploying and Delivering SQL Server 2008 Reporting Services Reports
Coursemd_mqbm_a05_it_enus

Maintaining SQL Server 2008 Reporting Services
Coursemd_mqbm_a06_it_enus

Implementing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a07_it_enus

Querying Cubes and Working with Data Mining in SSAS
Coursemd_mqbm_a08_it_enus

Managing SQL Server 2008 Analysis Services Solutions
Coursemd_mqbm_a09_it_enus

Managing SSIS Packages in SQL Server 2008
Coursemd_mqbm_a10_it_enus

■ Microsoft SQL Server 2008 R2: Implementation and Maintenance

SQL Server 2008 R2: Installation
Coursemd_mcir_a01_it_enus

SQL Server 2008 R2: Instance and Database Configuration
Coursemd_mcir_a02_it_enus

SQL Server 2008 R2: Security Management
Coursemd_mcir_a03_it_enus

SQL Server 2008 R2: Database Management
Coursemd_mcir_a04_it_enus

SQL Server 2008 R2: Data Management
Coursemd_mcir_a05_it_enus

SQL Server 2008 R2: Database Monitoring and Performance
Coursemd_mcir_a06_it_enus

SQL Server 2008 R2: Backups, Restores, and Database Snapshots
Coursemd_mcir_a07_it_enus

SQL Server 2008 R2: High Availability
 Course.....md_mcir_a08_it_enus

■ Microsoft SQL Server 2008 R2: Database Development

SQL Server 2008 R2: Creating and Implementing Database Objects
 Course..... md_msd_r_a01_it_enus

SQL Server 2008 R2: Creating and Altering Partitions
 Course..... md_msd_r_a02_it_enus

SQL Server 2008 R2: Running Queries and Manipulating Data
 Course..... md_msd_r_a03_it_enus

SQL Server 2008 R2: Performing Advanced Query Techniques
 Course..... md_msd_r_a04_it_enus

SQL Server 2008 R2: Implementing Programming Objects
 Course..... md_msd_r_a05_it_enus

SQL Server 2008 R2: Querying and Managing XML Data
 Course..... md_msd_r_a06_it_enus

SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes
 Course..... md_msd_r_a07_it_enus

SQL Server 2008 R2: Gathering Performance Data
 Course..... md_msd_r_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

SQL

■ Introduction to SQL

Introduction to SQL
 Course..... df_sqli_a01_it_enus

Introduction to SQL: Managing Table Design
 Course..... df_sqli_a02_it_enus

Introduction to SQL: Multiple Tables and Advanced Queries
 Course..... df_sqli_a03_it_enus

Introduction to SQL: Views, Transactions, and SQL Security Architecture
 Course..... df_sqli_a04_it_enus

ENTERPRISE DATABASE SYSTEMS

MYSQL

■ MySQL Essentials

MySQL: Database Concepts, Design, and Installation
 Course..... df_mysq_a01_it_enus

MySQL: Using the Data Manipulation and Definition Statements
 Course df_mysq_a03_it_enus

MySQL: Querying Data Using the SELECT Statement
 Course df_mysq_a02_it_enus

MySQL: Storage Engines, Advanced Indexing, and Maintenance
 Course df_mysq_a06_it_enus

MySQL: General Syntax, Advanced Queries, and Stored Programs
 Course df_mysq_a04_it_enus

MySQL: Advanced Routines, Optimization, and DCL
 Course df_mysq_a05_it_enus

MySQL: Administration, Transactions, Optimization, Scaling, Backup, and Recovery
 Course df_mysq_a07_it_enus

MySQL: Performance Monitoring, Database Health and Integrity, and Security
 Course df_mysq_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

BIG DATA

■ Big Data Fundamentals

The Big Data Technology Wave
 Coursedf_bgdt_a01_it_enus

Big Data Opportunities and Challenges
 Coursedf_bgdt_a02_it_enus

■ Apache Spark Fundamentals

Programming and Deploying Apache Spark Applications
 Course df_apsf_a01_it_enus

■ Apache Hadoop and MapReduce Essentials

MapReduce Essentials
 Coursedf_ahmr_a02_it_enus

Apache Hadoop
 Coursedf_ahmr_a01_it_enus

■ Hadoop Ecosystem

Ecosystem for Hadoop
 Coursedf_ahec_a01_it_enus

Installation of Hadoop
 Coursedf_ahec_a02_it_enus

Data Repository with HDFS and HBase
 Coursedf_ahec_a03_it_enus

Data Repository with Flume
 Coursedf_ahec_a04_it_enus

IT SKILLS COURSEWARE

Data Repository with Sqoop	
Course.....	df_ahec_a05_it_enus
Data Refinery with YARN and MapReduce	
Course.....	df_ahec_a06_it_enus
Data Factory with Hive	
Course.....	df_ahec_a07_it_enus
Data Factory with Pig	
Course.....	df_ahec_a08_it_enus
Data Factory with Oozie and Hue	
Course.....	df_ahec_a09_it_enus
Data Flow for the Hadoop Ecosystem	
Course.....	df_ahec_a10_it_enus

■ Hadoop Operations

Designing Hadoop Clusters	
Course.....	df_ahop_a01_it_enus
Hadoop in the Cloud	
Course.....	df_ahop_a02_it_enus
Deploying Hadoop Clusters	
Course.....	df_ahop_a03_it_enus
Hadoop Cluster Availability	
Course.....	df_ahop_a04_it_enus
Securing Hadoop Clusters	
Course.....	df_ahop_a05_it_enus
Operating Hadoop Clusters	
Course.....	df_ahop_a06_it_enus
Stabilizing Hadoop Clusters	
Course.....	df_ahop_a07_it_enus
Capacity Management for Hadoop Clusters	
Course.....	df_ahop_a08_it_enus
Cloudera Manager and Hadoop Clusters	
Course.....	df_ahop_a10_it_enus
Performance Tuning of Hadoop Clusters	
Course.....	df_ahop_a09_it_enus

■ Big Data – The Corporate Leadership Perspective

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

■ Big Data – The Engineering Perspective

Big Data Engineering Perspectives	
Course.....	df_bgep_a01_it_enus

■ Big Data – The Legal Perspective

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

■ Big Data - The Marketing Perspective

Big Data Marketing Perspective	
Course	df_bgmp_a01_it_enus

■ Big Data – The Strategic Planning Perspective

Big Data Strategic Planning	
Course	df_bgpp_a01_it_enus

■ Big Data – The Sales Perspective

Big Data Sales Perspective	
Course	df_bgsp_a01_it_enus

■ Apache Spark Advanced Topics

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

■ Apache Kafka

Apache Kafka Operations	
Course	df_apka_a01_it_enus
Apache Kafka Development	
Course	df_apka_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

BUSINESS INTELLIGENCE

■ Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Microsoft SQL Server Data Warehousing and Business Intelligence Overview	
Course	md_dwbi_a01_it_enus

■ Business Intelligence with QlikView

Business Intelligence with QlikView	
Course	df_biwq_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

DATA SCIENCE

■ Data Science Fundamentals in R

Fundamental Methods for Data Science in R	
Course	df_dsfd_a01_it_enus

IT SKILLS COURSEWARE

Machine Learning Examples for Data Science in R
Course.....df_dsfd_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

NO SQL

■ MongoDB

MongoDB: Indexing, Replication, and Security
Course..... df_mgdb_a02_it_enus

MongoDB: Concepts, Installation, and Querying
Course..... df_mgdb_a01_it_enus

■ NoSQL

In Depth with NoSQL
Course..... df_nsql_a04_it_enus

Programming with NoSQL
Course.....df_nsql_a03_it_enus

NoSQL Concepts and Background
Course.....df_nsql_a01_it_enus

NoSQL Models and Applications
Course.....df_nsql_a02_it_enus

■ RavenDB Fundamentals

RavenDB Overview
Course..... df_rvdb_a01_it_enus

RavenDB Integration
Course..... df_rvdb_a02_it_enus

■ Apache Cassandra

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

■ Apache HBase Fundamentals

Apache HBase Fundamentals: Installation, Architecture,
and Data Modeling
Course.....df_hbas_a01_it_enus

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

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

ENTERPRISE DATABASE SYSTEMS

DATA VISUALIZATION

■ Data Visualization with Tableau

Tableau Charts, Maps, and Dashboards
Coursedf_tabf_a02_it_enus

Tableau Visualization
Coursedf_tabf_a01_it_enus

■ Data Visualization Essentials

Data Visualization: Essentials
Coursedf_fodv_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

DATABASE FUNDAMENTALS

■ Database Fundamentals

SQL Server Database Fundamentals: Design Principles
and Data Manipulation
Coursedf_dbfu_a01_it_enus

SQL Server Database Fundamentals: Creating,
Optimizing, and Securing Databases
Coursedf_dbfu_a02_it_enus

ENTERPRISE DATABASE SYSTEMS

OPERATIONAL INTELLIGENCE

■ Operational Intelligence Fundamentals with Splunk

Using Your Data with Splunk
Course df_oifs_a02_it_enus

Splunk Administration
Course df_oifs_a03_it_enus

Splunk Visualizations and Dashboards
Course df_oifs_a04_it_enus

Indexers, Clusters, and Advanced Search
Course df_oifs_a05_it_enus

Splunk Fundamentals
Course df_oifs_a01_it_enus

ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

■ Mentoring Assets

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

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

IT SKILLS COURSEWARE

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

ENTERPRISE DATABASE SYSTEMS

TEST PREPS

■ Test Preps

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

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

TestPrep 70-432 TS: Microsoft SQL Server 2008,
Implementation and Maintenance
Testprep Exams md_mcm_a01_tp_enus

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

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

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

TestPrep 70-461 Querying Microsoft SQL Server 2012
Testprep Exams md_mssql_a01_tp_enus

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

TestPrep 70-464 Developing Microsoft SQL Server
Databases
Testprep Exams md_dsqd_a01_tp_enus

TestPrep 1Z0-060 Upgrade to Oracle Database 12c
Testprep Exams od_nfad_a01_tp_enus

TestPrep 70-413 Designing and Implementing a Server
Infrastructure
Testprep Exams ws_imin_a01_tp_enus

TestPrep 1Z0-062 Oracle Database 12c: Installation and
Administration
Testprep Exams od_inup_a01_tp_enus

TestPrep 1Z0-047 Oracle Database SQL Expert
Testprep Exams od_odse_a01_tp_enus

TestPrep 1Z0-061 Oracle Database 12c: SQL
Fundamentals
Testprep Exams od_insq_a01_tp_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

■ Overview of SAP for Project Teams

Overview of SAP Solutions
Course sa_ospt_a01_it_enus

Financial Accounting with SAP
Course sa_ospt_a02_it_enus

SAP Logistics Modules
Course sa_ospt_a03_it_enus

SAP ERP Architecture
Course sa_ospt_a04_it_enus

SAP Administration
Course sa_ospt_a05_it_enus

SAP Project Planning and Implementation
Course sa_ospt_a06_it_enus

SAP NetWeaver Platform
Course sa_ospt_a07_it_enus

■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)
Course sa_bseu_a01_dt_enus

SAP Customer Relationship Management (CRM)
Course sa_bseu_a02_dt_enus

SAP Product Lifecycle Management
Course sa_bseu_a03_dt_enus

SAP Supply Chain Management
Course sa_bseu_a04_dt_enus

SAP Supplier Relationship Management
Course sa_bseu_a05_dt_enus

■ SAP Business One for End Users

SAP Business One - Introduction for End Users
Course sa_boeu_a01_dt_enus

■ SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview
Course sa_bobi_a01_dt_enus

SAP BusinessObjects: Crystal Reports
Course sa_bobi_a02_dt_enus

SAP BusinessObjects: Web Intelligence
Course sa_bobi_a03_dt_enus

SAP BusinessObjects: Dashboards and Analytics
Course sa_bobi_a04_dt_enus

SAP BusinessObjects: InfoView
Course sa_bobi_a05_dt_enus

SAP BusinessObjects: Business Intelligence
Course sa_bobi_a06_dt_enus

ENTERPRISE RESOURCE PLANNING SYSTEMS

MICROSOFT DYNAMICS

■ Microsoft Dynamics CRM 2013: Applications

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

■ Microsoft Dynamics CRM 2013: Customization and Configuration

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

■ Business Intelligence with Microsoft Dynamics CRM 2013

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

ENTERPRISE RESOURCE PLANNING SYSTEMS

TOGAF

■ TOGAF 9.1

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

ENTERPRISE RESOURCE PLANNING SYSTEMS

SALESFORCE

■ Creating Employee Apps with Force.com

Creating Apps
 Course..... er_ceaf_a01_it_enus
 Reporting and User Management
 Course..... er_ceaf_a02_it_enus

■ Developing Applications in Force.com

Intermediate Programming in Force.com
 Courseer_bfuv_a02_it_enus
 Basic Programming in Force.com
 Courseer_bfuv_a01_it_enus

WEB DESIGN SOLUTION AREA

ADOBE

■ Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers
 Courseat_airr_a01_it_enus

■ Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals
 Course at_idct_a01_it_enus

■ Adobe Reader X

Adobe Reader X
 Course at_adre_a01_dt_enus

■ Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals
 Course at_cfus_a01_it_enus

■ Using Adobe Typekit

Getting Started with Typekit
 Course at_usty_a01_it_enus
 Using Typekit Fonts on Web Sites
 Course at_usty_a02_it_enus

■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface
 Courseat_adea_a01_it_enus

■ Adobe Captivate 8 Fundamentals

Adobe Captivate 8: Media and Interactivity
 Courseat_adca_a02_dt_enus
 Adobe Captivate 8: Getting Started
 Courseat_adca_a01_dt_enus

■ Adobe Dreamweaver CC 2015

Adobe Dreamweaver CC 2015 Fundamentals
 Courseat_adcc_a01_dt_enus

IT SKILLS COURSEWARE

Basic Coding with Adobe Dreamweaver CC 2015
Course.....at_adcc_a02_dt_enus

The Adobe Dreamweaver CC 2015 Interface
Course.....at_adcc_a03_dt_enus

Adobe Dreamweaver CC 2015 Browsers and HTML
Course.....at_adcc_a04_dt_enus

Adobe Dreamweaver CC 2015 Web Design
Course.....at_adcc_a05_dt_enus

■ Adobe Flash Professional CC 2015

Adobe Flash Professional CC 2015 Fundamentals
Course..... at_afpc_a01_dt_enus

Drawing with Adobe Flash Professional CC 2015
Course..... at_afpc_a02_dt_enus

Adobe Flash Professional CC 2015 Tools
Course..... at_afpc_a03_dt_enus

Adobe Flash Professional CC 2015 Animations
Course..... at_afpc_a04_dt_enus

Adobe Flash Professional CC 2015 Programming
Course..... at_afpc_a05_dt_enus

■ Adobe Illustrator CC 2015

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

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

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

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

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

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

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

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

■ Adobe InDesign CC 2015

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

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

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

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

Working with Text in Adobe InDesign CC 2015
Courseat_aind_a05_dt_enus

Working with Pages in Adobe InDesign CC 2015
Courseat_aind_a06_dt_enus

■ Adobe Premiere Elements 13

Adobe Premiere Elements 13 Essentials
Course at_prth_a01_dt_enus

■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals
Courseat_prpc_a01_dt_enus

Adobe Premiere Pro CC 2015 Panels and Effects
Courseat_prpc_a02_dt_enus

Adobe Premiere Pro CC 2015 Movies and Application
Extensibility
Courseat_prpc_a03_dt_enus

WEB DESIGN SOLUTION AREA

SCRIPTING AND WEB LANGUAGES

■ JavaScript - JsRender

JsRender Fundamentals
Course sl_jsrd_a01_it_enus

Advanced JsRender Features
Course sl_jsrd_a02_it_enus

■ JavaScript Single Page Apps

JavaScript SPA: Getting Started with SPA in Visual Studio
2013
Coursesl_jssp_a01_it_enus

JavaScript SPA: SPA Views and Routes
Coursesl_jssp_a02_it_enus

JavaScript SPA: Durandal Modules and Lifecycle events
Coursesl_jssp_a03_it_enus

JavaScript SPA: Adding Views and Handling View
Navigation in Durandal
Coursesl_jssp_a04_it_enus

JavaScript SPA: Connecting to and Managing Data
Coursesl_jssp_a05_it_enus

JavaScript SPA: Working with Rich Application Data
Coursesl_jssp_a06_it_enus

JavaScript SPA: Managing Application Data
Coursesl_jssp_a07_it_enus

JavaScript SPA: Working With Validation
Coursesl_jssp_a08_it_enus

■ Building Apps with jQuery Mobile

jQuery Mobile – Forms, Lists, Sets and Tables Course.....	sl_jqry_a02_it_enus
Optimizing jQuery Mobile Apps Course.....	sl_jqry_a03_it_enus
Integrating jQuery Mobile with PhoneGap Course.....	sl_jqry_a04_it_enus
jQuery Mobile – App Basics, UI Controls and Navigation Course.....	sl_jqry_a01_it_enus

■ Developing with Kendo UI

Kendo UI: Installation and Overview Course.....	sl_kndo_a01_it_enus
Kendo UI: HTML Helpers for ASP.NET MVC Course.....	sl_kndo_a02_it_enus
Kendo UI: Mobile API Course.....	sl_kndo_a03_it_enus

■ JavaScript - Ember.js

JavaScript - Ember.js Fundamentals Course.....	sl_jsem_a01_it_enus
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■ JavaScript - Knockout

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

■ CSS3, Sass and Less

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

■ JavaScript Essentials

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

■ Angular JS

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

■ Introduction to Bootstrap

Bootstrap Elements Course	sl_btsp_a02_it_enus
Bootstrap Introduction Course	sl_btsp_a01_it_enus

■ jQuery

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

JavaScript Sencha

JavaScript Sencha: Ext JS
 Course..... sl_sncn_a01_it_enus
 JavaScript Sencha: Sencha Touch
 Course..... sl_sncn_a02_it_enus

TypeScript Essentials

TypeScript Essentials: Advanced TypeScript
 Course..... sl_tpnc_a02_it_enus
 TypeScript Essentials: Getting Started
 Course..... sl_tpnc_a01_it_enus

Underscore.js

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

Javascript: Backbone.js

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

Building Web Applications with Node.js

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

Application Development with Node.js and the .NET Framework

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

Advanced AngularJS

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

AngularJS and ASP.NET 5 MVC 6

AngularJS and ASP.NET 5 MVC 6: Data Persistence,
 Validation, and Security
 Course wd_amwa_a02_it_enus
 AngularJS and ASP.NET 5 MVC 6: Creating an SPA
 Course wd_amwa_a01_it_enus

AngularJS Fundamentals

Controllers and Directives
 Course wd_ango_a03_it_enus
 Services and Routing
 Course wd_ango_a04_it_enus
 Testing AngularJS
 Course wd_ango_a05_it_enus
 Animation and Internationalization
 Course wd_ango_a06_it_enus
 Beginning AngularJS
 Course wd_ango_a01_it_enus
 Introduction to Directives
 Course wd_ango_a02_it_enus

Building Apps with MEAN Stack

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

Automating Web Development Tasks with Gulp.js

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

WEB DESIGN SOLUTION AREA

WEB DEVELOPMENT

HTML5

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

JSON Fundamentals

JSON Essentials	
Course.....	wd_jsof_a01_it_enus

XML Essentials

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

WEB DESIGN SOLUTION AREA

WEB SERVICES

Apache Web Services

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

REST API

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

WEB DESIGN SOLUTION AREA

WEB DESIGN

Responsive Web Design

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

Web Design Essentials

Web Design Basics	
Course	wd_wdes_a01_it_enus
Web Design Enhancements	
Course	wd_wdes_a02_it_enus

WEB DESIGN SOLUTION AREA

WEB APPLICATION FRAMEWORKS

Creating Web Applications with Sinatra

Sinatra Fundamentals	
Course	wd_cwas_a01_it_enus
Working with Sinatra	
Course	wd_cwas_a02_it_enus

Building Dynamic Web Sites with LAMP Stack

Creating a LAMP Stack	
Course	wd_lamp_a01_it_enus
Building Dynamic Web Sites with MySQL and PHP	
Course	wd_lamp_a02_it_enus

WEB DESIGN SOLUTION AREA

CONTENT MANAGEMENT SYSTEMS

Drupal 8

Drupal 8 First Look	
Course	wd_drup_a01_it_enus

IT SKILLS COURSEWARE

■ WordPress

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

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

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

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

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

ITIL® 2011 Edition OSA: Introduction to Incident Management Course.....	ib_iosb_a03_it_enus
ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis Course.....	ib_iosb_a01_it_enus

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

■ ITIL® 2011 Edition Overview

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

■ Technical Management Essentials

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

IT SKILLS COURSEWARE

■ Customer Service Representative, Professionalism

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

■ Customer Service Representative, Skills

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

■ Customer Service Representative, Process

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

■ Writing Skills for Technical Professionals

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

■ IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy
Alignment
Course.....stgy_06_a01_bs_enus
IT Strategy Essentials: Creating an IT Strategy Plan
Course.....stgy_06_a02_bs_enus
IT Strategy Essentials: Implementing an IT Strategy
Course.....stgy_06_a03_bs_enus
Final Exam: IT Strategy Essentials
Final Examsstgy_06_a01_fe_enus

■ IT Security for End Users

IT Security for End Users: IT Security Fundamentals
Courseds_sfeu_a01_dt_enus
IT Security for End Users: Using Corporate Devices
Securely
Courseds_sfeu_a02_dt_enus
IT Security for End Users: Secure Corporate
Communications and Networking
Courseds_sfeu_a03_dt_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

TEST PREPS

■ Test Preps

TestPrep ITIL Foundation
Testprep Examsib_itlv_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

MENTORING

■ Mentoring

Mentoring ITIL Foundation
Mentoring Assetsmntitv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

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

The Role of Ethics in Project Management
Courseproj_15_a01_bs_enus
Core PMI® Values and Ethical Standards
Courseproj_15_a02_bs_enus

■ PRINCE2®: 2009 Foundation

PRINCE2® is a Registered Trade Mark of AXELOS
Limited
Overview of Project Management (PRINCE2®: 2009-
aligned)
Courseib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2: 2009-
aligned)
Courseib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2: 2009-
aligned)
Courseib_prin_a03_it_enus

IT SKILLS COURSEWARE

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)
Courseproj_29_a01_bs_enus

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

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Courseproj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition)
Courseproj_19_a02_bs_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)
Courseproj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Courseproj_20_a01_bs_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Courseproj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Courseproj_20_a03_bs_enus

Capturing, Analyzing, and Managing Lessons Learned
Courseproj_20_a04_bs_enus

Strategic Alignment and Benefits Realization
Courseproj_20_a05_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Courseproj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
Courseproj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Courseproj_21_a03_bs_enus

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

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

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

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

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

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

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

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

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

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

Quality Management for Continuous Improvement
 Course..... proj_24_a03_bs_enus

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

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

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

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

Risk Management Planning (PMBOK® Guide Fifth Edition)
 Course..... proj_27_a01_bs_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)
 Course..... proj_27_a02_bs_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)
 Course..... proj_27_a03_bs_enus

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)
 Courseproj_28_a01_bs_enus

Managing Procurements (PMBOK® Guide Fifth Edition)
 Courseproj_28_a02_bs_enus

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

Core PMI® Values and Ethical Standards
 Courseproj_15_a02_bs_enus

■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information
 Courseprin_prac_a01_bs_enus

■ Agile Project Management Fundamentals (PMI_ACP Certification aligned)

Core PMI® Values and Ethical Standards
 Courseproj_15_a02_bs_enus

Agile Principles, Methodologies, and Mindset
 Courseib_apmf_a01_it_enus

Agile Planning
 Courseib_apmf_a02_it_enus

Planning and Monitoring Iterations in Agile Projects
 Courseib_apmf_a03_it_enus

Engaging Agile Stakeholders and Leading Agile Teams
 Courseib_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

IT SKILLS COURSEWARE

Controlling Project Cost Business Impact Series.....	_pc_bi_pmbi010
Project Management Essentials Challenge Series.....	_pc_ch_lach041
Plan a Bulletproof Project Course.....	proj_30_a02_bs_enu
Get Your Project off the Ground Course.....	proj_30_a01_bs_enu
Lead Your Project Like a Pro Course.....	proj_30_a03_bs_enu
Complete Your Project On-time and On-budget Course.....	proj_30_a04_bs_enu

■ Program Management (PMI® Second Edition-aligned)

Introduction to Program Management Course.....	proj_16_a01_bs_enu
Program Life Cycle and Benefits Management Course.....	proj_16_a02_bs_enu

■ 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_enu
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed. Testprep Exams.....	pm_capm_a02_tp_enu
TestPrep Project Management Professional PMBOK 5th Ed (Jan 2016 update) Testprep Exams.....	pm_proj_a05_tp_enu
TestPrep PRINCE2®: Practitioner Testprep Exams.....	prin_prac_a01_tp_enu

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Leading Teams

Managing Communications in a Virtual Team Business Impact Series.....	_pc_bi_mgbi001
Building Trust Incrementally Business Impact Series.....	_pc_bi_lsbi004
Inspiring Your Team Business Impact Series.....	_pc_bi_lsbi010
Support Your Leader Business Impact Series.....	_pc_bi_pfb010
Leading Teams: Launching a Successful Team Course.....	team_03_a01_bs_enu
Leading Teams: Establishing Goals, Roles, and Guidelines Course.....	team_03_a02_bs_enu
Leading Teams: Developing the Team and its Culture Course.....	team_03_a03_bs_enu
Leading Teams: Building Trust and Commitment Course.....	team_03_a04_bs_enu
Leading Teams: Fostering Effective Communication and Collaboration Course.....	team_03_a05_bs_enu
Leading Teams: Motivating and Optimizing Performance Course.....	team_03_a06_bs_enu
Leading Teams: Dealing with Conflict Course.....	team_03_a07_bs_enu
Leading Teams: Managing Virtual Teams Course.....	team_03_a08_bs_enu
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_enu
Establishing Team Goals and Responsibilities Course.....	team_02_a02_bs_enu
Elements of a Cohesive Team Course.....	team_02_a03_bs_enu
Effective Team Communication Course.....	team_02_a04_bs_enu
Using Feedback to Improve Team Performance Course.....	team_02_a05_bs_enu

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_cbc_p_a01_it_enus
Activities and Tools Used for Business Analysis Course.....	ib_cbc_p_a02_it_enus
Documentation and Criteria Used for Business Analysis Course.....	ib_cbc_p_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
Introduction to Business Analysis Planning Course.....	ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring Course.....	ib_buap_a03_it_enus
Business Analysis Requirements Elicitation Course.....	ib_buap_a04_it_enus

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

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Reader X

Adobe Reader X
Course.....at_adre_a01_dt_enus

■ Adobe AIR 3

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

■ Adobe InDesign CS5

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

■ Adobe Acrobat Pro X1

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

■ Adobe Captivate 7

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

■ Adobe Dreamweaver CC

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

■ Adobe Flash Professional CC

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

■ Adobe Illustrator CC 2015

Adobe Illustrator CC 2015 Introduction and New Features
Course.....at_aicc_a01_dt_enus
Adobe Illustrator CC 2015 Fundamentals
Course.....at_aicc_a02_dt_enus
Drawing in Adobe Illustrator CC 2015
Course.....at_aicc_a03_dt_enus

DESKTOP SKILLS COURSEWARE

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

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

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

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

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

■ Adobe InDesign CC 2015

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

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

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

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

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

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

■ Adobe Photoshop CC 2015

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

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

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

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

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

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

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

■ Adobe Premiere Elements 13

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

■ Adobe Premiere Pro CC 2015

Adobe Premiere Pro CC 2015 Fundamentals
Courseat_prpc_a01_dt_enus

Adobe Premiere Pro CC 2015 Panels and Effects
Courseat_prpc_a02_dt_enus

Adobe Premiere Pro CC 2015 Movies and Application
Extensibility
Courseat_prpc_a03_dt_enus

■ Adobe Edge Animate CC

Adobe Edge Animate CC: Exploring the Interface
Courseat_adea_a01_it_enus

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

■ Mac OS X Lion for End Users

Getting Started with Mac OS X Lion for End Users
Courseao_ameu_a01_it_enus

Getting Organized with Mac OS X Lion
Courseao_ameu_a02_it_enus

Using Mac OSX Lion to Interact with the World
Courseao_ameu_a03_it_enus

Under the Hood with Mac OS X Lion
Courseao_ameu_a04_it_enus

■ Getting Started with Mac OS X Yosemite

Working with Mac OS X Yosemite
Courseds_maco_a02_dt_enus

Introducing Mac OS X Yosemite
Courseds_maco_a01_dt_enus

■ Mac OS X Yosemite Essentials

Installing Mac OS X Yosemite
Courseds_macp_a01_dt_enus

Managing and Configuring Mac OS X Yosemite
Courseds_macp_a02_dt_enus

Enhancing the User Experience in Mac OS X Yosemite
Applications
Courseds_macp_a03_dt_enus

Collaborating and Communicating Using Mac OS X
Yosemite
Courseds_macp_a04_dt_enus

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

Mac OS X El Capitan First Look
Courseds_mosx_a01_dt_enus

DESKTOP SKILLS COURSEWARE

■ 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

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

■ Apple Safari for End Users

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

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ IT Security for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2016

■ Office 2016 First Look

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

■ Microsoft Office 2016: Beginning PowerPoint

Introduction to the PowerPoint 2016 Interface and Basic
Tasks
Course.....mo_bepw_a01_dt_enus

Modifying and Formatting Slides in PowerPoint 2016
Coursemo_bepw_a02_dt_enus
Formatting Text Boxes and Working with Graphic Content
in PowerPoint 2016
Coursemo_bepw_a03_dt_enus
Working with Graphic, Audio, and Video Content in
PowerPoint 2016
Coursemo_bepw_a04_dt_enus
Constructing and Modifying Tables and Charts in
PowerPoint 2016
Coursemo_bepw_a05_dt_enus

■ Microsoft Office 2016: Beginning Word

Working with the Interface and Performing Basic Tasks in
Word 2016
Coursemo_bewo_a01_dt_enus
Formatting Text in Word 2016
Coursemo_bewo_a02_dt_enus
Customizing Options and Using Document Views in Word
2016
Coursemo_bewo_a03_dt_enus
Creating and Formatting Tables in Word 2016
Coursemo_bewo_a04_dt_enus
Headers, Footers, Page Numbering, and Layout in Word
2016
Coursemo_bewo_a05_dt_enus
Using the Navigation Pane and Creating Lists in Word
2016
Coursemo_bewo_a06_dt_enus

■ Microsoft Office 2016: Intermediate PowerPoint

Using Slide Show Presentation Tools in PowerPoint 2016
Coursemo_inpw_a03_dt_enus
Creating Photo Albums, Sections, Transitions, and
Animations in PowerPoint 2016
Coursemo_inpw_a01_dt_enus
Using Hyperlinks, Actions, and Comments in PowerPoint
2016
Coursemo_inpw_a02_dt_enus
Exporting Presentations and Compressing Media in
PowerPoint 2016
Coursemo_inpw_a06_dt_enus
Customizing Proofing and Default Options in PowerPoint
2016
Coursemo_inpw_a04_dt_enus
Sharing and Protecting Presentations in PowerPoint 2016
Coursemo_inpw_a05_dt_enus

■ Microsoft Office 2016: Intermediate Word

Designing and Formatting Illustrations in Word 2016
Coursemo_inwo_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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

Microsoft Excel 2016 Essentials: Creating, Editing, and
Saving Workbooks
Course..... mo_beel_a01_dt_enus

Microsoft Excel 2016 Essentials: Formatting Data
Course..... mo_beel_a02_dt_enus

Microsoft Excel 2016 Essentials: Data Presentation
Strategies
Course..... mo_beel_a03_dt_enus

Microsoft Excel 2016 Essentials: Formulas and Functions
Course..... mo_beel_a04_dt_enus

Microsoft Excel 2016 Essentials: Charts, Tables, and
Images
Course..... mo_beel_a05_dt_enus

■ Microsoft Office 2016: Intermediate Excel

Microsoft Excel 2016 Intermediate: Customizing Views,
Styles, and Templates
Course.....mo_inel_a01_dt_enus

Microsoft Office 2016 Intermediate Excel: Working with
Data
Course.....mo_inel_a03_dt_enus

Microsoft Office 2016 Intermediate Excel: Creating
Custom Visual Effects
Course.....mo_inel_a02_dt_enus

Microsoft Office 2016 Intermediate Excel: Macros and
Advanced Queries
Course.....mo_inel_a04_dt_enus

Microsoft Office 2016 Intermediate Excel: PivotTables and
Advanced Charts
Course.....mo_inel_a05_dt_enus

Microsoft Office 2016 Intermediate Excel: Share, Review,
and Collaborate
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
Coursemo_beou_a02_dt_enus

Managing Attachments, and Inserting Items and
Signatures in Outlook 2016
Coursemo_beou_a03_dt_enus

Organizing Contacts in Outlook 2016
Coursemo_beou_a04_dt_enus

Using the Calendar to Schedule Appointments, Events,
and Tasks in Outlook 2016
Coursemo_beou_a05_dt_enus

Configuring and Managing Meetings and Notes in Outlook
2016
Coursemo_beou_a06_dt_enus

■ Microsoft Office 2016: Intermediate Outlook

Managing Contacts, Tasks, and the Calendar in Outlook
2016
Coursemo_inou_a05_dt_enus

Formatting E-mail in Outlook 2016
Coursemo_inou_a01_dt_enus

Configuring Message Options in Outlook 2016
Coursemo_inou_a02_dt_enus

Customizing and Managing Outlook 2016
Coursemo_inou_a03_dt_enus

Managing Automation, Storage, and Tidying Up in Outlook
2016
Coursemo_inou_a04_dt_enus

Viewing and Configuring Outlook 2016 Backstage Options
Coursemo_inou_a06_dt_enus

■ Microsoft Office 2016: Beginning Access

Introduction to the Access 2016 Interface, Database
Management, and Tables
Coursemo_beac_a01_dt_enus

Creating Relationships, Queries, Forms and Reports in
Access 2016
Coursemo_beac_a02_dt_enus

■ Microsoft Office 2016: Beginning OneNote

Getting to Know Microsoft OneNote 2016
Coursemo_beon_a01_dt_enus

Working with Microsoft OneNote 2016
Coursemo_beon_a02_dt_enus

■ Microsoft Office 2016: Beginning Project

Getting Started with Project 2016
Course mo_bepr_a01_dt_enus

Working with Tasks, Relationships, Constraints, and
Milestones in Project 2016
Course mo_bepr_a02_dt_enus

DESKTOP SKILLS COURSEWARE

Managing Resources and Views in Project 2016
Course.....mo_bepr_a03_dt_enus
Tracking, Managing, and Sharing Projects in Project 2016
Course.....mo_bepr_a04_dt_enus

■ Microsoft Office 2016: Beginning Visio

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

■ Microsoft Office 2016: SharePoint for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

■ Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013
Course.....mo_bgwo_a01_dt_enus
Editing and Formatting in Word 2013
Course.....mo_bgwo_a02_dt_enus
Using Tables in Word 2013
Course.....mo_bgwo_a05_dt_enus
Structuring a Document in Word 2013
Course.....mo_bgwo_a03_dt_enus
Adding Lists and Objects in Word 2013
Course.....mo_bgwo_a04_dt_enus

■ Microsoft Office 2013: Beginning Access

Creating and Modifying Forms in Access 2013
Coursemo_bgas_a04_dt_enus
Creating and Modifying Reports in Access 2013
Coursemo_bgas_a05_dt_enus
Creating and Populating a Database in Access 2013
Coursemo_bgas_a01_dt_enus
Modifying Tables in Access 2013
Coursemo_bgas_a02_dt_enus
Creating and Modifying Queries in Access 2013
Coursemo_bgas_a03_dt_enus

■ Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013
Coursemo_bgpj_a04_dt_enus
Resource Management in Project 2013
Coursemo_bgpj_a03_dt_enus
Communicate and Finalize Project Information Using
Project 2013
Coursemo_bgpj_a05_dt_enus
Task-based Scheduling in Project 2013
Coursemo_bgpj_a02_dt_enus
Setting up a Project in Project 2013
Coursemo_bgpj_a01_dt_enus

■ Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in
Outlook 2013
Coursemo_adou_a01_dt_enus
Management and Customization in Outlook 2013
Coursemo_adou_a02_dt_enus
Mail Automation, Cleanup, and Storage in Outlook 2013
Coursemo_adou_a03_dt_enus
Collaboration and Customization with the Calendar,
Contacts and Tasks in
Outlook 2013
Coursemo_adou_a04_dt_enus

■ Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to
Excel 2013
Coursemo_puel_a01_dt_enus
Reviewing and Protecting Content in Excel 2013
Coursemo_puel_a02_dt_enus
Advanced Formats and Layouts in Excel 2013
Coursemo_puel_a03_dt_enus
Advanced Formulas and Functions in Excel 2013
Coursemo_puel_a04_dt_enus

DESKTOP SKILLS COURSEWARE

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

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

■ Microsoft Office 2013: SharePoint for Power Users

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

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

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

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

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

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

■ Microsoft Office 2013: Advanced Excel

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

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

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

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

■ Microsoft Office 2013: Advanced PowerPoint

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

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

■ Microsoft Office 2013: Advanced Word

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

Customizing Document Layout in Word 2013
Course..... mo_adwo_a02_dt_enus

Advanced Table Customization in Word 2013
Course..... mo_adwo_a03_dt_enus

Inserting and Formatting Graphics in Word 2013
Course..... mo_adwo_a04_dt_enus

Navigating and Reviewing Documents in Word 2013
Course..... mo_adwo_a05_dt_enus

Reference Tools and Mail Merge in Word 2013
Course..... mo_adwo_a06_dt_enus

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

Sharing and Collaboration in Word 2013
Course..... mo_adwo_a08_dt_enus

■ Microsoft Office 2013: Beginning Excel

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

Saving and Printing Data in Excel 2013
Course..... mo_bgel_a02_dt_enus

Formatting Cells and Worksheets in Excel 2013
Course..... mo_bgel_a03_dt_enus

Formatting Data in Excel 2013
Course..... mo_bgel_a04_dt_enus

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

Performing Calculations Using Functions in Excel 2013
Course..... mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course..... mo_bgel_a07_dt_enus

■ Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course..... mo_bgou_a01_dt_enus

Managing E-mail in Outlook 2013
Course..... mo_bgou_a02_dt_enus

Working with Contacts in Outlook 2013
Course..... mo_bgou_a03_dt_enus

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

Working with Meetings in Outlook 2013
Course..... mo_bgou_a05_dt_enus

■ Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course..... mo_bgpw_a01_dt_enus

Enhancing PowerPoint 2013 Presentations
Course..... mo_bgpw_a02_dt_enus

Animations and Media in PowerPoint 2013
Course..... mo_bgpw_a03_dt_enus

Finalizing a PowerPoint 2013 Presentation
Course..... mo_bgpw_a04_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2013: SharePoint for End Users

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

■ Microsoft OneNote 2013

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

■ Microsoft Lync 2013

Microsoft Lync 2013	
Course.....	mo_lynd_a01_dt_enus

■ Skype for Business

Skype for Business: New Features, Profile, and Contacts	
Course.....	ds_skfb_a01_dt_enus
Skype for Business: Calls, IMs, and Meeting features	
Course.....	ds_skfb_a02_dt_enus
Skype for Business: Sharing, Collaboration, and Video Calls	
Course.....	ds_skfb_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

■ Microsoft Office 2010: New Features

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

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

The New Office 2010 Interface, Word 2010, and Excel 2010	
Course	mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in Office 2010	
Course	mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher, and Access in Office 2010	
Course	mo_nfum_a03_dt_enus

■ Microsoft Office 2010: Beginning Word

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

■ Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users	
Course	mo_nspe_a01_dt_enus

■ Microsoft SharePoint 2010 for End Users

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

■ Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power Users	
Course	mo_nspp_a01_dt_enus

■ Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries
Course..... mo_ospp_a01_dt_enus

Managing SharePoint 2010 Pages and Components
Course..... mo_ospp_a02_dt_enus

SharePoint 2010 Security and Business Intelligence
Course..... mo_ospp_a03_dt_enus

■ Microsoft Office 2010: Beginning Excel

Getting Started with Excel 2010
Course.....mo_bexl_a01_dt_enus

Applying Basic Data Formatting in Excel 2010
Course.....mo_bexl_a02_dt_enus

Moving and Getting Around in Excel 2010
Course.....mo_bexl_a03_dt_enus

Moving Data and Modifying Worksheets in Excel 2010
Course.....mo_bexl_a04_dt_enus

Saving, Sending, and Printing Excel 2010 Workbooks
Course.....mo_bexl_a05_dt_enus

Using Conditional Formatting, Tables, and Sparklines in
Excel 2010
Course.....mo_bexl_a06_dt_enus

Reviewing and Protecting Content in Excel 2010
Course.....mo_bexl_a07_dt_enus

Using Basic Formulas in Excel 2010
Course.....mo_bexl_a08_dt_enus

Using Basic Functions with Excel 2010
Course.....mo_bexl_a09_dt_enus

Inserting Basic Charts in Excel 2010
Course.....mo_bexl_a10_dt_enus

Adding Visuals, Themes, and Styles to Excel 2010
Workbooks
Course.....mo_bexl_a11_dt_enus

■ Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010
Course..... mo_bout_a01_dt_enus

Managing Conversations and Organizing E-mail in
Outlook 2010
Course..... mo_bout_a02_dt_enus

Managing Attachments, Graphics, Signatures, and
Autoreplies in Outlook 2010
Course..... mo_bout_a03_dt_enus

Using the Calendar for Appointments, Events, and
Meetings in Outlook 2010
Course..... mo_bout_a04_dt_enus

Managing Meetings and Customizing the Calendar in
Outlook 2010
Course..... mo_bout_a05_dt_enus

Outlook 2010 Social Connector and Messaging
Course..... mo_bout_a06_dt_enus

Working with Contacts in Outlook 2010
Coursemo_bout_a07_dt_enus

Using the Tasks, Notes, and Journal Features in Outlook
2010
Coursemo_bout_a08_dt_enus

■ Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick
Parts in Word 2010
Coursemo_awrd_a01_dt_enus

Adding Tables of Contents, Footnotes, Hyperlinks, and
Bookmarks in Word 2010
Coursemo_awrd_a02_dt_enus

Forms, Fields, and Mail Merge in Word 2010
Coursemo_awrd_a03_dt_enus

Managing, Inspecting, and Recovering Word 2010
Documents
Coursemo_awrd_a04_dt_enus

Creating and Formatting Tables in Word 2010
Coursemo_awrd_a05_dt_enus

Manipulating Tables in Word 2010
Coursemo_awrd_a06_dt_enus

Embedding Charts and Tables into Word 2010
Coursemo_awrd_a07_dt_enus

■ Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010
Course mo_aexl_a01_dt_enus

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

Organizing Data and Objects in Excel 2010
Course mo_aexl_a03_dt_enus

Verifying Excel 2010 Data and Formulas
Course mo_aexl_a04_dt_enus

Automating Excel 2010 Tasks Using Macros
Course mo_aexl_a05_dt_enus

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

PivotTables and PivotCharts in Excel 2010
Course mo_aexl_a07_dt_enus

PivotTable Filters, Calculations, and PowerPivot
Course mo_aexl_a08_dt_enus

■ Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in
Outlook 2010
Coursemo_aout_a01_dt_enus

Customizing Outlook 2010 and Managing Accounts
Coursemo_aout_a02_dt_enus

DESKTOP SKILLS COURSEWARE

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

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

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

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

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

■ Microsoft Office 2010: Beginning PowerPoint

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

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

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

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

■ Microsoft Office 2010: Advanced PowerPoint

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

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

■ Microsoft Office 2010: Beginning Access

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

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

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

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

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

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

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

■ Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010
Course mo_bprj_a01_dt_enus

Introduction to Project 2010
Course mo_bprj_a02_dt_enus

Initializing a Project with Project 2010
Course mo_bprj_a03_dt_enus

Defining Project Properties in Project 2010
Course mo_bprj_a04_dt_enus

Building a Schedule with Project 2010
Course mo_bprj_a05_dt_enus

Creating Resources in Project 2010
Course mo_bprj_a06_dt_enus

Managing Resource Assignments with Project 2010
Course mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course mo_bprj_a09_dt_enus

■ Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010
Course mo_aacc_a01_dt_enus

PivotTables and PivotCharts in Access 2010
Course mo_aacc_a02_dt_enus

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

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

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

Using Access 2010 with SharePoint and Access Services
Course mo_aacc_a06_dt_enus

Access 2010 Macros and VBA
Course mo_aacc_a07_dt_enus

Optimizing, Securing, and Sharing Access 2010 Databases
Course mo_aacc_a08_dt_enus

■ Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network
Course mo_pexl_a01_dt_enus

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

Using Lookup, Reference, Math, and Text Functions in Excel 2010
Course mo_pexl_a03_dt_enus

Manipulating Formulas and Using Forms in Excel 2010
Course mo_pexl_a04_dt_enus

DESKTOP SKILLS COURSEWARE

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

■ Microsoft Office 2010: Advanced Project

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

■ Microsoft Office 2010: Beginning Visio

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

■ Microsoft OneNote 2010 for End Users

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

■ Microsoft Office 2010: Lync for End Users

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE FOR MAC 2011

■ Microsoft Office: Beginning Word for Mac 2011

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

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

■ Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started
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

DESKTOP SKILLS COURSEWARE

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

■ Microsoft Office: Beginning PowerPoint for Mac 2011

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

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

■ Microsoft Office 2007: Beginning Word

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

■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
Course..... mo_bgol_a01_dt_enus
Formatting and Managing E-mail in Outlook 2007
Course..... mo_bgol_a02_dt_enus
Using the Calendar in Outlook 2007
Course..... mo_bgol_a03_dt_enus
Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
Course..... mo_bgol_a04_dt_enus
Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
Course..... mo_bgol_a05_dt_enus

■ Microsoft Office 2007: Advanced Word

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

■ Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
Coursemo_adol_a01_dt_enus
Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
Coursemo_adol_a02_dt_enus
Working with SharePoint, Calendars, and Forms in Outlook 2007
Coursemo_adol_a03_dt_enus

■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007
Coursemo_bgex_a01_dt_enus
Manipulating and Formatting Data and Worksheets in Excel 2007
Course mo_bgex_a02_dt_enus
Reviewing and Printing in Excel 2007
Coursemo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions
Coursemo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes, and Styles
Coursemo_bgex_a06_dt_enus

■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007
Coursemo_adex_a01_dt_enus
Advanced Data Management in Excel 2007
Coursemo_adex_a02_dt_enus
Advanced Customization in Excel 2007
Coursemo_adex_a03_dt_enus

■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007
Course mo_wdpu_a01_dt_enus
Advanced Document Features in Word 2007
Course mo_wdpu_a02_dt_enus
Collaborative Features in Word 2007
Course mo_wdpu_a03_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
Course..... mo_bgpp_a01_dt_enus

Adding Graphics to Presentations in PowerPoint 2007
Course..... mo_bgpp_a02_dt_enus

Adding Multimedia and Animations to Presentations in PowerPoint 2007
Course..... mo_bgpp_a03_dt_enus

■ Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
Course..... mo_expu_a01_dt_enus

Protecting and Sharing Excel 2007 Workbooks
Course..... mo_expu_a02_dt_enus

Exchanging Data with Excel 2007
Course..... mo_expu_a03_dt_enus

■ Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
Course..... mo_adpp_a01_dt_enus

Distributing Presentations in PowerPoint 2007
Course..... mo_adpp_a02_dt_enus

■ Microsoft Office 2007: Beginning Access

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

Basic Access 2007 Tables
Course..... mo_bgac_a02_dt_enus

Basic Access 2007 Forms
Course..... mo_bgac_a03_dt_enus

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

■ Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007
Course..... mo_bgpr_a01_dt_enus

Specifying and Assigning Resources in Project 2007
Course..... mo_bgpr_a02_dt_enus

Tracking and Reporting Progress with Project 2007
Course..... mo_bgpr_a03_dt_enus

■ Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007
Course..... mo_adpr_a01_dt_enus

Project Data Management and Performance with MS Project 2007
Course..... mo_adpr_a02_dt_enus

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

Microsoft Office 2007: Collaborating with Groove and Communicator
Course mo_ncmg_a01_dt_enus

Microsoft Office 2007: Sharing Information with OneNote 2007
Course mo_ncmg_a02_dt_enus

■ Microsoft Office 2007: Advanced Access

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

Advanced Data Management in Access 2007
Course mo_adax_a02_dt_enus

■ Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007
Course mo_pblr_a01_dt_enus

Extending Publisher 2007 Beyond Publications
Course mo_pblr_a02_dt_enus

■ Microsoft Office 2007: Outlook for the Power User

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

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

Business Contact Manager with Outlook 2007
Course mo_olpu_a03_dt_enus

■ Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
Course mo_acpu_a01_dt_enus

Database Administration in Access 2007
Course mo_acpu_a02_dt_enus

■ Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
Course mo_bgvs_a01_dt_enus

Enhancing and Customizing Diagrams in Visio 2007
Course mo_bgvs_a02_dt_enus

Collaborating and Using Visio 2007 With Other Programs
Course mo_bgvs_a03_dt_enus

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007
Course.....mo_otwa_a01_dt_enus
Outlook Web Access 2007 Advanced Features
Course.....mo_otwa_a02_dt_enus

■ Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting
Course..... mo_lmeu_a01_dt_enus
Hosting a Microsoft Office 2007 Live Meeting
Course..... mo_lmeu_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 365

■ Microsoft Office Online and Office 365

Introducing Microsoft Office Online for Personal Use
Course..... mo_oone_a01_dt_enus
Introducing Microsoft Office 365 Applications
Course..... mo_oone_a03_dt_enus

■ Microsoft Office 365

Microsoft Office 365: Applications
Course..... mo_oonf_a01_dt_enus
Microsoft Office 365: Document Management
Course..... mo_oonf_a02_dt_enus

■ Microsoft Office 365 for Advanced Business Users

Microsoft Office 365 for Advanced Business Users: Portal Enhancements
Course..... mo_oong_a01_dt_enus
Microsoft Office 365 for Advanced Business Users: Clutter and Compliance
Course..... mo_oong_a02_dt_enus
Microsoft Office 365 for Advanced Business Users: IT Management Controls
Course..... mo_oong_a03_dt_enus
Microsoft Office 365 for Advanced Business Users: New Presentation Features
Course..... mo_oong_a04_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 10

■ Microsoft Windows 10 End User

Microsoft Windows 10 End User: Signing In and First View
Course mw_wdeu_a01_dt_enus
Microsoft Windows 10 End User: Hardware, Software, and Security Settings
Course mw_wdeu_a02_dt_enus
Microsoft Windows 10 End User: Customizing Windows 10
Course mw_wdeu_a03_dt_enus
Microsoft Windows 10 End User: New Features
Course mw_wdeu_a04_dt_enus
Microsoft Windows 10 End User: Browsing with Edge
Course mw_wdeu_a05_dt_enus
Microsoft Windows 10 End User: Cortana
Course mw_wdeu_a06_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 8

■ Microsoft Windows 8: End User

Windows 8: New Features and Common Tasks
Coursemw_eteu_a01_dt_enus
Files and Connectivity in Windows 8
Coursemw_eteu_a02_dt_enus
Personalizing Windows 8
Coursemw_eteu_a03_dt_enus
Working with Apps in Windows 8
Coursemw_eteu_a04_dt_enus
Internet Explorer 10, File Sharing, and Recovery in Windows 8
Coursemw_eteu_a05_dt_enus
Managing Hardware and Advanced Options in Windows 8
Coursemw_eteu_a06_dt_enus

■ Microsoft Windows 8.1: End User

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

DESKTOP SKILLS COURSEWARE

■ Microsoft Windows 8.1 Update 1: End User

Windows 8.1 Update 1: Navigating the UI
Course..... mw_etew_a01_dt_enus
Windows 8.1 Update 1: Working with Files and Apps
Course..... mw_etew_a02_dt_enus
Windows 8.1 Update 1: Windows Management and
Customization Features
Course..... mw_etew_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 7

■ Microsoft Windows 7: First Look for End Users

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

■ Microsoft Windows 7: End User

Getting Started with Windows 7
Course..... mw_mweu_a01_dt_enus
Setting up and Securing Windows 7
Course..... mw_mweu_a02_dt_enus
Customizing Windows 7
Course..... mw_mweu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 11

■ Using Internet Explorer 11

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

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 9

■ Microsoft Internet Explorer 9: End User

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

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 8

■ Microsoft Internet Explorer 8: End User

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

DESKTOP COMPUTER SKILLS

GOOGLE

■ Google Apps Fundamentals

Google Apps: Gmail and Calendar
Course ds_goap_a02_dt_enus
Google Apps: Google Drive
Course ds_goap_a01_dt_enus
Google Apps: Docs and Sheets
Course ds_goap_a03_dt_enus
Google Apps: Slides, Sites, and Google+
Course ds_goap_a04_dt_enus

■ Google Analytics

Google Analytics Fundamentals and Data Collection
Course ds_goan_a01_dt_enus
Google Analytics Reports
Course ds_goan_a02_dt_enus
Google Conversions and Tags
Course ds_goan_a03_dt_enus
Analytics APIs and Tools
Course ds_goan_a04_dt_enus

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

DESKTOP SKILLS COURSEWARE

■ 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

DESKTOP COMPUTER SKILLS

MOBILE DEVICES

■ Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad
Course.....ds_ipae_a01_dt_enus

■ Getting Started with iOS 8 for iPhone

Introducing iOS 8 for iPhone
Course.....ds_iphn_a01_dt_enus

DESKTOP COMPUTER SKILLS

SAP

■ Overview of SAP for Project Teams

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

■ SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)
Course.....sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM)
Course.....sa_bseu_a02_dt_enus

SAP Product Lifecycle Management
Course.....sa_bseu_a03_dt_enus
SAP Supply Chain Management
Course.....sa_bseu_a04_dt_enus
SAP Supplier Relationship Management
Course.....sa_bseu_a05_dt_enus

■ SAP Business One for End Users

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

■ SAP Business Objects Business Intelligence

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

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Fundamentals of Crystal Reports 2011

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

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring 77-881 Word 2010
Mentoring Assets.....mnt77881
Mentoring 77-882 Excel 2010
Mentoring Assets.....mnt77882
Mentoring Using Word 2007
Mentoring Assets.....mntwd2007
Mentoring Using Excel 2007
Mentoring Assets.....mntex2007
Mentoring 77-888 Excel 2010 Expert
Mentoring Assets.....mnt77888

DESKTOP SKILLS COURSEWARE

Mentoring 70-178 Microsoft Project 2010, Managing Projects	
Mentoring Assets.....	mnt70178
Mentoring 77-418 Word 2013	
Mentoring Assets.....	mnt77418
Mentoring 77-420 Excel 2013	
Mentoring Assets.....	mnt77420
Mentoring 77-427 Excel 2013 Expert Part One	
Mentoring Assets.....	mnt77427
Mentoring 77-428 Excel 2013 Expert Part Two	
Mentoring Assets.....	mnt77428

DESKTOP COMPUTER SKILLS

TEST PREPS

■ Test Preps

TestPrep Using Word 2007	
Testprep Exams	TPWD2007_ENG
TestPrep Using Excel 2007	
Testprep Exams	TPEX2007_ENG
TestPrep Using PowerPoint 2007	
Testprep Exams	TPPP2007_ENG
TestPrep Using Outlook 2007	
Testprep Exams	TPOL2007_ENG
TestPrep Using Access 2007	
Testprep Exams	TPAC2007_ENG
TestPrep 77-881 Word 2010	
Testprep Exams	mo_bwr_d_a01_tp_enus
TestPrep 77-882 Excel 2010	
Testprep Exams	mo_bexl_a01_tp_enus
TestPrep 77-883 PowerPoint 2010	
Testprep Exams	mo_bppt_a01_tp_enus
TestPrep 77-885 Access 2010	
Testprep Exams	mo_bacc_a01_tp_enus
TestPrep 77-884 Outlook 2010	
Testprep Exams	mo_bout_a01_tp_enus
TestPrep 77-888 Excel 2010 Expert	
Testprep Exams	mo_aexl_a01_tp_enus
TestPrep 70-178 Microsoft Project 2010, Managing Projects	
Testprep Exams	mo_bprj_a01_tp_enus

BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ The Foundations of Six Sigma

Are You Listening to Your Customers?
Business Impact Series....._pc_bi_ssbi001

Quick Wins in Six Sigma Implementation
Business Impact Series....._pc_bi_ssbi002

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

Six Sigma Versus TQM
Business Impact Series....._pc_bi_ssbi003

Lean Inbound Transportation
Business Impact Series....._pc_bi_ssbi004

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

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

Basic Measurement Concepts in Six Sigma
Business Impact Series....._pc_bi_ssbi007

■ Operations Management

Operations Management and the Organization
Course.....oper_21_a01_bs_enus

Operations Management: Product and Service
Management
Course.....oper_21_a02_bs_enus

Operations and Supply Chain Management
Course.....oper_21_a03_bs_enus

Operations Management: Inventory Management
Course.....oper_21_a04_bs_enus

Operations Management: Forecasting and Capacity
Planning
Course.....oper_21_a05_bs_enus

Operations Management: Operations Scheduling
Course.....oper_21_a06_bs_enus

Operations Management: Management of Quality
Course.....oper_21_a07_bs_enus

Operations Management: Facilities Planning and
Management
Course.....oper_21_a08_bs_enus

■ Six Sigma Green Belt: Six Sigma and the Organization

Lean Principles and Six Sigma Projects
Course.....oper_24_a02_bs_enus

Six Sigma and Organizational Goals
Course.....oper_24_a01_bs_enus

Design for Six Sigma and FMEA
Course.....oper_24_a03_bs_enus

■ Six Sigma Green Belt: Define

Six Sigma Project Identification
Course.....oper_25_a01_bs_enus

Voice of the Customer in Six Sigma
Course.....oper_25_a02_bs_enus

Basics of Six Sigma Project Management
Course.....oper_25_a03_bs_enus

Six Sigma Management and Planning Tools
Course.....oper_25_a04_bs_enus

Performance Metrics for Six Sigma
Course.....oper_25_a05_bs_enus

Six Sigma Project Team Dynamics and Performance
Course.....oper_25_a06_bs_enus

■ Six Sigma Green Belt: Measure

Measurement System Analysis in Six Sigma
Course.....oper_26_a05_bs_enus

Process and Performance Capability Measurement in Six
Sigma
Course.....oper_26_a06_bs_enus

Process Documentation and Analysis in Six Sigma
Course.....oper_26_a01_bs_enus

Basic Probability and Statistical Distributions in Six Sigma
Course.....oper_26_a02_bs_enus

Data Classification, Sampling, and Collection in Six Sigma
Course.....oper_26_a03_bs_enus

Statistics and Graphical Presentation in Six Sigma
Course.....oper_26_a04_bs_enus

■ Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in
Six Sigma
Course.....oper_27_a01_bs_enus

Introduction to Hypothesis Testing and Tests for Means in
Six Sigma
Course.....oper_27_a02_bs_enus

Hypothesis Tests for Variances and Proportions in Six
Sigma
Course.....oper_27_a03_bs_enus

■ Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma
Course.....oper_28_a01_bs_enus

Root Cause Analysis and Waste Elimination in Six Sigma
Course.....oper_28_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Cycle Time Reduction and Kaizen in Six Sigma
Course..... oper_28_a03_bs_enus

■ Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma
Course..... oper_29_a01_bs_enus

Creating and Using Control Charts in Six Sigma
Course..... oper_29_a02_bs_enus

Lean Tools for Process Control in Six Sigma
Course..... oper_29_a03_bs_enus

■ Manager of Quality/Organizational Excellence

Leadership
Course..... oper_04_a01_bs_enus

Team Dynamics
Course..... oper_04_a02_bs_enus

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

Managerial Skills and Abilities
Course..... oper_04_a04_bs_enus

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

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

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

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

Customer-Focused Management
Course..... oper_04_a09_bs_enus

Supply Chain Management
Course..... oper_04_a10_bs_enus

Training and Development
Course..... oper_04_a11_bs_enus

■ Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and Principles
Course..... oper_30_a01_bs_enus

Six Sigma Team Basics, Roles, and Responsibilities
Course..... oper_30_a02_bs_enus

Six Sigma Quality Tools
Course..... oper_30_a03_bs_enus

Six Sigma Metrics
Course..... oper_30_a04_bs_enus

■ Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects
Course..... oper_31_a01_bs_enus

Six Sigma Project Management Basics
Course..... oper_31_a02_bs_enus

■ Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma
Courseoper_32_a01_bs_enus

Data Types and Data Collection in Six Sigma
Courseoper_32_a02_bs_enus

Six Sigma and Measurement System Analysis
Courseoper_32_a03_bs_enus

■ Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma
Courseoper_33_a01_bs_enus

Six Sigma Data Analysis and Root Cause Analysis
Courseoper_33_a02_bs_enus

Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma
Courseoper_33_a03_bs_enus

■ Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques
Courseoper_34_a01_bs_enus

Control Tools and Documentation in Six Sigma
Courseoper_34_a02_bs_enus

■ Leading Sustainable Process Improvement

Spearheading a Process Improvement
Challenge Series....._pc_ch_opch001

Stakeholder-driven Process Improvement
Courseoper_35_a01_bs_enus

Mapping and Measuring to Support Sustainable Process Improvement
Courseoper_35_a02_bs_enus

Implementing and Sustaining Process Improvement
Courseoper_35_a03_bs_enus

■ Six Sigma Black Belt (2015 BOK): Organization-wide Planning and Deployment

Fundamentals of Lean and Six Sigma and their Applications
Courseoper_36_a01_bs_enus

Six Sigma Project Selection, Roles, and Responsibilities
Courseoper_36_a02_bs_enus

Six Sigma Strategic Planning and Deployment
Courseoper_36_a03_bs_enus

■ Six Sigma Black Belt (2015 BOK): Organizational Process Management and Measures

Impact on Stakeholders and Benchmarking for Six Sigma
Courseoper_37_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Using Business and Financial Measures in Six Sigma
Course..... oper_37_a02_bs_enus

■ Six Sigma Black Belt (2015 BOK): Team Management

Six Sigma Team Dynamics, Roles, and Success Factors
Course..... oper_38_a01_bs_enus

Six Sigma Team Facilitation and Leadership
Course..... oper_38_a02_bs_enus

Six Sigma Team Dynamics and Training
Course..... oper_38_a03_bs_enus

■ Six Sigma Black Belt (2015 BOK): Define

Six Sigma Business Case, Project Charter, and Tools
Course..... oper_39_a02_bs_enus

Determining Requirements by Listening to the Voice of the Customer in Six Sigma
Course..... oper_39_a01_bs_enus

■ Six Sigma Black Belt (2015 BOK): Measure

Process Flow Metrics and Analysis Tools for Six Sigma
Course..... oper_40_a01_bs_enus

Data Types, Sampling, Collection, and Measurement in Six Sigma
Course..... oper_40_a02_bs_enus

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

Using Basic Statistics and Graphical Methods in Six Sigma
Course..... oper_40_a04_bs_enus

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

Determining Process Performance and Capability in Six Sigma
Course..... oper_40_a06_bs_enus

■ Six Sigma Black Belt (2015 BOK): Analyze

Measuring and Modeling Relationships between Variables in Six Sigma
Course..... oper_41_a01_bs_enus

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

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

Multivariate Tools and Nonparametric Tests in Six Sigma
Course..... oper_41_a04_bs_enus

FMEA and Other Nonstatistical Analysis Methods in Six Sigma
Course..... oper_41_a05_bs_enus

■ Six Sigma Black Belt (2015 BOK): Improve

Understanding DOE and Planning Experiments in Six Sigma
Courseoper_42_a01_bs_enus

Designing, Conducting, and Analyzing Experiments in Six Sigma
Courseoper_42_a02_bs_enus

Lean Improvement Methods and Implementation Planning in Six Sigma
Courseoper_42_a03_bs_enus

■ Six Sigma Black Belt (2015 BOK): Control

Sustaining Six Sigma Improvements
Courseoper_43_a03_bs_enus

Using Lean Control Tools and Maintaining Controls in Six Sigma
Courseoper_43_a02_bs_enus

Statistical Process Control (SPC) and Control Charts in Six Sigma
Courseoper_43_a01_bs_enus

■ Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)

Common DFSS Methodologies, Design for X, and Robust Designs
Courseoper_44_a01_bs_enus

■ Six Sigma: Champion Training

Introduction to Six Sigma for Champions
Courseoper_03_a01_bs_enus

Six Sigma Process Improvement
Courseoper_03_a02_bs_enus

Six Sigma Projects and Project Teams
Courseoper_03_a03_bs_enus

Managing and Deploying Six Sigma
Courseoper_03_a04_bs_enus

■ Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations
Courseoper_20_a01_bs_enus

Using Lean for Perfection and Quality
Courseoper_20_a02_bs_enus

Lean Tools and Techniques for Flow and Pull
Courseoper_20_a03_bs_enus

Reducing Waste and Streamlining Value Flow Using Lean
Courseoper_20_a04_bs_enus

Value Stream Mapping in Lean Business
Courseoper_20_a05_bs_enus

BUSINESS SKILLS COURSEWARE

Applying Lean in Service and Manufacturing Organizations
Course..... oper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean Business Impact Series..... _pc_bi_ssbi009
Value Stream Maps for Non-manufacturing Processes Business Impact Series..... _pc_bi_ssbi010

■ Purchasing and Vendor Management Essentials

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

■ Mentoring Asset

Mentoring Six Sigma Green Belt (SSGB)
Mentoring Assets..... mntcssgb
Mentoring Six Sigma Yellow Belt (SSYB)
Mentoring Assets..... mntcssyb

■ Test Preps

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

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

■ Moving From an Operational Manager to a Strategic Thinker

Leading Outside the Organization
Business Impact Series..... _pc_bi_lsbi005
Effective Critical Analysis of Business Reports
Business Impact Series..... _pc_bi_pfb004
Returning to Core Competencies
Business Impact Series..... _pc_bi_lsbi014
Competitive Awareness and Strategy
Challenge Series..... _pc_ch_lach022

■ The Fundamentals of Globalization

Managing Expatriates' Career Development
Business Impact Series..... _pc_bi_mgb011
The Etiquette of Cross-cultural Gift Giving
Business Impact Series..... _pc_bi_spb015

Evaluating Globalization Opportunities
Challenge Series..... _pc_ch_lach019
The Fundamentals of Globalization: The Global Context
Course..... stgy_05_a01_bs_enus
Fundamentals of Globalization: Analyzing the Global Environment
Course..... stgy_05_a02_bs_enus
The Fundamentals of Globalization: Strategies for Globalization
Course..... stgy_05_a03_bs_enus
Fundamentals of Globalization: Managing in a Global Environment
Course..... stgy_05_a04_bs_enus
Final Exam: The Fundamentals of Globalization
Final Exams..... stgy_05_a01_fe_enus

■ IT Strategy Essentials

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

■ Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan
Course..... stgy_10_a01_bs_enus
Business Planning Essentials: Performing Key Analyses
Course..... stgy_10_a02_bs_enus
Business 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

BUSINESS SKILLS COURSEWARE

■ 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 Examsstgy_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 Examsstgy_07_a01_fe_enus

■ Developing Strategic Thinking Acumen

Effective Critical Analysis of Business Reports
Business Impact Series....._pc_bi_pfb004
Returning to Core Competencies
Business Impact Series....._pc_bi_lsb014
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 Examsstgy_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
Coursemkt_04_a01_bs_enus
Managing Your Reputation Through Content Marketing
and Online PR
Coursemkt_04_a03_bs_enus
Digital Marketing Partnerships, Sales, and After-sales
Processes
Coursemkt_04_a04_bs_enus
Search Engine Marketing: Getting Discovered by the
Customer
Coursemkt_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
Coursemkt_01_a01_bs_enus
Marketing Essentials: Planning and People
Coursemkt_01_a02_bs_enus
Marketing Essentials: Product and Price
Coursemkt_01_a03_bs_enus
Marketing Essentials: Place
Coursemkt_01_a04_bs_enus
Marketing Essentials: Promotion
Coursemkt_01_a05_bs_enus
Marketing Essentials: Marketing and Ethics
Coursemkt_01_a06_bs_enus

■ Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal
Analysis
Coursemkt_02_a01_bs_enus
Competitive Marketing Strategies: Analyzing Competitors
Coursemkt_02_a02_bs_enus
Competitive Marketing Strategies: Selecting and
Implementing Strategies
Coursemkt_02_a03_bs_enus

■ Strategic Brand Management

Building Lasting Customer-brand Relationships
Coursemkt_03_a01_bs_enus
Developing a Brand Internally
Coursemkt_03_a02_bs_enus
Global Brand Management
Coursemkt_03_a03_bs_enus

BUSINESS SKILLS COURSEWARE

Brand Management for Social Media and Wireless Technologies
Course.....mkt_03_a04_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

■ Finance and Accounting Essentials for Non-financial Professionals

Increasing Cash Flow in Times of Need
Business Impact Series....._pc_bi_fabi003

Attracting New Investors - Keeping Presentations Focused
Business Impact Series....._pc_bi_fabi004

What's Your Gross Profit Margin Really Saying?
Business Impact Series....._pc_bi_fabi006

Recognizing The Value of Intangible Assets
Business Impact Series....._pc_bi_fabi007

Recession: How it Affects Business
Business Impact Series....._pc_bi_fabi008

Using Financial Analysis for Credit Decisions
Challenge Series....._pc_ch_lach012

Principles of Accounting and Finance for Non-financial Professionals
Course.....fin_02_a01_bs_enus

Cash Flow Management Essentials for Non-financial Professionals
Course.....fin_02_a02_bs_enus

The Time Value of Money and Investment Decisions for Non-financial Professionals
Course.....fin_02_a03_bs_enus

The Essentials of Budgeting for Non-financial Professionals
Course.....fin_02_a04_bs_enus

Financial Statements for Non-financial Professionals
Course.....fin_02_a05_bs_enus

Analyzing Financial Statements for Non-financial Professionals
Course.....fin_02_a06_bs_enus

Assessing Nonrecurring Items in Income Statements
Business Impact Series....._pc_bi_fabi009

The Time Value of Money: Possible Pitfalls
Business Impact Series....._pc_bi_fabi011

■ Accounting Fundamentals

Outsourcing Financial Activities
Business Impact Series....._pc_bi_fabi001

Basic Accounting Principles and Framework
Course.....fin_03_a01_bs_enus

The Accounting Equation and Financial Statements
Course.....fin_03_a02_bs_enus

The Accounting Cycle and Accrual Accounting
Course.....fin_03_a03_bs_enus

Accounting Transactions and Books of Account
Course.....fin_03_a04_bs_enus

Trial Balance & Adjusting Entries
Course.....fin_03_a05_bs_enus

The Income Statement
Course.....fin_03_a06_bs_enus

The Balance Sheet
Course.....fin_03_a07_bs_enus

The Cash Flow Statement
Course.....fin_03_a08_bs_enus

Accounting for Companies' Stock Transactions and Dividends
Course.....fin_03_a09_bs_enus

Deconstructing the Balance Sheet
Business Impact Series....._pc_bi_fabi010

Final Exam: Accounting Fundamentals
Final Exams.....fin_03_a01_fe_enus

■ Budgeting Essentials

Organizational Budgeting Activities and the Master Budget
Course.....fin_05_a01_bs_enus

Planning and Preparing an Operating Budget
Course.....fin_05_a02_bs_enus

Preparing Operating Budgets and the Cash Budget
Course.....fin_05_a03_bs_enus

Using Budgets for Management and Control
Course.....fin_05_a04_bs_enus

Final Exam: Budgeting Essentials
Final Exams.....fin_05_a01_fe_enus

■ Auditing Essentials

Using Audits to Help Prevent Business Fraud
Business Impact Series....._pc_bi_fabi002

Introduction to Auditing
Course.....fin_06_a01_bs_enus

Auditing for Internal Control and Risk Assessment
Course.....fin_06_a02_bs_enus

Auditing the Revenue Cycle
Course.....fin_06_a03_bs_enus

Auditing for Cash and Inventories
Course.....fin_06_a04_bs_enus

Final Exam: Auditing Essentials
Final Exams.....fin_06_a01_fe_enus

BUSINESS SKILLS COURSEWARE

■ Capital Budgeting Essentials

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

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

■ Bank Branch Operations Management

Bank Branch Management: Payment and Settlement Systems Course.....	fini_01_a02_bs_enus
Bank Branch Management: Mortgage and Auto Loans Course.....	fini_01_a01_bs_enus
Bank Branch Management: Dealing with Operational and Credit Risks Course.....	fini_01_a04_bs_enus
Bank Branch Management: Teller Roles and Credit Card Operations Course.....	fini_01_a03_bs_enus
Bank Branch Management: Internal Controls and Banking Technology Course.....	fini_01_a05_bs_enus
Bank Branch Management: Branch Security and Fraud Course.....	fini_01_a06_bs_enus

■ Commodity and Energy Markets, Futures, and Forwards

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

■ Insurance Concepts, Types, and Annuities

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

■ Mutual Fund Concepts, Portfolio Management, and Regulations

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

■ Global Banking Supervision and Anti-Money Laundering Regulations

Banking Supervision and Corporate Governance Course	fini_05_a01_bs_enus
Special Banking Risks and their Management Course	fini_05_a03_bs_enus
Internal Control and Audits in Banks Course	fini_05_a02_bs_enus
Anti-money Laundering and Global Initiatives Course	fini_05_a04_bs_enus
Anti-money Laundering and Regulatory Framework Course	fini_05_a05_bs_enus

■ 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

BUSINESS SKILLS COURSEWARE

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
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_hrbi015
Conducting Interviews: Asking the Right Questions Business Impact Series	_pc_bi_hrbi014
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

BUSINESS SKILLS COURSEWARE

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_hrbi001
Preventing High Turnover Rates: How to Keep The Best
Business Impact Series..... _pc_bi_mgbi008
Fringe Benefits: Maintaining a Competitive Hiring
Advantage
Business Impact Series..... _pc_bi_hrbi004
Disciplines of Organizational Learning: Personal Mastery
Business Impact Series..... _pc_bi_pfb011
Recruiting Talent
Course..... hr_05_a01_bs_enus
Retaining Your Talent Pool
Course..... hr_05_a02_bs_enus
Surviving the Talent Crunch
Challenge Series..... _pc_ch_lsch007
Final Exam: Recruiting and Retention Strategies
Final Exams hr_05_a01_fe_enus

■ The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic
Partner
Course..... hr_07_a01_bs_enus
HR as Business Partner: Linking HR Functions with
Organizational Goals
Course..... hr_07_a02_bs_enus
HR as Business Partner: Managing Talent for
Organizational Success
Course..... hr_07_a03_bs_enus
HR as Business Partner: Using Metrics and Designing
Strategic Initiatives
Course..... hr_07_a04_bs_enus
Final Exam: The role of HR as a Business Partner
Final Exams hr_07_a01_fe_enus

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

Human Resources Core Knowledge: Skills, Concepts, and
Tools
Course..... hr_09_a01_bs_enus
Human Resources Core Knowledge: Functions and
Activities
Course..... hr_09_a02_bs_enus

Final Exam: Human Resources Core Knowledge (HRCI:
PHR/SPHR-aligned)
Final Exams hr_09_a01_fe_enus

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

Business Management and Strategy: The HR Function
and Business Environment
Coursehr_10_a01_bs_enus
Business Management and Strategy: HR Functions and
Roles
Coursehr_10_a03_bs_enus
Business Management and Strategy: HR and the Strategic
Planning Process
Coursehr_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
Coursehr_11_a01_bs_enus
Workforce Planning and Employment: Recruitment
Strategies
Coursehr_11_a02_bs_enus
Workforce Planning and Employment: Sourcing and
Selecting Candidates
Coursehr_11_a03_bs_enus
Workforce Planning and Employment: Orientation,
Onboarding, and Exit Strategies
Coursehr_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
Coursehr_12_a01_bs_enus
Human Resource Development: Employee Training
Coursehr_12_a02_bs_enus
Human Resource Development: Performance Appraisal
and Talent Management
Coursehr_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

■ 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

BUSINESS SKILLS COURSEWARE

■ 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

■ Talent Management Essentials

Talent Management: Basics
Course mgmt_18_a01_bs_enus

Talent Management: Planning
Course mgmt_18_a02_bs_enus

Talent Management: Acquiring Talent
Course mgmt_18_a03_bs_enus

Talent Management: Developing and Engaging Talent
Course mgmt_18_a04_bs_enus

Talent Management: Retaining Talent
Course mgmt_18_a05_bs_enus

Attracting and Retaining Talent
Challenge Series..... _pc_ch_lach021

■ Performance Appraisal Essentials

Preparing for Your Performance Appraisal
Business Impact Series _pc_bi_pfb017

Performance Appraisal Essentials: Planning for Appraisals
Course mgmt_17_a01_bs_enus

Performance Appraisal Essentials: Conducting Traditional Appraisals
Course mgmt_17_a02_bs_enus

Performance Appraisal Essentials: 360-degree Appraisals
Course mgmt_17_a03_bs_enus

■ Managing Experts

Recognizing Natural Leaders
Challenge Series..... _pc_ch_lsch001

Managing Top Performers Is Always Easy...Right?
Business Impact Series _pc_bi_hrbi013

BUSINESS SKILLS COURSEWARE

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

■ Essentials of Managing Technical Professionals

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

■ Workforce Generations

Managing an Aging Workforce
Business Impact Series..... _pc_bi_mgbi005
Developing the Next Generation
Business Impact Series..... _pc_bi_lsbi007
Understanding the Motives of Millennials
Business Impact Series..... _pc_bi_mgbi014
Managing Workforce Generations: Introduction to Cross-
generational Employees
Course..... mgmt_20_a01_bs_enus
Managing Workforce Generations: Working with a
Multigenerational Team
Course..... mgmt_20_a02_bs_enus
Managing Workforce Generations: Working with the 21st-
century Generation Mix
Course..... mgmt_20_a03_bs_enus

■ Strategies for Successful Employee On-boarding

Strategies for Successful Employee Onboarding: An
Introduction
Course..... mgmt_24_a01_bs_enus
Strategies for Successful Employee Onboarding: Getting
Started
Course..... mgmt_24_a02_bs_enus

BUSINESS SKILLS COURSEWARE

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_lsb008
Performance Dashboard or Scorecard?
Business Impact Series....._pc_bi_mgb012
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
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_lsb018
Coaching
Challenge Series....._pc_ch_lach024
Coaching to Shift Perceptions
Challenge Series....._pc_ch_mgch007
Beginning Your Coaching Engagement
Course mgmt_38_a01_bs_enus
Coaching Techniques that Drive Change
Course mgmt_38_a02_bs_enus
Coaching to Drive Performance
Course mgmt_38_a03_bs_enus

Effective Delegation

Delegating Appropriate Tasks Business Impact Series.....	_pc_bi_mgbi007
Developing Employees through Delegation Challenge Series.....	_pc_ch_lach017
Achieve Your Objectives through Effective Delegation Course.....	mgmt_39_a01_bs_enus
The Delegation Process Course.....	mgmt_39_a02_bs_enus
Successful Delegation: Supervise and Encourage Course.....	mgmt_39_a03_bs_enus
Use Delegation to Develop Your Team Course.....	mgmt_39_a04_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

Leadership Essentials

Communicating a Shared Vision Business Impact Series.....	_pc_bi_lsbi001
Leading Teams through Change Business Impact Series.....	_pc_bi_lsbi003
Leading Outside the Organization Business Impact Series.....	_pc_bi_lsbi005
Knowing When to Take Leadership Risks Business Impact Series.....	_pc_bi_lsbi006
Motivating Human Behavior Challenge Series.....	_pc_ch_lsch002
Wanted - Innovation Leaders Business Impact Series.....	_pc_bi_lsbi013
Leadership Essentials: Motivating Employees Course.....	lead_05_a01_bs_enus
Leadership Essentials: Communicating Vision Course.....	lead_05_a02_bs_enus
Leadership Essentials: Building Your Influence as a Leader Course.....	lead_05_a03_bs_enus
Leadership Essentials: Leading with Emotional Intelligence Course.....	lead_05_a04_bs_enus
Leadership Essentials: Leading Business Execution Course.....	lead_05_a05_bs_enus
Leadership Essentials: Leading Innovation Course.....	lead_05_a06_bs_enus
Leadership Essentials: Leading Change Course.....	lead_05_a07_bs_enus
Leadership Essentials: Creating Your Own Leadership Development Plan Course.....	lead_05_a08_bs_enus

Developing a Business Execution Culture Challenge Series.....	_pc_ch_lach001
Leading Change Challenge Series.....	_pc_ch_lach004
Leader as Motivator Challenge Series.....	_pc_ch_lach008
Leading Innovation Challenge Series.....	_pc_ch_lach010
The Emotionally Intelligent Leader Challenge Series.....	_pc_ch_lach014
Crafting an Organizational Vision Challenge Series.....	_pc_ch_lach040

Making Cross-Functional Teams Work

Using Conflict to an Organization's Advantage Business Impact Series.....	_pc_bi_mgbi002
Mediating Project Team Conflict Business Impact Series.....	_pc_bi_pfb006
Facilitating Work-related Conflict Discussions Business Impact Series.....	_pc_bi_pfb015
Cross-functional Team Fundamentals Course.....	lead_10_a01_bs_enus
Key Strategies for Managing Cross-functional Teams Course.....	lead_10_a02_bs_enus
Managing Internal Dynamics in a Cross-functional Team Course.....	lead_10_a03_bs_enus

The Voice of Leadership

The Voice of Leadership: Inspirational Leadership Course.....	lead_13_a01_bs_enus
The Voice of Leadership: Self-assessment and Motivation Course.....	lead_13_a02_bs_enus
The Voice of Leadership: Effective Leadership Communication Strategies Course.....	lead_13_a03_bs_enus
The Voice of Leadership: The Power of Leadership Messaging Course.....	lead_13_a04_bs_enus

Creating a Positive Work Environment

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

BUSINESS SKILLS COURSEWARE

■ Developing a Culture of Learning

Fundamentals of Organizational Learning
Course.....lead_08_a01_bs_enus

Establishing the Conditions for a Learning Culture
Course.....lead_08_a02_bs_enus

Developing Learning Practices
Course.....lead_08_a03_bs_enus

Evaluating and Sustaining Organizational Learning
Course.....lead_08_a04_bs_enus

■ Effective Succession Planning

Succession Planning
Business Impact Series....._pc_bi_lsbi002

Succession Planning and Management Programs
Challenge Series....._pc_ch_lsch004

Initiating Succession Planning
Course.....lead_09_a01_bs_enus

Effective Succession Planning: Determining a Talent Pool
for Key Positions
Course.....lead_09_a02_bs_enus

Implementing and Assessing a Succession Planning
Program
Course.....lead_09_a03_bs_enus

■ Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization:
Mission and Goals
Course.....lead_11_a01_bs_enus

Setting and Managing Priorities within the Organization:
Deciphering Priorities
Course.....lead_11_a02_bs_enus

Setting and Managing Priorities within the Organization:
Motivation
Course.....lead_11_a03_bs_enus

Setting and Managing Priorities within the Organization:
Communication
Course.....lead_11_a04_bs_enus

Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

■ Leading Organizational Change

Communicating Properly during Layoffs
Business Impact Series....._pc_bi_hrbi005

Involving Employees in Corporate Change
Business Impact Series....._pc_bi_lsbi011

Developing People
Challenge Series....._pc_ch_lach013

Communicating Organizational Change
Business Impact Series....._pc_bi_mgbi015

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

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

BUSINESS SKILLS COURSEWARE

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_pfb003
Reacting to Co-workers Who Try Taking Advantage
Challenge Series....._pc_ch_pfch003
Working with Difficult People: Identifying Difficult People
Course.....comm_23_a01_bs_enus
Working with Difficult People: How to Work with Aggressive People
Course.....comm_23_a02_bs_enus
Working with Difficult People: How to Work with Negative People
Course.....comm_23_a03_bs_enus
Working with Difficult People: How to Work with Procrastinators
Course.....comm_23_a04_bs_enus
Working with Difficult People: How to Work with Manipulative People
Course.....comm_23_a05_bs_enus
Working with Difficult People: How to Work with Self-serving People
Course.....comm_23_a06_bs_enus
Working with Difficult People: Dealing with Micromanagers
Course.....comm_23_a07_bs_enus
Coping with Aggressive Behavior in the Workplace
Business Impact Series....._pc_bi_pabi008

■ Fundamentals of Cross Cultural Communication

Dispute Resolution in International Contracts
Challenge Series....._pc_ch_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
Communicating with a Cross-cultural Audience
Business Impact Series_pc_bi_pfb020

■ Listening Essentials

Listening to Improve Conversation
Business Impact Series_pc_bi_pabi001

■ Getting Results without Direct Authority

Influencing Key Decision Makers
Business Impact Series_pc_bi_lsb015
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

BUSINESS SKILLS COURSEWARE

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_pfb008
Making Meetings Work
Business Impact Series....._pc_bi_pfb018
Managing Meetings for Productivity and Effectiveness
Challenge Series....._pc_ch_lach031
Preparing for Effective Business Meetings
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
Being a Receptive Communication Partner
Course.....comm_35_a03_bs_enus
Communication Challenges: Navigating Choppy Waters
Course.....comm_35_a04_bs_enus

■ Workplace Conflict

Confrontation: What's the Best Approach
Business Impact Series....._pc_bi_mgbi009
Coping with Accusations in the Workplace
Challenge Series....._pc_ch_lsch003
Managing Conflict
Challenge Series....._pc_ch_lach009
Personal Conflict Styles
Business Impact Series....._pc_bi_pabi002
Conflict: Avoid, Confront, or Delay?
Challenge Series....._pc_ch_pach004
Meeting the Challenge of Workplace Conflict
Challenge Series....._pc_ch_coch001
Preventing Unhealthy Workplace Conflict
Course.....comm_39_a01_bs_enus
Working Out and Through Conflict
Course.....comm_39_a02_bs_enus
Adapting Your Conflict Style
Course.....comm_39_a03_bs_enus

■ Issue-focused Negotiation

Effective Body Language in Negotiations
Business Impact Series....._pc_bi_pfb013
Vendor Negotiations: Choosing the Best Approach
Challenge Series....._pc_ch_lach032
Tailoring Your Negotiating Approach
Challenge Series....._pc_ch_coch002
Issue-focused Negotiation: Are You Ready?
Course.....comm_40_a01_bs_enus
You and Your Negotiating Counterpart
Course.....comm_40_a02_bs_enus
Reaching a Negotiated Agreement
Course.....comm_40_a03_bs_enus

■ Developing Your Emotional Intelligence

How High Is Your EQ?
Business Impact Series....._pc_bi_pfb009
Emotional Intelligence at Work
Challenge Series....._pc_ch_pach014
Emotional Intelligence: Owning Your Emotions
Course.....comm_41_a01_bs_enus

BUSINESS SKILLS COURSEWARE

Emotional Intelligence: Building Self-Management Skills
Course.....comm_41_a02_bs_enus

Emotional Intelligence: Applying EI at Work
Course.....comm_41_a04_bs_enus

Emotional Intelligence: Being Aware of the Emotions of Others
Course.....comm_41_a03_bs_enus

■ How to Succeed in Listening

Effective Listening
Challenge Series....._pc_ch_lach030

Listening with Skill
Challenge Series....._pc_ch_pach002

Listening to Improve Conversation
Business Impact Series....._pc_bi_pabi001

Be a Better Listener
Course.....comm_43_a01_bs_enus

Roadblocks to Excellent Listening
Course.....comm_43_a02_bs_enus

Active Listening Skills for Professionals
Course.....comm_43_a03_bs_enus

Mastering Active Listening in the Workplace
Course.....comm_43_a04_bs_enus

■ Constructive Feedback

Criticism in Context
Business Impact Series....._pc_bi_pfb016

Giving Appropriate Feedback
Challenge Series....._pc_ch_lach006

Giving Feedback to Coworkers
Challenge Series....._pc_ch_pach006

Delivering Feedback
Course.....comm_44_a02_bs_enus

Making Feedback a Regular Occurrence
Course.....comm_44_a04_bs_enus

Feedback and Its Vital Role in the Workplace
Course.....comm_44_a01_bs_enus

Receiving Feedback
Course.....comm_44_a03_bs_enus

■ Engaging Others with Tact and Diplomacy

Diplomacy and Tact for Every Day
Course.....comm_45_a01_bs_enus

Diplomacy and Tact in Challenging Situations
Course.....comm_45_a02_bs_enus

Connecting with Others through Diplomacy and Tact
Course.....comm_45_a03_bs_enus

Using Humor with Diplomacy and Tact
Course.....comm_45_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

■ Basic Business Math

Basic Business Math: Using Whole Numbers and Decimals
Course.....fnd_01_a01_bs_enus

Basic Business Math: Percentages and Ratios
Course.....fnd_01_a02_bs_enus

Basic Business Math: Averages and Equations
Course.....fnd_01_a03_bs_enus

Basic Business Math: Charts and Graphs
Course.....fnd_01_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ Doing Business Professionally

Working for Your Inner Boss: Personal Accountability
Course.....pd_05_a01_bs_enus

Managing from Within: Self-empowerment
Course.....pd_05_a02_bs_enus

Goals and Setting Goals
Course.....pd_05_a03_bs_enus

Creating a Positive Attitude
Course.....pd_05_a04_bs_enus

Pursuing Successful Lifelong Learning
Course.....pd_05_a05_bs_enus

■ Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee
Course.....pd_08_a01_bs_enus

Telecommuting Basics: Communication Strategies for the Remote Employee
Course.....pd_08_a02_bs_enus

■ Generating Creative & Innovative Ideas

Executing Innovation
Business Impact Series....._pc_bi_lsbi016

Generating Creative and Innovative Ideas: Enhancing Your Creativity
Course.....pd_09_a01_bs_enus

Generating Creative and Innovative Ideas: Maximizing Team Creativity
Course.....pd_09_a02_bs_enus

BUSINESS SKILLS COURSEWARE

Generating Creative and Innovative Ideas: Verifying and Building on Ideas
Course..... pd_09_a03_bs_enus
Promoting Creative Thinking
Challenge Series....._pc_ch_lach035
Getting Ready to Present
Challenge Series....._pc_ch_pach018
Creativity: Developing and Communicating Ideas
Challenge Series....._pc_ch_pach025

■ Optimizing Your Work/Life Balance

Employee Exhaustion: Managing a Well-balanced Workload
Business Impact Series....._pc_bi_mgbi010
Managing Workplace Stress
Business Impact Series....._pc_bi_hrbi006
Optimizing Your Work/Life Balance: Analyzing Your Life Balance
Course..... pd_06_a01_bs_enus
Optimizing Your Work/Life Balance: Maintaining Your Life Balance
Course..... pd_06_a02_bs_enus
Optimizing Your Work/Life Balance: Taking Control of Your Stress
Course..... pd_06_a03_bs_enus
Creating Work/Life Balance
Challenge Series....._pc_ch_lach036

■ Managing Your Career

Managing Your Career: Creating a Plan
Course..... pd_10_a01_bs_enus
Managing Your Career: Getting on the Right Track
Course..... pd_10_a02_bs_enus
Managing Your Career: Professional Networking Essentials
Course..... pd_10_a03_bs_enus
Managing Your Career: You and Your Boss
Course..... pd_10_a04_bs_enus
Managing Your Career: Leveraging the Performance Appraisal
Course..... pd_10_a05_bs_enus
Conquering Career Stagnation
Business Impact Series....._pc_bi_pfb019
Developing Your Career
Challenge Series....._pc_ch_lach037
Building and Managing Upward Relationships
Challenge Series....._pc_ch_pach008
Planning Your Career
Challenge Series....._pc_ch_pach013
Exploring Self-development
Challenge Series....._pc_ch_pach023

■ Diversity on the Job

Understanding Workplace Diversity
Business Impact Series....._pc_bi_hrbi002
Diversity on the Job: The Importance of Diversity and the Changing Workplace
Course.....pd_07_a01_bs_enus
Diversity on the Job: Diversity and You
Course.....pd_07_a02_bs_enus
Managing Diversity
Challenge Series....._pc_ch_lach015

■ Dealing with Organizational Change

Managing the Stress of Organizational Change
Business Impact Series....._pc_bi_mgbi004
The Importance of Flexibility in the Workplace
Business Impact Series....._pc_bi_pfb007
Understanding Organizational Change
Course.....pd_13_a01_bs_enus
Preparing for Organizational Change
Course.....pd_13_a02_bs_enus
Embracing Organizational Change
Course.....pd_13_a03_bs_enus
Developing Organizational Agility
Challenge Series....._pc_ch_pach024

■ Living and Working Abroad in the United States

American Work Culture and Values
Course.....pd_19_a01_bs_enus
Key Aspects of the American Work Environment
Course.....pd_19_a02_bs_enus
Communicating Successfully in the American Workplace
Course.....pd_19_a03_bs_enus
Succeeding in the American Workplace
Course.....pd_19_a04_bs_enus

■ Campus to Corporate

Campus to Corporate: Meeting New Expectations
Course.....pd_22_a01_bs_enus
Campus to Corporate: Developing a Professional Image
Course.....pd_22_a02_bs_enus

■ Building and Maintaining Trust

Building Trust
Course.....pd_15_a01_bs_enus
Rebuilding Trust
Course.....pd_15_a02_bs_enus
Rebuilding Trust
Business Impact Series....._pc_bi_pabi005

BUSINESS SKILLS COURSEWARE

The Fruits of Integrity: Building Trust at Work
Challenge Series_pc_ch_pach012

■ Personal Productivity Improvement

Personal Productivity Improvement: Managing Your
Workspace
Course..... pd_16_a01_bs_enus
Personal Productivity: Self-organization and Overcoming
Procrastination
Course..... pd_16_a02_bs_enus
Personal Productivity Improvement: Managing Tasks and
Maximizing Productivity
Course..... pd_16_a03_bs_enus

■ Peer Relationships

The Value of Peer Relationships
Course..... pd_17_a01_bs_enus
Developing Strategic Peer Relationships in Your
Organization
Course..... pd_17_a02_bs_enus
Forming Peer Relationships and Alliances at Work
Course..... pd_17_a03_bs_enus
Building Better Relationships through Understanding
Challenge Series_pc_ch_pach017
Building Peer Relationships
Challenge Series_pc_ch_pach019
Peer Political Styles
Business Impact Series....._pc_bi_pabi010

■ Business Ethics

Office Politics – What Will You Do?
Challenge Series_pc_ch_pfch004
Ethics, Integrity, and Trust
Challenge Series_pc_ch_lach005
Introduction to Workplace Ethics
Course..... pd_18_a01_bs_enus
Developing a Code of Ethical Conduct
Course..... pd_18_a02_bs_enus
Ethical Decision-making in the Workplace
Course..... pd_18_a03_bs_enus
The Ethics Enigma
Challenge Series_pc_ch_pach020
Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

■ Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Course..... pd_21_a01_bs_enus
Making a Positive Impression in an Internal Interview
Course..... pd_21_a02_bs_enus

■ Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches
Coursepd_23_a01_bs_enus
Public Speaking Strategies: Confident Public Speaking
Coursepd_23_a02_bs_enus

■ Performance under Pressure

Developing the Right Attitude for Performing under
Pressure
Coursepd_24_a01_bs_enus
Taking Action for Performing under Pressure
Coursepd_24_a02_bs_enus
Performing with Others under Pressure
Coursepd_24_a03_bs_enus

■ Business Etiquette and Professionalism

Disciplines of Organizational Learning: Personal Mastery
Business Impact Series_pc_bi_pfb011
Safe Small Talk
Business Impact Series_pc_bi_pfb012
Reframing Negative Situations
Business Impact Series_pc_bi_hrbi008
Managing Goals
Challenge Series....._pc_ch_lach027
Developing Your Reputation of Professionalism with
Business Etiquette
Coursepd_25_a01_bs_enus
Professionalism, Business Etiquette, and Personal
Accountability
Coursepd_25_a02_bs_enus
Communicating with Professionalism and Etiquette
Coursepd_25_a03_bs_enus
Using Business Etiquette to Build Professional
Relationships
Coursepd_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
Coursepd_26_a01_bs_enus
Achieving Goals through Perseverance and Resilience
Coursepd_26_a02_bs_enus
Bouncing Back with Perseverance and Resilience
Coursepd_26_a03_bs_enus
Perseverance: Flexibility in Action
Business Impact Series_pc_bi_pabi004

BUSINESS SKILLS COURSEWARE

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_pfb002
Planning for Interruptions Helps with Procrastination
Business Impact Series....._pc_bi_pfb014
Setting and Managing Priorities
Challenge Series....._pc_ch_lach018
Coping with Conflicting Priorities
Challenge Series....._pc_ch_pach005
Setting Goals
Challenge Series....._pc_ch_pach007
Getting Time under Control
Challenge Series....._pc_ch_pach021
Time Management: Too Much to Do and Too Little Time
Course..... pd_20_a01_bs_enus
Time Management: Quit Making Excuses and Make Time
Instead
Course..... pd_20_a02_bs_enus
Time Management: Ready, Set...FOCUS!
Course..... pd_20_a03_bs_enus
The Dangers of Multitasking
Business Impact Series....._pc_bi_pabi003

■ Problem Solving and Decision Making

Playing the Devil's Advocate in Decision Making
Business Impact Series....._pc_bi_pfb005
Turning Problems Around with Reverse Brainstorming
Business Impact Series....._pc_bi_lsb017
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
Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition) Course.....	proj_29_a02_bs_enus

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

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

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition) Course	proj_20_a01_bs_enus
Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition) Course	proj_20_a02_bs_enus
Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition) Course	proj_20_a03_bs_enus
Capturing, Analyzing, and Managing Lessons Learned Course	proj_20_a04_bs_enus
Strategic Alignment and Benefits Realization Course	proj_20_a05_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition) Course	proj_21_a01_bs_enus
Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition) Course	proj_21_a02_bs_enus
Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition) Course	proj_21_a03_bs_enus

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

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

BUSINESS SKILLS COURSEWARE

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a01_bs_enus
Controlling Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
Course..... proj_24_a01_bs_enus
Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
Course..... proj_24_a02_bs_enus
Quality Management for Continuous Improvement
Course..... proj_24_a03_bs_enus

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

Planning Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a01_bs_enus
Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a02_bs_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)
Course..... proj_27_a01_bs_enus
Identifying Project Risks (PMBOK® Guide Fifth Edition)
Course..... proj_27_a02_bs_enus
Performing Risk Analysis (PMBOK® Guide Fifth Edition)
Course..... proj_27_a03_bs_enus
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
Courseproj_15_a02_bs_enus

■ PRINCE2®: Practitioner

PRINCE2® Practitioner Exam Information
Courseprin_prac_a01_bs_enus

■ Agile Project Management Fundamentals (PMI_ACP Certification aligned)

Core PMI® Values and Ethical Standards
Courseproj_15_a02_bs_enus
Agile Principles, Methodologies, and Mindset
Courseib_apmf_a01_it_enus
Agile Planning
Courseib_apmf_a02_it_enus
Planning and Monitoring Iterations in Agile Projects
Courseib_apmf_a03_it_enus
Engaging Agile Stakeholders and Leading Agile Teams
Courseib_apmf_a04_it_enus

■ Project Management for Everyone

Managing Projects with No Direct Authority
Business Impact Series_pc_bi_pmbi001
Ensuring Management Buy-in on a Project
Business Impact Series_pc_bi_pmbi002
Managing Conflict in Project Teams
Business Impact Series_pc_bi_pmbi003
Managing Scope on a Project
Business Impact Series_pc_bi_pmbi004
Weighing the Costs of Project Change
Business Impact Series_pc_bi_pmbi005
Anticipating and Solving Problems as a Project Champion
Business Impact Series_pc_bi_pmbi007
Managing Vendor Relationships
Business Impact Series_pc_bi_pmbi006
Addressing Stakeholder Conflicts
Business Impact Series_pc_bi_pmbi008
Portfolios, Programs, and Projects: What's the Difference?
Business Impact Series_pc_bi_pmbi009
Controlling Project Cost
Business Impact Series_pc_bi_pmbi010
Project Management Essentials
Challenge Series....._pc_ch_lach041
Plan a Bulletproof Project
Courseproj_30_a02_bs_enus
Get Your Project off the Ground
Courseproj_30_a01_bs_enus

BUSINESS SKILLS COURSEWARE

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

PROJECT EFFECTIVENESS

TEAMBUILDING CURRICULUM

■ Leading Teams

Managing Communications in a Virtual Team
Business Impact Series..... _pc_bi_mgbi001
Building Trust Incrementally
Business Impact Series..... _pc_bi_lsbi004
Inspiring Your Team
Business Impact Series..... _pc_bi_lsbi010
Support Your Leader
Business Impact Series..... _pc_bi_pfb010

Leading Teams: Launching a Successful Team
Course team_03_a01_bs_enus
Leading Teams: Establishing Goals, Roles, and
Guidelines
Course team_03_a02_bs_enus
Leading Teams: Developing the Team and its Culture
Course team_03_a03_bs_enus
Leading Teams: Building Trust and Commitment
Course team_03_a04_bs_enus
Leading Teams: Fostering Effective Communication and
Collaboration
Course team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance
Course team_03_a06_bs_enus
Leading Teams: Dealing with Conflict
Course team_03_a07_bs_enus
Leading Teams: Managing Virtual Teams
Course team_03_a08_bs_enus
Choosing the Right Team Culture
Challenge Series..... _pc_ch_pfch006
Building and Leading Teams
Challenge Series..... _pc_ch_lach023
Meeting Team Performance Challenges
Challenge Series..... _pc_ch_pach010

■ Optimizing Your Performance On a Team

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

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ BABOK® v3: Business Analysis Key Concepts

Business Analysis Planning and Monitoring
Course ib_cbap_a02_it_enus
Business Analysis Elicitation and Collaboration
Course ib_cbap_a03_it_enus
Introduction to Business Analysis
Course ib_cbap_a01_it_enus

BUSINESS SKILLS COURSEWARE

Business Analysis and Requirements Life Cycle Management Course.....	ib_cbap_a04_it_enus
Business Analysis and Strategy Analysis Course.....	ib_cbap_a05_it_enus
Business Analysis and RADD: Requirements Definition Course.....	ib_cbap_a06_it_enus
Business Analysis and RADD: Design Definition Course.....	ib_cbap_a07_it_enus
Business Analysis and Solution Evaluation Course.....	ib_cbap_a08_it_enus

■ BABOK® v3: Business Analysis Techniques

Analytical Techniques Used for Business Analysis Course.....	ib_cbcap_a01_it_enus
Activities and Tools Used for Business Analysis Course.....	ib_cbcap_a02_it_enus
Documentation and Criteria Used for Business Analysis Course.....	ib_cbcap_a03_it_enus

■ BABOK® v3: Business Analysis Competencies

Business Analysis Competencies: Personal Skills Course.....	ib_cbbp_a01_it_enus
Business Analysis Competencies: Professional Effectiveness Course.....	ib_cbbp_a02_it_enus
Business Analysis Perspectives Course.....	ib_cbbp_a03_it_enus

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

Introduction to Business Analysis and Essential Competencies Course.....	ib_buap_a01_it_enus
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_spb009
The Ethics of Gift Giving Business Impact Series	_pc_bi_spb014
Using Persuasion Techniques to Boost Sales Business Impact Series	_pc_bi_spb018
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
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

BUSINESS SKILLS COURSEWARE

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

Preventing Agent Absenteeism through Better Working
Conditions
Business Impact Series....._pc_bi_ctbi006

Prioritizing Rewards and Recognition in Call Centers
Business Impact Series....._pc_bi_ctbi011

■ Customer Service Fundamentals

Aligning Performance to Key Indicators
Business Impact Series....._pc_bi_ctbi007

Customer Service Fundamentals: Building Rapport in
Customer Relationships
Course.....cust_09_a01_bs_enus

Customer Service in the Field
Course.....cust_09_a02_bs_enus

Customer Service over the Phone
Course.....cust_09_a03_bs_enus

Internal Customer Service
Course.....cust_09_a04_bs_enus

Customer Service Confrontation and Conflict
Course.....cust_09_a05_bs_enus

Shaping the Direction of Customer Service in Your
Organization
Course cust_09_a06_bs_enus

The Angry Caller: What's Your Plan?
Business Impact Series_pc_bi_spbi016

■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Course cust_06_a01_bs_enus

Support Center Services and Work Environment
Course cust_06_a02_bs_enus

Team and Customer Relationships
Course cust_06_a03_bs_enus

■ Customer Service Representative, Skills

Customer Interactions
Course cust_07_a01_bs_enus

Conflict, Stress, and Time Management
Course cust_07_a03_bs_enus

Communication Skills
Course cust_07_a02_bs_enus

■ Customer Service Representative, Process

Customer Service Processes and Procedures
Course cust_08_a01_bs_enus

Quality in a Support Center
Course cust_08_a02_bs_enus

Support Center Tools, Technologies and Metrics
Course cust_08_a03_bs_enus

Dealing with Irrational Customers and Escalating
Complaints
Course cust_08_a04_bs_enus

■ Customer Focus

Listening to Your Customers
Business Impact Series_pc_bi_spbi002

Creating a Customer-focused Organization
Challenge Series....._pc_ch_lach020

Identifying and Managing Customer Expectations
Course cust_10_a01_bs_enus

Creating and Sustaining a Customer-focused Organization
Course cust_10_a02_bs_enus

Customer-focused Interaction
Course cust_10_a03_bs_enus

Developing Your Customer Focus
Challenge Series....._pc_ch_pach009

BUSINESS SKILLS COURSEWARE

Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships Course.....	cust_11_a01_bs_enus
Customer Advocacy: Enhancing the Customer Experience Course.....	cust_11_a02_bs_enus
Customer Advocacy: Supporting Customer Advocacy Course.....	cust_11_a03_bs_enus

ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle Course.....	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Design Fundamentals Course.....	ib_itlv_a04_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes Course.....	ib_itlv_a03_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation Course.....	ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals Course.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Design Processes Course.....	ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies Course.....	ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes Course.....	ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement Course.....	ib_itlv_a09_it_enus

ITIL® 2011 Edition Overview

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

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

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

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

Industry Overviews

The Telecommunications Industry Overview: Version 4 Course.....	indo_01_a11_bs_enus
The Health Care Industry Overview: Version 4 Course.....	indo_01_a12_bs_enus
The Insurance Industry Overview: Version 4 Course.....	indo_01_a13_bs_enus
The Banking Industry Overview: Version 4 Course.....	indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 4 Course.....	indo_01_a15_bs_enus

BUSINESS SKILLS COURSEWARE

The Retail Industry Overview: Version 4	
Course.....	indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3	
Course.....	indo_01_a17_bs_enus
The Pharmaceutical Industry Overview: Version 5	
Course.....	indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3	
Course.....	indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 4	
Course.....	indo_01_a20_bs_enus
The Education Industry Overview: Version 2	
Course.....	indo_01_a21_bs_enus
The Utilities Industry Overview: Version 2	
Course.....	indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 2	
Course.....	indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 2	
Course.....	indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 2	
Course.....	indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 2	
Course.....	indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 2	
Course.....	indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 2	
Course.....	indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3	
Course.....	indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 4	
Course.....	indo_01_a30_bs_enus
The Agriculture Industry Overview: Version 4	
Course.....	indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL Foundation	
Testprep Exams.....	ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring ITIL Foundation	
Mentoring Assets.....	mntitv3f

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Workplace Health and Safety

Access to Employee Medical and Exposure Records Course.....	esh_sah_a35_sh_enus
Accident Investigation and Reporting Course.....	esh_sah_a62_sh_enus
Aerial Work Platforms Course.....	esh_sah_b66_sh_enus
Ammonia Safety Course.....	esh_sah_b48_sh_enus
Asbestos Course.....	esh_sah_a37_sh_enus
Back Safety and Injury Prevention Course.....	esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors Course.....	esh_sah_a71_sh_enus
Benzene Awareness Course.....	esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness Course.....	esh_sah_b19_sh_enus
Carcinogen Safety Course.....	esh_sah_a81_sh_enus
Chemical Process Safety Course.....	esh_sah_a82_sh_enus
Chemical Process Safety Management Course.....	esh_sah_b51_sh_enus
Chlorine Safety Course.....	esh_sah_a03_sh_enus
Cold Stress Course.....	esh_sah_a50_sh_enus
Combustible Dust Course.....	esh_sah_b46_sh_enus
Compressed Gas Safety Course.....	esh_sah_a55_sh_enus
Computer Ergonomics Course.....	esh_sah_a63_sh_enus
Confined Spaces Course.....	esh_sah_a28_sh_enus
Confined Spaces in Construction Course.....	ehs_hsf_a05_sh_enus
Contractor Safety Course.....	ehs_hsf_a57_sh_enus

Construction Safety Orientation Course	esh_sah_a84_sh_enus
Crane Signaling and Communications Course	esh_sah_b67_sh_enus
Cryogenic Safety Course	esh_sah_a04_sh_enus
Disaster Site Workers Course	ehs_hsf_a60_sh_enus
Electrical Safety Course	esh_sah_b15_sh_enus
Electrostatic Discharge Safety Training Course	esh_sah_a07_sh_enus
Emergency and Disaster Preparedness Course	esh_sah_b18_sh_enus
Emergency Response in the Workplace Course	esh_sah_b27_sh_enus
Ergonomics in the Workplace Course	esh_sah_b25_sh_enus
Fall Protection Course	esh_sah_b22_sh_enus
Fire Safety and Prevention Course	esh_sah_b20_sh_enus
First Aid: Automated External Defibrillator Course	esh_sah_a72_sh_enus
First Aid: Basic Course	esh_sah_b34_sh_enus
First Aid: CPR Course	esh_sah_a73_sh_enus
First Aid: CPR (Compression-only) Course	ehs_hsf_a50_sh_enus
First Aid: Medical Emergencies Course	esh_sah_a74_sh_enus
Flammable Liquids Course	ehs_hsf_a08_sh_enus
Forklift Operation 1: Safety Inspection and Maintenance Course	esh_sah_b76_sh_enus
Forklift Operation 2: Stability and Capacity Course	esh_sah_b78_sh_enus
Forklift Operation 3: Load Handling Course	esh_sah_b77_sh_enus
Forklift Operation 4: Traveling and Maneuvering Course	esh_sah_b79_sh_enus
Forklift Safety Awareness Course	esh_sah_b28_sh_enus
Globally Harmonized System of Classification and Labeling of Chemicals (GHS) Course	esh_sah_a56_sh_enus
Hand and Power Tool Safety Course	esh_sah_b33_sh_enus
Hazard Communication: An Employee's Right to Know Course	esh_sah_b23_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Hazardous Material Handling and Storage
Course.....esh_sah_a20_sh_enus

Hazardous Materials in the Workplace
Course.....esh_sah_a36_sh_enus

Hazards to Outdoor Workers
Course.....esh_sah_b47_sh_enus

Hearing Conservation
Course.....esh_sah_b24_sh_enus

Heat Stress Recognition and Prevention
Course.....esh_sah_a39_sh_enus

Hexavalent Chromium
Course.....esh_sah_a41_sh_enus

Hot Work Permits
Course.....esh_sah_a51_sh_enus

Hydrogen Sulfide
Course.....esh_sah_a86_sh_enus

Indoor Hoisting and Rigging
Course.....esh_sah_a60_sh_enus

Industrial Ergonomics
Course.....esh_sah_b30_sh_enus

Infectious Diseases
Course.....ehs_hsf_a02_sh_enus

Injury and Illness Prevention Program (I2P2)
Course.....esh_sah_b50_sh_enus

Introduction to Industrial Hygiene
Course.....esh_sah_a15_sh_enus

Isocyanates
Course.....Esh_sah_b89_sh_enus

Job Hazard Analysis
Course.....esh_sah_b29_sh_enus

Laboratory Safety
Course.....esh_sah_a85_sh_enus

Ladder Safety
Course.....esh_sah_b31_sh_enus

Laser Safety Training
Course.....esh_sah_a87_sh_enus

Lead and Cadmium
Course.....esh_sah_a02_sh_enus

Lead Awareness in Construction
Course.....esh_sah_b93_sh_enus

Lead Awareness in General Industry
Course.....Esh_sah_b88_sh_enus

Liquefied Petroleum Gas (LPG) Safety
Course.....esh_sah_a89_sh_enus

Lockout/Tagout
Course.....esh_sah_b17_sh_enus

Lockout/Tagout for Authorized Persons
Course.....esh_sah_a08_sh_enus

Machine Guarding
Course.....esh_sah_b16_sh_enus

Mobile Crane Operator Safety
Courseesh_sah_b68_sh_enus

Mold Awareness
Courseesh_sah_a01_sh_enus

NFPA 70E Electrical Safety in the Workplace 2015 Edition
Courseehs_hsf_a01_sh_enus

Non-Ionizing Radiation Safety
Courseesh_sah_a09_sh_enus

Nuisance Dust
Courseehs_hsf_a61_sh_enus

Office Ergonomics
Courseesh_sah_a64_sh_enus

Office Safety
Courseesh_sah_b83_sh_enus

OSHA 300 Recordkeeping
Courseesh_sah_a83_sh_enus

Pandemic Flu Awareness
Courseesh_sah_a10_sh_enus

Portable Fire Extinguishers
Courseesh_sah_a42_sh_enus

Powered Industrial Truck Safety
Courseesh_sah_b84_sh_enus

Personal Protective Equipment: Body Protection
Courseesh_sah_a66_sh_enus

PPE: Eye and Face Protection
Courseesh_sah_a68_sh_enus

PPE: Foot and Leg Protection
Courseesh_sah_a67_sh_enus

PPE: Hand Protection
Courseesh_sah_a70_sh_enus

PPE: Head Protection
Courseesh_sah_a69_sh_enus

PPE: Personal Protective Equipment
Courseesh_sah_a17_sh_enus

Radiation Safety
Courseesh_sah_a90_sh_enus

Radio Frequency Safety for Communications Workers
Courseesh_sah_b49_sh_enus

Regulatory Information
Courseesh_sah_a91_sh_enus

Respiratory Protection
Courseesh_sah_b26_sh_enus

Retail Safety
Courseehs_hsf_a04_sh_enus

Rigging Equipment and Inspection
Courseesh_sah_b82_sh_enus

Safe Work Practices
Courseesh_sah_a52_sh_enus

Safety at Work: A Systematic Approach
Courseehs_hsf_a07_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Safety Data Sheets	
Course.....	esh_sah_a77_sh_enus
Scaffolding and Ladder Safety	
Course.....	esh_sah_a32_sh_enus
Scissor Lifts	
Course.....	esh_sah_b65_sh_enus
Signs and Tags	
Course.....	esh_sah_a45_sh_enus
Silica	
Course.....	esh_sah_b80_sh_enus
Slips, Trips, and Falls	
Course.....	esh_sah_b32_sh_enus
Sprains and Strains	
Course.....	esh_sah_a11_sh_enus
Stop Work Authority	
Course.....	ehs_hsf_a55_sh_enus
Trenching and Excavation Safety	
Course.....	esh_sah_a54_sh_enus
Tuberculosis: Prevention and Control	
Course.....	esh_sah_a92_sh_enus
Warehouse Safety	
Course.....	esh_sah_b81_sh_enus
Welding, Cutting, and Brazing	
Course.....	esh_sah_a61_sh_enus
Workplace Inspections	
Course.....	esh_sah_a40_sh_enus
Workplace Safety Orientation	
Course.....	esh_sah_a65_sh_enus
Working Alone – Safety Awareness	
Course.....	ehs_hsf_a70_sh_enus

■ Cal/OSHA Workplace Health and Safety

Asbestos – Cal/OSHA	
Course.....	ehs_cal_a01_sh_enus
Bloodborne Pathogens Awareness – Cal/OSHA	
Course.....	ehs_cal_a03_sh_enus
Electrical Safety – Cal/OSHA	
Course.....	ehs_cal_a02_sh_enus
Ergonomics – Cal/OSHA	
Course.....	ehs_cal_a08_sh_enus
Hazard Communication – Cal/OSHA	
Course.....	ehs_cal_a06_sh_enus
Heat Illness Prevention – Cal/OSHA	
Course.....	ehs_cal_a07_sh_enus
Injury and Illness Prevention Program – Cal/OSHA	
Course.....	ehs_cal_a09_sh_enus
Office Safety – Cal/OSHA	
Course.....	ehs_cal_a04_sh_enus
Slips, Trips, and Falls – Cal/OSHA	
Course.....	ehs_cal_a11_sh_enus

■ Hazardous Waste Operations and Emergency Response Annual 8-hour Refresher Module

Decontamination (HAZWOPER)	
Course	esh_sah_b06_sh_enus
Emergency Response and Spill Control (HAZWOPER)	
Course	esh_sah_b07_sh_enus
Fire and Explosion Hazards (HAZWOPER)	
Course	esh_sah_b08_sh_enus
Hazard Communication (HAZWOPER)	
Course	esh_sah_a80_sh_enus
Heat and Cold Exposure Management (HAZWOPER)	
Course	esh_sah_b09_sh_enus
Personal Protective Equipment (HAZWOPER)	
Course	esh_sah_b14_sh_enus
Regulatory Overview (HAZWOPER)	
Course	esh_sah_b10_sh_enus
Site Control (HAZWOPER)	
Course	esh_sah_b11_sh_enus
Site Safety and Health Plan Procedures (HAZWOPER)	
Course	esh_sah_b12_sh_enus
Toxicology (HAZWOPER)	
Course	esh_sah_b13_sh_enus

■ Environmental

Biosafety Hazardous Waste Handling and Disposal	
Course	ehs_hsf_a62_sh_enus
Environmental Management Systems (EMS)	
Course	esh_env_a01_sh_enus
Environmental Regulations Overview	
Course	esh_sah_a99_sh_enus
Hazardous Waste Generator (RCRA)	
Course	esh_sah_a34_sh_enus
Spill Prevention and Control	
Course	esh_sah_b01_sh_enus
Spill Prevention, Control, and Countermeasure Plan	
Course	esh_sah_b02_sh_enus
Storm Water Pollution Prevention	
Course	esh_sah_b03_sh_enus
Universal Waste Rule Training	
Course	esh_sah_b04_sh_enus
Used Oil Management	
Course	esh_sah_b05_sh_enus
Waste Minimization and Pollution Prevention for Employees	
Course	esh_env_a02_sh_enus

■ Transportation - Safe Driving

Accident Procedures Involving Large Vehicles	
Course	esh_sah_b52_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Collision Avoidance Course.....	esh_sah_b54_sh_enus
Defensive Driving Course.....	esh_sah_b45_sh_enus
Defensive Driving Fundamentals Course.....	esh_sah_b21_sh_enus
Defensive Driving: Truck Safety Course.....	esh_sah_a12_sh_enus
Distracted Driving Course.....	esh_sah_b55_sh_enus
Emergency Situations While Driving Course.....	esh_sah_b56_sh_enus
Ergonomics and Injury Prevention for Commercial Vehicle Operators Course.....	esh_sah_b70_sh_enus
Flagging Safety Course.....	esh_sah_a75_sh_enus
Flatbed Cargo Securement Course.....	esh_sah_b71_sh_enus
Hazardous Materials: How to Package Small Quantities Course.....	ehs_trn_a01_sh_enus
Hazardous Weather Driving for Commercial Vehicle Operators Course.....	esh_sah_b72_sh_enus
Loading Dock Safety Course.....	esh_sah_b75_sh_enus
Negotiating Hazards for Commercial Vehicles Course.....	esh_sah_b74_sh_enus
Safe Vehicle Backing Course.....	esh_sah_a76_sh_enus
Trailer Coupling and Uncoupling Course.....	esh_sah_b69_sh_enus
Urban Driving Course.....	esh_sah_b59_sh_enus

■ Federal Motor Carrier Safety

DOT: Air Brakes Course.....	esh_sah_b53_sh_enus
DOT: Cross-border Requirements (US and Canada) Course.....	ehs_trn_a02_sh_enus
DOT: CSA Fundamentals Course.....	esh_sah_b60_sh_enus
DOT: Drug and Alcohol Awareness Course.....	esh_trns_a01_sh_enus
DOT: Hours of Service Course.....	esh_sah_b57_sh_enus
DOT: Inspections Course.....	esh_sah_b73_sh_enus

■ Hazardous Materials Transportation by Road

DOT: Security for Shipment of Hazardous Materials Course	esh_trns_a02_sh_enus
DOT 1: Hazardous Materials Table Course	esh_sah_b41_sh_enus
DOT 2: Packaging, Labeling, Marking, and Placarding Course	esh_sah_b42_sh_enus
DOT 3: Shipping Papers Course	esh_sah_b43_sh_enus
DOT 4: Loading and Storage Course	esh_sah_b44_sh_enus

■ Hazardous Materials Transportation by Air

IATA 1: Hazard Class Identification/Classification Course	esh_sah_a94_sh_enus
IATA 2: Marking and Labeling Course	esh_sah_a95_sh_enus
IATA 3: Packaging Course	esh_sah_a96_sh_enus
IATA 4: Documentation Course	esh_sah_a97_sh_enus
IATA 5: Limitations and Shipment Review Course	esh_sah_a98_sh_enus

■ Dangerous Goods Shipment by Sea

IMDG 1: Introduction, General Provisions, and Classifications Course	esh_sah_a57_sh_enus
IMDG 2: Dangerous Goods List, Special Provisions and Exceptions Course	esh_sah_a58_sh_enus
IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation Course	esh_sah_a59_sh_enus
IMDG 4: Loading, Unloading, and Offering Dangerous Goods Course	esh_sah_a79_sh_enus

■ Security

NFPA 1600 Disaster/Emergency Management Course	esh_sec_a01_sh_enus
NFPA 1600 Business Continuity Programs Course	esh_sec_a02_sh_enus
Business Travel Safety and Security Course	ehs_sec_a02_sh_enus
Active Shooter – Campus Course	ehs_sec_a03_sh_enus
Active Shooter Course	esh_sah_b92_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Campus Safety
Course.....ehs_sec_a01_sh_enus
Workplace Security Awareness
Course.....esh_sah_a93_sh_enus

■ Global Safety Principles

Global Safety Principles: Back Safety and Injury Prevention
Course.....ehs_ged_a01_sh_enus
Global Safety Principles: Bloodborne Pathogen Awareness
Course.....ehs_ged_a02_sh_enus
Global Safety Principles: Fire Safety and Prevention
Course.....ehs_ged_a03_sh_enus
Global Safety Principles: Hazard Communication: An Employee's Right to Know
Course.....ehs_ged_a04_sh_enus
Global Safety Principles: Hearing Conservation
Course.....ehs_ged_a05_sh_enus
Global Safety Principles: Indoor Hoisting and Rigging
Course.....ehs_ged_a06_sh_enus
Global Safety Principles: Industrial Ergonomics
Course.....ehs_ged_a07_sh_enus
Global Safety Principles: Lockout/Tagout
Course.....ehs_ged_a08_sh_enus
Global Safety Principles: Office Ergonomics
Course.....ehs_ged_a09_sh_enus
Global Safety Principles: PPE: Personal Protective Equipment
Course.....ehs_ged_a10_sh_enus
Global Safety Principles: Respiratory Protection
Course.....ehs_ged_a11_sh_enus

■ Compliance Impact Series

Hearing Conservation Impact: Effects of Noise on Hearing
Business Impact Series....._pc_bi_shbi027
OSHA Recordkeeping Impact: OSHA's Form 300
Business Impact Series....._pc_bi_shbi010
OSHA Recordkeeping Impact: OSHA's Form 300A
Business Impact Series....._pc_bi_shbi011
Safety Principles Impact: Accident Factors
Business Impact Series....._pc_bi_shbi001
Safety Principles Impact: Safe Work Habits and Behaviors
Business Impact Series....._pc_bi_shbi002
Safety Principles Impact: Safety Awareness
Business Impact Series....._pc_bi_shbi003
Safety Principles Impact: Accident Investigation
Business Impact Series....._pc_bi_shbi005
Safety Principles Impact: Near Misses
Business Impact Series....._pc_bi_shbi006

Safety Principles Impact: Stop Work Authority
Business Impact Series_pc_bi_shbi007
OSHA Recordkeeping Impact: Required Reporting
Business Impact Series_pc_bi_shbi008
OSHA Recordkeeping Impact: Recordable Cases
Business Impact Series_pc_bi_shbi009
Safety Principles Impact: Reporting an Accident
Business Impact Series_pc_bi_shbi004
Hazard Communication Impact: Safety Data Sheets
Business Impact Series_pc_bi_shbi025
Hazard Communication Impact: Reducing and Eliminating Contact with Chemicals
Business Impact Series_pc_bi_shbi026
Ergonomics Impact: Workplace Programs
Business Impact Series_pc_bi_shbi020
Hazard Communication Impact: Routes of Chemical Entry
Business Impact Series_pc_bi_shbi021
Hazard Communication Impact: Physical Hazards
Business Impact Series_pc_bi_shbi022
Hazard Communication Impact: Health Hazards
Business Impact Series_pc_bi_shbi023
Hazard Communication Impact: Warning Labels
Business Impact Series_pc_bi_shbi024
Ergonomics Impact: Computer Ergonomics
Business Impact Series_pc_bi_shbi015
Ergonomics Impact: Musculoskeletal Disorders
Business Impact Series_pc_bi_shbi016
Ergonomics Impact: Engineering Controls
Business Impact Series_pc_bi_shbi017
Ergonomics Impact: Furniture and Equipment
Business Impact Series_pc_bi_shbi018
Ergonomics Impact: Administrative Controls
Business Impact Series_pc_bi_shbi019
Hearing Conservation Impact: Monitoring, Testing, and Training
Business Impact Series_pc_bi_shbi028
Hearing Conservation Impact: Selection, Use, and Care
Business Impact Series_pc_bi_shbi029
Hearing Conservation Impact: Types of Hearing Protection
Business Impact Series_pc_bi_shbi030
Hearing Conservation Impact: Precautions When Using Hearing Protection
Business Impact Series_pc_bi_shbi031
Hearing Conservation Impact: Engineering and Administrative Controls
Business Impact Series_pc_bi_shbi032
Fall Protection Impact: Common Trip Hazards
Business Impact Series_pc_bi_shbi047
Fall Protection Impact: Techniques and Methods
Business Impact Series_pc_bi_shbi048
Fall Protection Impact: Equipment Guidelines
Business Impact Series_pc_bi_shbi049

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Fall Protection Impact: Safety Monitoring and Other Protective Systems
Business Impact Series....._pc_bi_shbi050

Fall Protection Impact: Other Aspects of Fall Protection
Business Impact Series....._pc_bi_shbi051

Fall Protection Impact: Fall Hazards
Business Impact Series....._pc_bi_shbi046

Spill Response and Control Impact: Defining Hazardous Materials
Business Impact Series....._pc_bi_shbi070

Spill Response and Control Impact: Work Practices to Prevent Spills
Business Impact Series....._pc_bi_shbi071

Spill Response and Control Impact: Responding to a Spill
Business Impact Series....._pc_bi_shbi072

Spill Response and Control Impact: Boundaries When Hazards Are Present
Business Impact Series....._pc_bi_shbi073

Spill Response and Control Impact: Hazardous Spill Sizes
Business Impact Series....._pc_bi_shbi074

Spill Response and Control Impact: Responsibilities During a Spill
Business Impact Series....._pc_bi_shbi075

Cold Stress Impact: Symptoms
Business Impact Series....._pc_bi_shbi082

Cold Stress Impact: Treatment
Business Impact Series....._pc_bi_shbi083

Cold Stress Impact: Precautions and Safe Work Practices
Business Impact Series....._pc_bi_shbi084

Heat Stress Impact: Symptoms
Business Impact Series....._pc_bi_shbi085

Heat Stress Impact: Treatment
Business Impact Series....._pc_bi_shbi086

Heat Stress Impact: Precautions and Safe Work Practices
Business Impact Series....._pc_bi_shbi087

Slips, Trips, and Falls Impact: Identifying Fall Hazards
Business Impact Series....._pc_bi_shbi107

Slips, Trips, and Falls Impact: Preventing Injuries on Ladders
Business Impact Series....._pc_bi_shbi108

Slips, Trips, and Falls Impact: Minimizing Walking and Working Surface Hazards
Business Impact Series....._pc_bi_shbi109

Slips, Trips, and Falls Impact: Fall Prevention Techniques and Methods
Business Impact Series....._pc_bi_shbi112

Hazardous Material Handling and Storage Impact: Lifting Techniques
Business Impact Series....._pc_bi_shbi120

Hazardous Material Handling and Storage Impact: Drum and Container Hazards
Business Impact Series....._pc_bi_shbi121

Hazardous Material Handling and Storage Impact: Handling Drums and Containers
Business Impact Series_pc_bi_shbi122

Hazardous Material Handling and Storage Impact: Handling Gas Cylinders
Business Impact Series_pc_bi_shbi123

Hazardous Material Handling and Storage Impact: Transporting Gas Cylinders
Business Impact Series_pc_bi_shbi124

Hazardous Material Handling and Storage Impact: Routine Maintenance
Business Impact Series_pc_bi_shbi126

Fire Safety Impact: Characteristics of Fire
Business Impact Series_pc_bi_shbi127

Fire Safety Impact: Types of Fire Extinguishers
Business Impact Series_pc_bi_shbi128

Fire Safety Impact: How to Prevent Workplace Fires
Business Impact Series_pc_bi_shbi129

Fire Safety Impact: Responding to Fire Emergencies
Business Impact Series_pc_bi_shbi130

Fire Safety Impact: Characteristics of Handheld Extinguishers
Business Impact Series_pc_bi_shbi131

Emergencies and Disasters Impact: Components of an Emergency Action Plan
Business Impact Series_pc_bi_shbi133

Emergencies and Disasters Impact: Preparing for Evacuations
Business Impact Series_pc_bi_shbi134

Emergencies and Disasters Impact: Natural Disasters
Business Impact Series_pc_bi_shbi135

Emergencies and Disasters Impact: Bomb Threats
Business Impact Series_pc_bi_shbi136

Emergencies and Disasters Impact: Workplace Violence
Business Impact Series_pc_bi_shbi137

Emergencies and Disasters Impact: Threats from outside the Workplace
Business Impact Series_pc_bi_shbi138

Fire Safety Impact: Using the Correct Extinguisher for the Material
Business Impact Series_pc_bi_shbi132

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

■ Safety and Health

Accident Investigation – Canada
Course ehs_hsf_a36_sh_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

Back Safety and Injury Prevention – Canada
Course.....ehs_hsf_a43_sh_enus

Bloodborne Pathogen Awareness – Canada
Course.....ehs_hsf_a44_sh_enus

Confined Space Entry – Canada
Course.....esh_sah_b35_sh_enus

Electrical Safety – Canada
Course.....ehs_hsf_a22_sh_enus

Emergency and Disaster Preparedness – Canada
Course.....ehs_hsf_a48_sh_enus

Ergonomics in the Workplace - Canada
Course.....ehs_hsf_a19_sh_enus

Fall Prevention Awareness - Canada
Course.....esh_sah_b38_sh_enus

Fire Safety and Prevention – Canada
Course.....ehs_hsf_a42_sh_enus

First Aid: Basic – Canada
Course.....ehs_hsf_a23_sh_enus

Forklift Safety Awareness – Canada
Course.....ehs_hsf_a24_sh_enus

Hand and Power Tool Safety – Canada
Course.....ehs_hsf_a20_sh_enus

Hazardous Materials in the Workplace – Canada
Course.....ehs_hsf_a45_sh_enus

Hearing Conservation - Canada
Course.....esh_sah_b37_sh_enus

Hot Work Permits – Canada
Course.....ehs_hsf_a40_sh_enus

Indoor Hoisting and Rigging – Canada
Course.....ehs_hsf_a47_sh_enus

Industrial Ergonomics – Canada
Course.....ehs_hsf_a46_sh_enus

Infectious Diseases – Canada
Course.....ehs_hsf_a49_sh_enus

Job Hazard Analysis – Canada
Course.....ehs_hsf_a25_sh_enus

Laboratory Safety – Canada
Course.....ehs_hsf_a38_sh_enus

Ladder and Scaffolding Safety - Canada
Course.....esh_sah_b40_sh_enus

Ladder Safety – Canada
Course.....ehs_hsf_a18_sh_enus

Lockout/Tagout – Canada
Course.....esh_sah_b36_sh_enus

Machine Guarding – Canada
Course.....ehs_hsf_a26_sh_enus

Occupational Health and Safety Awareness: Ontario Reg.
297/13 – Canada
Course.....Esh_sah_b90_sh_enus

Office Ergonomics – Canada
Course.....ehs_hsf_a27_sh_enus

Office Safety – Canada
Courseehs_hsf_a41_sh_enus

Portable Fire Extinguishers – Canada
Courseehs_hsf_a28_sh_enus

PPE: Personal Protective Equipment – Canada
Courseehs_hsf_a17_sh_enus

Respiratory Protection - Canada
Courseesh_sah_b39_sh_enus

Rigging Equipment and Inspection – Canada
Courseehs_hsf_a35_sh_enus

Slips, Trips, and Falls – Canada
Courseehs_hsf_a21_sh_enus

Welding, Cutting, and Brazing – Canada
Courseehs_hsf_a39_sh_enus

Workplace Hazardous Materials Information System -
Canada
Courseesh_sah_b85_sh_enus

Workplace Hazardous Materials Information System
(WHMIS) 2015 – Canada
Courseehs_hsf_a06_sh_enus

Workplace Inspections – Canada
Courseehs_hsf_a37_sh_enus

■ Transportation

Defensive Driving Fundamentals – Canada
Courseesh_sah_b86_sh_enus

Transport Canada TDG: Documents, Markings, and
Containers
Courseesh_sah_b62_sh_enus

Transport Canada TDG: Introduction and Responsibilities
Courseesh_sah_b61_sh_enus

Transport Canada TDG: Related Regulations and
Standards
Courseesh_sah_b64_sh_enus

Transport Canada TDG: Special Situations and
Emergency Actions
Courseesh_sah_b63_sh_enus

LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ Global Content

Global Anti-bribery Course.....	lchr_01_a48_lc_enus
Global Antitrust Course.....	lchr_01_a50_lc_enus
Global Business Ethics Course.....	lchr_01_b01_lc_enus
Global Conflicts of Interest Course.....	lchr_01_a58_lc_enus
Global Diversity Course.....	lchr_01_a96_lc_enus
Global Export Compliance Course.....	lchr_01_a87_lc_enus
Global Fraud Course.....	lchr_01_a99_lc_enus
Global Import Compliance Course.....	lchr_01_a98_lc_enus
Global Insider Dealing Course.....	lchr_01_a57_lc_enus
Global IT Security Basics Course.....	lchr_01_a89_lc_enus
Global Privacy and Information Security Course.....	lchr_01_a51_lc_enus
Preventing Harassment in the Global Workplace – Employee Edition Course.....	lchr_01_a18_lc_enus
Preventing Harassment in the Global Workplace – Manager Edition Course.....	lchr_01_a19_lc_enus
The Internet, Social Media, and Electronic Communication Course.....	lchr_01_a63_lc_enus

■ EU Content

EU Antitrust Course.....	lchr_01_a60_lc_enus
EU Privacy and Information Security Course.....	lchr_01_a49_lc_enus

■ Ethics & Code of Conduct

Business Ethics Course.....	lchr_01_a68_lc_enus
Code of Conduct Awareness Course.....	lchr_01_a38_lc_enus

Financial Integrity Course.....	lchr_01_a86_lc_enus
Integrity in the Workplace Course.....	lchr_01_a16_lc_enus
Preventing Fraud and Abuse Course.....	lchr_01_b08_lc_enus

■ Workplace Compliance Essentials

Anti-Money Laundering: An Overview Course.....	lchr_01_a56_lc_enus
Bullying and Violence in the Workplace Course.....	lchr_01_a55_lc_enus
EEO and Lawful Hiring Course.....	lchr_01_a70_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave Course.....	lchr_01_a73_lc_enus
Foreign Corrupt Practices Act Course.....	lchr_01_a27_lc_enus
Government Contracting Essentials Course.....	lchr_01_a75_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens Course.....	lchr_01_a20_lc_enus
Independent Contractors and Temporary Employees Course.....	lchr_01_a31_lc_enus
Insider Trading Course.....	lchr_01_a32_lc_enus
Intellectual Property Overview Course.....	lchr_01_a29_lc_enus
Interviewing: Doing it Right Course.....	lchr_01_a65_lc_enus
A Manager's Guide to Discipline and Documentation Course.....	lchr_01_a53_lc_enus
A Manager's Guide to Diversity, Inclusion, and Accommodation Course.....	lchr_01_a52_lc_enus
PCI Compliance Course.....	lchr_01_a95_lc_enus
Privacy and Information Security Course.....	lchr_01_a10_lc_enus
Procurement Integrity Course.....	lchr_01_a72_lc_enus
Promoting a Substance-free Workplace Course.....	lchr_01_b03_lc_enus
Record Retention Course.....	lchr_01_b04_lc_enus
Rightful Employment Termination Course.....	lchr_01_b05_lc_enus
Sarbanes-Oxley: What You Need to Know Course.....	lchr_01_a19_lc_enus

LEGAL COMPLIANCE COURSEWARE

Supply Chain Transparency	
Course.....	lchr_01_a80_lc_enus
Union Awareness	
Course.....	lchr_01_a64_lc_enus
US Antitrust	
Course.....	lchr_01_a41_lc_enus
US Export Controls	
Course.....	lchr_01_a81_lc_enus
Wage and Hour for Employees	
Course.....	lchr_01_a36_lc_enus
Wage and Hour Awareness for Managers	
Course.....	lchr_01_a37_lc_enus

Harassment

Sexual Harassment Prevention for Employees	
Course.....	lch_01_a16_lc_enus
Workplace Harassment Prevention for Employees	
Course.....	lch_01_a11_lc_enus
Workplace Harassment Prevention for Employees, version 2.0	
Course.....	lch_01_a22_lc_enus
Workplace Harassment Prevention for Managers	
Course.....	lch_01_a17_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition	
Course.....	lch_01_a08_lc_enus
Workplace Harassment Prevention for Managers – Multi-State Edition, version 2.0	
Course.....	lch_01_a23_lc_enus

Health Insurance Portability and Accountability Act

HIPAA Privacy Essentials	
Course.....	lchp_01_a01_lc_enus
HIPAA – Privacy Rule for Business Associates	
Course.....	lchp_01_a02_lc_enus
HIPAA - Privacy Rule for Covered Entities	
Course.....	lchp_01_a03_lc_enus
HIPAA - Security Rule for Business Associates	
Course.....	lchp_01_a04_lc_enus
HIPAA - Security Rule for Covered Entities	
Course.....	lchp_01_a05_lc_enus

Gaming Compliance

Title 31: Introduction	
Course.....	mind_13_a01_lc_enus
Title 31: Identifying Suspicious Activity	
Course.....	mind_13_a02_lc_enus
Title 31: Filling Out CTCs	
Course.....	mind_13_a03_lc_enus

State/Local Government and Higher Education

Campus Security Obligations Under Federal Law	
Course	lchr_01_a93_lc_enus
Code of Conduct Awareness – Higher Education Edition	
Course	lchr_01_a91_lc_enus
FERPA for Higher Education	
Course	lchr_01_a85_lc_enus
Harassment Prevention for Employees - State and Local Government Edition	
Course	lch_01_a14_lc_enus
Harassment Prevention for Managers - Higher Education Edition	
Course	lch_01_a13_lc_enus
Harassment Prevention for Employees - Higher Education Edition	
Course	lch_01_a12_lc_enus
Harassment Prevention for Managers - State and Local Government Sector Edition	
Course	lch_01_a15_lc_enus
Student Rights Overview	
Course	lchr_01_a94_lc_enus
Title IX for Higher Education	
Course	lchr_01_a79_lc_enus

Canadian Compliance

Canadian Antitrust	
Course	lchr_01_a78_lc_enus
Canadian Anti-Spam Act	
Course	lchr_01_a97_lc_enus
Preventing Harassment and Violence in the Canadian Workplace	
Course	lch_01_a21_lc_enus
The AODA: Customer Service and Accessibility Standard	
Course	lchr_01_a67_lc_enus
The AODA: Integrated Accessibility Standards	
Course	lchr_01_a90_lc_enus

German Compliance

AGG (GETA) – Information for Employees	
Course	lchr_01_a39_lc_enus
AGG (GETA) - Information for Management	
Course	lchr_01_a42_lc_enus

Compliance Impact Series

COMPLIANCE IMPACT: Information Security – The Break-In	
Business Impact Series	_pc_bi_lcbi003
COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story	
Business Impact Series	_pc_bi_lcbi001

COMPLIANCE IMPACT: Antitrust – Rigging the Bid
Business Impact Series....._pc_bi_lcbi002

COMPLIANCE IMPACT: Insider Dealing – The Tipping Point
Business Impact Series....._pc_bi_lcbi004

COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend
Business Impact Series....._pc_bi_lcbi005

COMPLIANCE IMPACT: Reasonable Accommodation – The Ask
Business Impact Series....._pc_bi_lcbi006

COMPLIANCE IMPACT: Bribery – The Shipment
Business Impact Series....._pc_bi_lcbi011

COMPLIANCE IMPACT: Using the Internet – Beware the Share
Business Impact Series....._pc_bi_lcbi007

COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures
Business Impact Series....._pc_bi_lcbi008

COMPLIANCE IMPACT: PCI – Verifying the Transaction
Business Impact Series....._pc_bi_lcbi009

COMPLIANCE IMPACT: Workplace Violence – The Warning Signs
Business Impact Series....._pc_bi_lcbi010

COMPLIANCE IMPACT: Antitrust – Trade Association Meeting
Business Impact Series....._pc_bi_lcbi012

COMPLIANCE IMPACT: Bribery – The High Commission Red Flag
Business Impact Series....._pc_bi_lcbi013

COMPLIANCE IMPACT: Insider Dealing - The Memo
Business Impact Series....._pc_bi_lcbi014

COMPLIANCE IMPACT: Social Media - Blogger Gone Bad
Business Impact Series....._pc_bi_lcbi015

COMPLIANCE IMPACT: Harassment - It's No Joke
Business Impact Series....._pc_bi_lcbi016

COMPLIANCE IMPACT: Harassment - Handling the Complaint
Business Impact Series....._pc_bi_lcbi017

COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple
Business Impact Series....._pc_bi_lcbi018

COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts
Business Impact Series....._pc_bi_lcbi019

COMPLIANCE IMPACT: Political Activities – Keep It Personal
Business Impact Series....._pc_bi_lcbi020

COMPLIANCE IMPACT: Respectful Workplace – The Bully
Business Impact Series....._pc_bi_lcbi021

COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock
Business Impact Series....._pc_bi_lcbi022

■ Compliance Expert Series

COMPLIANCE EXPERT: Privacy & Information Security: The Basics
Business Impact Series_pc_bi_lcbi023

COMPLIANCE EXPERT: Privacy & Information Security: Some Examples from the Trenches
Business Impact Series_pc_bi_lcbi024

COMPLIANCE EXPERT: Export Compliance - The Decision Tree
Business Impact Series_pc_bi_lcbi025

COMPLIANCE EXPERT: Harassment: A Case Study for Managers
Business Impact Series_pc_bi_lcbi030

COMPLIANCE EXPERT: IT Security: What You Need to Know About Phishing
Business Impact Series_pc_bi_lcbi031

COMPLIANCE EXPERT: IT Security: Safeguarding Your Mobile Devices
Business Impact Series_pc_bi_lcbi032

COMPLIANCE EXPERT: Bullying: The Manager's Role
Business Impact Series_pc_bi_lcbi039

COMPLIANCE EXPERT: Diversity: Its Value in the Workplace
Business Impact Series_pc_bi_lcbi033

COMPLIANCE EXPERT: Import Compliance - Country of Origin
Business Impact Series_pc_bi_lcbi035

COMPLIANCE EXPERT: Import Compliance: Product Classification
Business Impact Series_pc_bi_lcbi036

COMPLIANCE EXPERT: Diversity: Ensuring a Diverse Applicant Pool
Business Impact Series_pc_bi_lcbi037

COMPLIANCE EXPERT: Bullying: Not in the Workplace
Business Impact Series_pc_bi_lcbi038

COMPLIANCE EXPERT: Export Compliance - What's the Risk?
Business Impact Series_pc_bi_lcbi026

COMPLIANCE EXPERT: Harassment: A Case Study
Business Impact Series_pc_bi_lcbi028

FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT CURRICULA

FEDERAL GOVERNMENT

■ Federal Government Legal Compliance

The US Constitution	
Course.....	fgov_01_a18_lc_enus
Sexual Harassment Prevention for Federal Employees	
Course.....	fgov_01_a19_lc_enus
The No FEAR Act	
Course.....	fgov_01_a33_lc_enus
EEO and Preventing Discrimination in the Federal Workplace	
Course.....	fgov_01_a34_lc_enus
Domestic Violence Awareness for Federal Employees	
Course.....	fgov_01_a36_lc_enus
Freedom of Information Act	
Course.....	fgov_01_a37_lc_enus
Accessibility and Section 508 Awareness	
Course.....	fgov_01_a20_lc_enus
Workplace Safety	
Course.....	fgov_01_a21_lc_enus
Government Ethics	
Course.....	fgov_01_a22_lc_enus
Proper Use of Government Charge Cards	
Course.....	fgov_01_a23_lc_enus
Federal HR Flexibilities	
Course.....	fgov_01_a24_lc_enus
Information Security Awareness	
Course.....	fgov_01_a25_lc_enus
Privacy Awareness	
Course.....	fgov_01_a26_lc_enus
Pre-retirement Planning for FERS	
Course.....	fgov_01_a27_lc_enus
Telework for Government Employees	
Course.....	fgov_01_a28_lc_enus
Sexual Harassment Prevention for Federal Managers	
Course.....	fgov_01_a29_lc_enus
The Plain Writing Act	
Course.....	fgov_01_a30_lc_enus
Reasonable Accommodation for the Federal Workplace	
Course.....	fgov_01_a31_lc_enus
USERRA: An Overview	
Course.....	fgov_01_a32_lc_enus

LIVE LEARNING ALL ACCESS BUNDLES

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CISCO SYSTEMS

■ Routing and Switching

Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore Live Learning Course	LLCS0084
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore Live Learning Course	LLCS0085
Implementing Cisco IP Routing (ROUTE) 2.0 Expert Live with Encore Live Learning Course	LLCS0093
Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore Live Learning Course	LLCS0094
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0 Expert Live with Encore Live Learning Course	LLCS0095

■ Security

Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore Live Learning Course	LLCS0082
Implementing Cisco Edge Network Security Solutions (SENS) 1.0 Expert Live with Encore Live Learning Course	LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore Live Learning Course	LLCS0090
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
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■ Design

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore Live Learning Course	LLCS0079
Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore Live Learning Course	LLCS0088
Designing for Cisco Internetwork Solutions (DESGN) 3.0 Expert Encore Live Learning Course	LLCS0107

■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore Live Learning Course	LLCS0086
Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore Live Learning Course	LLCS0087
Introducing Cisco Data Center Networking (DCICN) 1.0 Expert Encore Live Learning Course	LLCS0096
Introducing Cisco Data Center Technologies (DCICT) 1.0 Expert Encore Live Learning Course	LLCS0097

■ Collaboration

Implementing Cisco Collaboration Devices (CICD) 1.0 Expert Live with Encore Live Learning Course	LLCS0098
Implementing Cisco Video Network Devices, Part 2 (CIVND2) 1.0 Expert Live with Encore Live Learning Course	LLCS0099
Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1) 1.0 Expert Live with Encore Live Learning Course	LLCS0100
Implementing Cisco Video Network Devices, Part 1 (CIVND1) 1.0 Expert Live with Encore Live Learning Course	LLCS0105
Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2) 1.0 Expert Live with Encore Live Learning Course	LLCS0102
Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore Live Learning Course	LLCS0101

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■ Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0
Expert Live with Encore
Live Learning Course LLCS0106

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MICROSOFT TECHNICAL

■ Microsoft SharePoint Server 2013

Advanced Solutions of Microsoft Exchange Server 2013
Expert Live with Encore
Live Learning Course LLMS0060
Advanced Solutions of Microsoft SharePoint Server 2013
Expert Live with Encore
Live Learning Course LLMS0061
Microsoft SharePoint 2013 for Site Owners Expert Live
with Encore
Live Learning Course LLMS0063

■ Microsoft Windows Server 2012

Installing and Configuring Microsoft Windows Server 2012
Expert Encore
Live Learning Course LLMS0049
Administering Microsoft Windows Server 2012 Expert
Encore
Live Learning Course LLMS0050
Configuring Advanced Windows Server 2012 Services
Expert Encore
Live Learning Course LLMS0051
Designing and Implementing a Server 2012 R2
Infrastructure Expert Live with
Encore
Live Learning Course LLMS0052
Implementing an Advanced Server 2012 R2 Infrastructure
Expert Live with Encore
Live Learning Course LLMS0053
Installing and Configuring Microsoft Windows Server 2012
R2 Expert Live with
Encore
Live Learning Course LLMS0054
Administering Microsoft Windows Server 2012 R2 Expert
Live with Encore
Live Learning Course LLMS0055
Configuring Advanced Windows Server 2012 R2 Services
Expert Live with Encore
Live Learning Course LLMS0056
Windows Powershell 101 Expert Live with Encore
Live Learning Course LLMS0062

■ Client Operating Systems

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

■ Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013 Expert
Live with Encore
Live Learning Course LLMS0057

■ SharePoint Server 2010

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

■ Microsoft SQL Server 2012

Administering Microsoft SQL Server 2012 Databases
Live Learning Course LLMS0058

■ Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore
Live Learning Course LLMS0064

■ Microsoft System Center

Administering and Deploying System Center 2012
Configuration Manager Expert
Live with Encore
Live Learning Course LLMS0065

LIVE LEARNING ALL ACCESS

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

LIVE LEARNING ALL ACCESS BUNDLES

CompTIA A+ 220-901 Expert Encore
Live Learning Course LLCT0020

CompTIA A+ 220-902 Expert Encore
Live Learning Course LLCT0021

■ Security

CompTIA Security+ Expert Encore
Live Learning Course LLCT0017

LIVE LEARNING ALL ACCESS

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Design and
Optimization Expert Encore
Live Learning CourseLLVM0003

vSphere 6.0 ICM Part One Expert Live with Encore
Live Learning CourseLLVM0009

vSphere 6.0 ICM Part Two Expert Live with Encore
Live Learning CourseLLVM0010

LIVE LEARNING ALL ACCESS

PROJECT MANAGEMENT

■ PMP Certification

Project Management Professional Certification (PMP) 5.0
(5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

■ CAPM Certification

Project Management Professional Certification (PMP) 5.0
(5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course LLCT0010

■ Skillssoft Courses

Leadership Essentials: Communicating Vision
Course.....lead_05_a02_bs_enus

Leadership Essentials: Building Your Influence as a
Leader
Course.....lead_05_a03_bs_enus

Leadership Essentials: Leading with Emotional
Intelligence
Course lead_05_a04_bs_enus

Leadership Essentials: Leading Innovation
Course lead_05_a06_bs_enus

Leadership Essentials: Leading Change
Course lead_05_a07_bs_enus

Leading Teams: Developing the Team and its Culture
Course team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and
Collaboration
Course team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course team_03_a08_bs_enus

Working with Difficult People: Identifying Difficult People
Course comm_23_a01_bs_enus

Working with Difficult People: How to Work with Negative
People
Course comm_23_a03_bs_enus

Working with Difficult People: How to Work with
Procrastinators
Course comm_23_a04_bs_enus

Working with Difficult People: How to Work with Self-
serving People
Course comm_23_a06_bs_enus

Communicating Across Cultures
Course comm_26_a02_bs_enus

Improving Communication in Cross-cultural Relationships
Course comm_26_a03_bs_enus

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

Getting Results without Direct Authority: Reciprocity
Course comm_27_a03_bs_enus

Getting Results without Direct Authority: Persuasive
Communication
Course comm_27_a02_bs_enus

Getting Results without Direct Authority: Influencing Your
Boss
Course comm_27_a04_bs_enus

Principles of Accounting and Finance for Non-financial
Professionals
Course fin_02_a01_bs_enus

The Essentials of Budgeting for Non-financial
Professionals
Course fin_02_a04_bs_enus

LIVE LEARNING ALL ACCESS BUNDLES

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
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LIVE LEARNING ALL ACCESS CISCO

CISCO SYSTEMS

Routing and Switching

Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore Live Learning Course	LLCS0084
Interconnecting Cisco Network Devices Part 2 (ICND2) 2.0 Expert Live with Encore Live Learning Course	LLCS0085
Implementing Cisco IP Routing (ROUTE) 2.0 Expert Live with Encore Live Learning Course	LLCS0093
Implementing Cisco IP Switched Networks (SWITCH) 2.0 Expert Live with Encore Live Learning Course	LLCS0094
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) 2.0 Expert Live with Encore Live Learning Course	LLCS0095

Security

Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore Live Learning Course	LLCS0082
Implementing Cisco Edge Network Security Solutions (SENS) 1.0 Expert Live with Encore Live Learning Course	LLCS0089
Implementing Cisco Threat Control Solutions (SITCS) 1.0 Expert Encore Live Learning Course	LLCS0090

LIVE LEARNING ALL ACCESS BUNDLES

Implementing Cisco Security Access Solutions (SISAS) 1.0 Expert Encore
Live Learning Course LLCS0091

Implementing Cisco Secure Mobility Solutions (SIMOS) 1.0 Expert Encore
Live Learning Course LLCS0092

■ Wireless Technologies

Implementing Cisco Wireless Networking Fundamentals (WIFUND) 1.0 Expert Live with Encore
Live Learning Course LLCS0108

■ Design

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

Designing Cisco Network Service Architectures (ARCH) 2.1 Expert Encore
Live Learning Course LLCS0088

Designing for Cisco Internetwork Solutions (DESGN) 3.0 Expert Encore
Live Learning Course LLCS0107

■ Data Center

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

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

Introducing Cisco Data Center Networking (DCICN) 1.0 Expert Encore
Live Learning Course LLCS0096

Introducing Cisco Data Center Technologies (DCICT) 1.0 Expert Encore
Live Learning Course LLCS0097

■ Collaboration

Implementing Cisco Collaboration Devices (CICD) 1.0 Expert Live with Encore
Live Learning Course LLCS0098

Implementing Cisco Video Network Devices, Part 2 (CIVND2) 1.0 Expert Live with Encore
Live Learning Course LLCS0099

Implementing Cisco IP Telephony & Video, Part 1 (CIPTV1) 1.0 Expert Live with Encore
Live Learning Course LLCS0100

Implementing Cisco Video Network Devices, Part 1 (CIVND1) 1.0 Expert Live with Encore
Live Learning Course LLCS0105

Implementing Cisco IP Telephony & Video, Part 2 (CIPTV2) 1.0 Expert Live with Encore
Live Learning Course LLCS0102

Implementing Cisco Network Security (IINS) 3.0 Expert Live with Encore
Live Learning Course LLCS0101

■ Cloud

Understanding Cisco Cloud Fundamentals (CLDFND) 1.0 Expert Live with Encore
Live Learning Course LLCS0106

LIVE LEARNING ALL ACCESS CISCO

COMPTIA

■ Networking

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

LIVE LEARNING ALL ACCESS CISCO

APPLICATION DEVELOPMENT

■ JavaScript

Javascript Development
Live Learning Course LLJS0001

LIVE LEARNING ALL ACCESS MICROSOFT

MICROSOFT TECHNICAL

■ Microsoft SharePoint Server 2013

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

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

Microsoft SharePoint 2013 for Site Owners Expert Live with Encore
Live Learning Course LLMS0063

LIVE LEARNING ALL ACCESS BUNDLES

■ 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
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■ Microsoft Back Office

Core Solutions of Microsoft Exchange Server 2013 Expert Live with Encore Live Learning Course	LLMS0057
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■ 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
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■ Microsoft Windows 10

Configuring Microsoft Windows 10 Expert Live with Encore Live Learning Course	LLMS0064
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■ Microsoft System Center

Administering and Deploying System Center 2012 Configuration Manager Expert Live with Encore Live Learning Course	LLMS0065
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LIVE LEARNING ALL ACCESS MICROSOFT COMPTIA

■ Networking

CompTIA Network+ N10-006 Expert Live with Encore Live Learning Course	LLCT0019
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■ 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
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LIVE LEARNING ALL ACCESS MICROSOFT APPLICATION DEVELOPMENT

■ JavaScript

Javascript Development Live Learning Course	LLJS0001
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LIVE LEARNING ALL ACCESS PROJECT MANAGEMENT

LIVE LEARNING ALL ACCESS BUNDLES

PROJECT MANAGEMENT

■ PMP Certification

Project Management Professional Certification (PMP) 5.0
(5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

■ CAPM Certification

Project Management Professional Certification (PMP) 5.0
(5th Ed, 2016 PMI
Update Aligned) Expert Live with Encore
Live Learning CourseLLPM0006

■ Project Management Skills

CompTIA Project+ (2009 Edition) Expert Live with Encore
Live Learning Course LLCT0010

■ Skillssoft Courses

Leadership Essentials: Communicating Vision
Course.....lead_05_a02_bs_enus

Leadership Essentials: Building Your Influence as a
Leader
Course.....lead_05_a03_bs_enus

Leadership Essentials: Leading with Emotional
Intelligence
Course.....lead_05_a04_bs_enus

Leadership Essentials: Leading Innovation
Course.....lead_05_a06_bs_enus

Leadership Essentials: Leading Change
Course.....lead_05_a07_bs_enus

Leading Teams: Developing the Team and its Culture
Course..... team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course..... team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and
Collaboration
Course..... team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course..... team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course..... team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course..... team_03_a08_bs_enus

Working with Difficult People: Identifying Difficult People
Course.....comm_23_a01_bs_enus

Working with Difficult People: How to Work with Negative
People
Course.....comm_23_a03_bs_enus

Working with Difficult People: How to Work with
Procrastinators
Course comm_23_a04_bs_enus

Working with Difficult People: How to Work with Self-
serving People
Course comm_23_a06_bs_enus

Communicating Across Cultures
Course comm_26_a02_bs_enus

Improving Communication in Cross-cultural Relationships
Course comm_26_a03_bs_enus

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

Getting Results without Direct Authority: Reciprocity
Course comm_27_a03_bs_enus

Getting Results without Direct Authority: Persuasive
Communication
Course comm_27_a02_bs_enus

Getting Results without Direct Authority: Influencing Your
Boss
Course comm_27_a04_bs_enus

Principles of Accounting and Finance for Non-financial
Professionals
Course fin_02_a01_bs_enus

The Essentials of Budgeting for Non-financial
Professionals
Course fin_02_a04_bs_enus

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

LIVE LEARNING ALL ACCESS BUNDLES

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 PROJECT MANAGEMENT

COMPTIA

■ Project Management

CompTIA Project+ (2009 Edition) Expert Live with Encore
 Live Learning Course LLCT0010

LIVE LEARNING ALL ACCESS VIRTUALIZATION

VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore
 Live Learning Course LLVM0003

vSphere 6.0 ICM Part One Expert Live with Encore
 Live Learning Course LLVM0009

vSphere 6.0 ICM Part Two Expert Live with Encore
 Live Learning Course LLVM0010

LIVE LEARNING ALL ACCESS VIRTUALIZATION

PMP COURSE

■ PMP Certification

Project Management Professional Certification (PMP) 5.0 (5th Ed, 2016 PMI Update Aligned) Expert Live with Encore
 Live Learning Course LLPM0006

LIVE LEARNING ALL ACCESS VIRTUALIZATION

COMPTIA

■ Networking

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

LIVE LEARNING ALL ACCESS VIRTUALIZATION

CISCO SYSTEMS FOR AA VIRTUALIZATION

■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1 (ICND1) 2.0 Expert Live with Encore
 Live Learning Course LLCS0084

LIVE LEARNING ALL ACCESS VIRTUALIZATION

APPLICATION DEVELOPMENT

■ JavaScript

Javascript Development
 Live Learning Course LLJS0001

ITS

Student Registration Form

ITS Use Only

Entered by: _____
Date: _____

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):			
Agency & Division Name:		Office Phone:		Fax Number:	
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:			
City:	State:	Zip:	Email Address:		

Course No./Name	Section 1 st Choice	Section 2 nd Choice	Dates/Times	Course Cost	Materials Needed *
					All None

* Circle All or None. See the current schedule for materials needed for each course.

Bill State Agency

PLEASE DO NOT PREPAY.
AGENCIES WILL BE BILLED
FOR COURSE COSTS.

Agency/Employer Code: _____

Customer Number: _____

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

Bill Student

Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name:			Office Phone:		
Supervisor Address: (Specify Handmail, if applicable)					
City:	State:	Zip:	Email Address:		

Please Read Carefully Before Signing:

All registration forms **MUST** be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized Signature: _____

Date: _____

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 • Phone: (601) 432-8186 • Fax: (601) 713-6380
For more information on the Eastwood Education Center, visit the website: <http://www.its.ms.gov>

ITS On-Line Training Registration Form		
Name: (Please Print)		
Mr./Ms.		
ACE PID Number (or SSN if you do not have ACE PID):		
Agency & Division Name:		
Office Address: (Please provide Handmail address, if applicable)		
City:	State:	Zip:
Office Phone:		
Fax Number:		
Cell Phone:		
Email Address:		
Course No./Name:		
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING		
COURSE COST: PLEASE CHECK ONE		
() ANNUAL SUBSCRIPTION FOR SKILLCHOICE COMPLETE ON-LINE TRAINING \$225 per person (includes Technical, Business, and Desktop courses, e-books, & mentoring)		
() ANNUAL SUBSCRIPTION FOR FULL LIBRARY ON-LINE TRAINING \$150 per person (includes Technical, Business, and Desktop courses)		
() ANNUAL SUBSCRIPTION FOR TECHNICAL LIBRARY ON-LINE TRAINING \$150 per person (includes Technical courses, e-books, & mentoring)		
() ANNUAL SUBSCRIPTION FOR BUSINESS LIBRARY ON-LINE TRAINING \$150 per person (includes Business courses, e-books, & mentoring)		
() ANNUAL SUBSCRIPTION FOR DESKTOP LIBRARY ON-LINE TRAINING \$55 per person (includes Desktop courses & e-books)		
() ANNUAL SUBSCRIPTION FOR MAINFRAME LIBRARY ON-LINE TRAINING \$1,600 per person (includes Mainframe courses)		
<input type="checkbox"/> Bill State Agency	<input type="checkbox"/> Bill Student <input type="checkbox"/> Bill Non-State Agency	
PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.		
All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.		
Agency/Employer Code: _____		
Customer No.: _____		
Supervisor's Name: (Please Print)		
<i>All registration forms MUST be signed by the individual responsible for payment.</i>		
_____ Authorized Signature		

PLEASE RETURN FORM TO:
Susan Meek, ITS Education Services
3771 Eastwood Drive
Jackson, MS 39211
Phone: (601) 432-8186
Fax: (601) 713-6380
susan.meek@its.ms.gov
ITS WEB Home Page:
<http://www.its.ms.gov>

3771 Eastwood Dr

From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.



Map data ©2016 Google 1000 ft

QUESTIONS & ANSWERS

1. What do I do if I need to cancel a class?

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

2. Why is being on time important?

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

3. What should I wear to class?

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!

ITS Contact Information

Executive Director:

Craig Orgeron

(601) 432-8109

craig.orgeron@its.ms.gov

Chief Operating Officer:

Roger Graves

(601) 432-8092

roger.graves@its.ms.gov

Chief Administrative Officer:

Michele Blocker

(601) 432-8111

michele.blocker@its.ms.gov

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Laura Pentecost

(601) 432-8191

laura.pentecost@its.ms.gov

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Jay White

(601) 432-8180

jay.white@its.ms.gov

Information System Services:

Lynn Ainsworth

(601) 432-8150

lynn.ainsworth@its.ms.gov

Internal Support Services:

David Johnson

(601) 432-8126

david.johnson@its.ms.gov

Telecommunications Services:

Steven Walker

(601) 432-8004

steven.walker@its.ms.gov