



## SkillSoft Solutions as of 6/1/2011

SkillSoft is an international producer and distributor of interactive server-based solutions. The company offers thousands of hours of content addressing business skills, interpersonal skills, office systems, application development, network management, systems administration, database management, etc. For information about any of the programs and curricula listed below visit <http://www.skillsoft.com> or email [salesinfo@skillsoft.com](mailto:salesinfo@skillsoft.com)



### Program Administration

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### Access Information

Registration .....[www.saluteheroes.org/career-network.html](http://www.saluteheroes.org/career-network.html)

Access URL: .....<http://govport.skillport.com>

### Help Desk Information

**SkillSoft Technical Support: .....1-866-754-5435**

All SkillSoft owned training programs are believed to be in conformance with current SCORM and Section 508 guidelines except as noted herein. All embedded links are to the SkillSoft Online Catalog or vendor certification web sites. This catalog is available in PDF or Word format for customization as needed.

SkillSoft has partnered with [The Coalition to Salute America's Heroes](http://www.saluteheroes.org) to provide free online training programs to help severely wounded veterans of Operations Iraqi Freedom and Enduring Freedom gain additional knowledge and improve skills in a wide variety of occupational areas. For further information, please click on the links above.  
**THANK YOU FOR YOUR SERVICE.**

### Notes and Legends:

- > \* = In development as of 5/1/2011. Subject, titles and estimated hours are subject to change/cancellation prior to release.
- > (#) = Special usage and ordering conditions apply.
- > (a) = program does not contain an assessment and does not export completion/certificate data.
- > "Final Exams" are content elements designed specifically for college credit exam testing.
- > (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
- > tbd = to be determined.
- > For the latest changes please reference the Product Strategy Roadmap and Content Development Roadmap documents.
- > **Items highlighted in yellow are available for an additional fee. Email [wscott@skillsoft.com](mailto:wscott@skillsoft.com) for assistance.**

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## **SKILLSOFT ENTERPRISE LEARNING CONNECTION**

### **CONNECTED LEARNING DEFINED**

Today's challenge is to connect the strategic goals of the organization to the needs of individual learners. SkillSoft calls this approach Connected Learning. Learning becomes the connective tissue between the organization mission and the employees charged with carrying it out.

### **KNOWLEDGECENTER CONNECTION**

KnowledgeCenters do the work of organizing content for easy access to what is needed, at the time of need. With training roadmaps designed to match a variety of interests and skill levels, around-the-clock expert advice and ongoing automatic content updates, KnowledgeCenters make it effortless for you to support development in critical subject areas. A wealth of comprehensive reference material and certification-focused resources help learners gain and maintain expertise in focused areas, whether as a beginner or at an advanced level. Hands-on coding experience is be included as applicable. The KnowledgeCenter template (sometimes known as "Training in a Box") can also be customized for in-house requirements.

# - KnowledgeCenters are licensed individually

#### **Business Professionals KnowledgeCenters**

- Call Center
- Finance and Accounting
- HR Professional
- Leadership (US, UK)
- Management
- Professional Foundations
- Project Management
- Project Management PRINCE2-aligned (UK)
- Sales (US, UK)
- Six Sigma

#### **Desktop Skills KnowledgeCenters**

- Microsoft Office (XP and 2003)
- Microsoft Office 2007

#### **IT Professionals KnowledgeCenters**

- Cisco
- DoD 8570.1
- IT Security
- Microsoft Enterprise Solutions 2008
- Microsoft MCSE & MCSA Certification
- Oracle

#### **IT Developers KnowledgeCenters**

- Java
- Visual Basic
- Visual C#

#### **KnowledgeCenter Customization Toolset**

## **CONTENT DEVELOPMENT CONNECTION**

A suite of technology and tools that customers can use to author, customize and assemble content into standards-based formats that can be published on their platform of choice.

- Common Course Architecture (SkillSoft Course Player)
- e3 Mix & Match Tool
- SkillStudio™
- Course Customization Toolkit (CCT)
- SkillSoft Customer Content Publishing Solution
- SkillPort Compatibility Toolkit (SCT)
- SkillPort Publisher

## **BLENDED LEARNING CONNECTION**

Helps customers create customized, formal learning programs to support specific business initiatives. This technology allows you to create and present structured learning programs that include forced sequencing, electives and management level enrollment, and approval. Learning programs can be tracked by users or by groups of users, and can be reported on for completions or levels of completeness. Check with your SkillSoft representative for a list of specific items available.

## **DIALOGUE CONNECTION**

SkillSoft's rapid content assembly and virtual classroom capability that includes web collaboration services.

- Dialogue Design
- Dialogue Resource
- Dialogue Live

## **COMPLIANCE CONNECTION**

A link/system to seamlessly include SkillSoft Academy to manage the compliance-based content areas as well as custom objects. Some of the capabilities include:

- Scheduling and Tracking
- Curriculum Management
- Records Management
- Include Records Archives
- Reporting
- Automated Training Notification
- Learner Progress Status

## **ADMINISTRATIVE SOFTWARE TOOLS**

***SkillPort***™ - the SkillSoft LMS (now shipping version 7.0) delivers all available content and services in an easy to use/administer format. Several upgrades to the reporting system are under development and will be released as a service release in the near future.

## **NEW CONTENT TYPES**

### **THE BUSINESS EXPLORATION SERIES**

The combined Business Impact and Challenge Series (also known as the Business Exploration Series) has been added to the Business Library and are included as available assets within their applicable content area within this catalog. **PLEASE NOTE: These are not courses and do not produce a completion certificate.**

### **BUSINESS IMPACT SERIES**

A set of concise, scenario based vignettes, created with the learner in mind, are a part of various KnowledgeCenter Portals. In a departure from traditional courseware, this content is designed to engage the learner in rich content, including video and Flash. They provide takeaways that can impact common business problems such as Web links for additional information, books suggestions from the Books24x7 collection and others.

### **CHALLENGE SERIES**

These are role-based content designed to enable problem analysis and solution definition. As part of a KnowledgeCenter, they involve and interact with the student.

Program Title (hours).....Product Number

## **BUSINESS SKILLS CURRICULA**

### **ADMINISTRATIVE SUPPORT CURRICULUM**

#### **Essential Skills for Administrative Support Professionals**

Representing Your Boss (1.0)..... ad 01 a01 bs enus  
Common Administrative Support  
Tasks (1.0)..... ad 01 a02 bs enus  
Maximizing Your Relationship with  
Your Boss (1.0)..... ad 01 a03 bs enus  
Interacting with Others (1.0)..... ad 01 a04 bs enus  
Putting Your Best Foot Forward (1.0)..... ad 01 a05 bs enus  
Essential Skills for Administrative  
Support Professionals **SkillSim** (0.5)..... AD001A

### **BUSINESS ANALYSIS CURRICULUM**

#### **Certified Business Analysis Professional (CBAP) – BABOK Guide V2.0 Aligned** (exam CBAP)

Introduction to Business Analysis and  
Essential Competencies (2.0)..... ib buap a01 it enus  
Introduction to Business Analysis  
Planning (2.5)..... ib buap a02 it enus  
Planning Business Analysis Communication  
and Monitoring..... ib buap a03 it enus  
Business Analysis Requirements  
Elicitation..... ib buap a04 it enus  
Business Analysis Requirements  
Management and Communication..... ib buap a05 it enus  
Enterprise Analysis..... ib buap a06 it enus  
Introduction to Requirements Analysis..... ib buap a07 it enus  
Verify and Validate Requirements..... ib buap a08 it enus  
Solution Assessment and Validation..... ib buap a09 it enus

### **BUSINESS LAW CURRICULUM**

#### **Business Law Essentials**

\*3 titles (1.0)..... tbd

### **COMMUNICATION CURRICULUM**

#### **How to Write an Effective Internal Business Case**

Preparing a Business Case (2.5)..... comm 01 a01 bs enus  
Writing a Business Case (2.5)..... comm 01 a02 bs enus  
Presenting Your Case (2.5)..... comm 01 a03 bs enus  
Preparing an Effective Internal  
Business Case **SkillSim** (0.5)..... COMM001A

#### **Communicating Effectively with the “C” Level**

\*2 titles (1.0)..... tbd

#### **Listening Essentials**

The Basics of Listening (1.0)..... comm 28 a01 bs enus  
Improving Your Listening Skills (1.0)..... comm 28 a02 bs enus  
Effective Listening (a)..... pc ch lach030

Program Title (hours).....Product Number

## **Difficult Conversations**

\*3 titles (1.0)..... tbd  
Blame Backfires – Conquer Negative Thinking (a)..... pc bi pfb003  
Reacting to Co-Workers Who Try Taking  
Advantage (a)..... pc ch pfch003

## **Public Speaking Strategies**

\*2 titles (1.0)..... tbd

## **Basic Presentation Skills**

Planning a Presentation (1.0)..... comm 33 a01 bs enus  
\*2 more titles..... tbd  
Attracting New Investors – Keeping  
Presentations Focused (a)..... pc bi fabi004

## **Running Effective Business Meetings**

\*3 titles (1.0)..... tbd

## **The Effective Business Meeting**

The Effective Business Meeting (2.5)..... comm 06 a01 bs enus  
Leading an Effective Business  
Meeting (2.5)..... comm 06 a02 bs enus  
Participating Effectively in a Business  
Meeting (2.5)..... comm 06 a03 bs enus  
The Effective Business Meeting **SkillSim** (0.5)..... COMM006A  
When Too Many Meetings Are Just Too Much (a)..... pc bi pfb008  
Making Meetings Work (a)..... pc bi pfb018  
Managing Meetings for Productivity and  
Effectiveness (1.0) (a)..... pc ch lach031

## **Conflict in the Workplace**

Confrontation: What’s the Best Approach (a)..... pc bi mgbi009  
Coping with Accusations in the Workplace (a)..... pc ch lsch003  
Managing Conflict (a)..... pc ch lach009  
Manager to Manager Conflict (a)..... pc ch mgch003

## **Negotiation Essentials**

What is Negotiation? (1.0)..... comm 24 a01 bs enus  
Planning for Negotiation (1.0)..... comm 24 a02 bs enus  
Communicating (1.0)..... comm 24 a03 bs enus  
Persuading (1.0)..... comm 24 a04 bs enus  
Avoiding Pitfalls in Negotiation (1.0)..... comm 24 a05 bs enus  
\*Negotiation Essentials **SkillSim** (0.5)..... tbd  
Effective Body Language in Negotiations (a)..... pc bi pfb013  
Location Does Matter (a)..... pc ch pfch002  
Vendor Negotiations: Choosing the Best  
Approach (a)..... pc ch lach032

## **Emotional Intelligence Essentials**

What is Emotional Intelligence? (1.0)..... comm 25 a01 bs enus  
Improving Your Emotional Intelligence  
Skills – Self-awareness and  
Self-management (1.0)..... comm 25 a02 bs enus  
Using Emotional Intelligence on the  
Job (1.0)..... comm 25 a03 bs enus  
What is Emotional Intelligence? (a)..... pc bi pfb009

**Program Title (hours).....Product Number**

**Professional Networking Essentials**

\*2 titles (1.0)..... tbd

**Professionalism and Business Etiquette**

Standard Business Etiquette (2.5).....[comm 11 a01 bs enus](#)

Communication Business Etiquette (2.5) [comm 11 a02 bs enus](#)

Etiquette at the Business Meeting (3.0).....[comm 11 a03 bs enus](#)

Business Etiquette for Supervisors (2.5).....[comm 11 a04 bs enus](#)

Professionalism and Business Etiquette

**SkillSim** (0.5).....[COMM011A](#)

Business Etiquette in Introductions (a)..... [pc bi pfb001](#)

**Building Improved Work Relationships**

Effective Interfunctional

Relationships (2.5).....[comm 12 a01 bs enus](#)

Effective Intercultural

Relationships (2.0).....[comm 12 a02 bs enus](#)

Effective Intergender

Relationships (2.0).....[comm 12 a03 bs enus](#)

Effective Relationships with

Customers (2.0).....[comm 12 a04 bs enus](#)

Effective Relationships with

Business Partners (3.0).....[comm 12 a05 bs enus](#)

Building Improved Work Relationships

**SkillSim** (0.5).....[COMM012A](#)

**Getting Results without Direct Authority**

Building Relationships and

Credibility (1.0).....[comm 27 a01 bs enus](#)

Persuasive Communication (1.0).....[comm 27 a02 bs enus](#)

Reciprocity (1.0).....[comm 27 a03 bs enus](#)

Influencing Your Boss (1.0).....[comm 27 a04 bs enus](#)

Influencing Key Decision Makers (a)..... [pc bi lsbi015](#)

Influence and Persuasion (a)..... [pc ch lach016](#)

**E-mail Essentials for Business**

Using E-mail and Instant Messaging

Effectively (1.0).....[comm 17 a01 bs enus](#)

Addressing and Redistributing

E-mail (1.0).....[comm 17 a02 bs enus](#)

Managing Your E-mail (1.0).....[comm 17 a03 bs enus](#)

**Telephone Essentials for Business**

Essential Skills for Professional

Telephone Calls (1.0).....[comm 18 a01 bs enus](#)

**Writing Under Pressure**

\*2 titles (1.0)..... tbd

**Business Writing Basics**

Know Your Readers and Your

Purpose (1.0).....[comm 19 a01 bs enus](#)

How to Write Clearly and

Concisely (1.0).....[comm 19 a02 bs enus](#)

Editing and Proofreading (1.0).....[comm 19 a03 bs enus](#)

**Program Title (hours).....Product Number**

**Business Grammar Basics**

Parts of Speech (1.0).....[comm 20 a01 bs enus](#)

Working with Words (1.0).....[comm 20 a02 bs enus](#)

The Mechanics of Writing (1.0).....[comm 20 a03 bs enus](#)

Punctuation (1.0).....[comm 20 a04 bs enus](#)

Sentence Construction (1.0).....[comm 20 a05 bs enus](#)

Common Usage Errors (1.0).....[comm 20 a06 bs enus](#)

**Interpersonal Communication**

Communicating with Confidence (1.0).....[comm 21 a01 bs enus](#)

Targeting Your Message (1.0).....[comm 21 a02 bs enus](#)

Listening Essentials (1.0).....[comm 21 a03 bs enus](#)

Communicating Assertively (1.0).....[comm 21 a04 bs enus](#)

Being Approachable (1.0).....[comm 21 a05 bs enus](#)

\*Interpersonal Communication **SkillSim** (0.5)..... tbd

**Workplace Conflict**

Recognizing and Responding to

Conflict (1.0).....[comm 22 a01 bs enus](#)

Strategies for Resolving Conflict (1.0).....[comm 22 a02 bs enus](#)

**Fundamentals of Working with Difficult People**

Identifying Difficult People (1.0).....[comm 23 a01 bs enus](#)

How to Work with Aggressive

People (1.0).....[comm 23 a02 bs enus](#)

How to Work with Negative

People (1.0).....[comm 23 a03 bs enus](#)

How to Work with Procrastinators (1.0).....[comm 23 a04 bs enus](#)

How to Work with Manipulative

People (1.0).....[comm 23 a05 bs enus](#)

How to Work with Self-serving

People (1.0).....[comm 23 a06 bs enus](#)

Dealing with Micromanagers (1.0).....[comm 23 a07 bs enus](#)

**Fundamentals of Cross Cultural Communication**

Culture and its Effect on

Communication (1.0).....[comm 26 a01 bs enus](#)

Communicating Across Cultures (1.0).....[comm 26 a02 bs enus](#)

Improving Communication in

Cross-cultural Relationships (1.0).....[comm 26 a03 bs enus](#)

Communicating with a Cross-cultural Audience (a)

..... [pc bi pfb020](#)

Dispute Resolution in International Contracts (a) [pc ch lsch005](#)

**Communicate with Diplomacy and Tact**

\*4 titles (1.0)..... tbd

**Living and Working Abroad in the United States**

\*4 titles (1.0)..... tbd

**Constructive Feedback and Criticism**

Giving Feedback (1.0).....[comm 29 a01 bs enus](#)

Giving Constructive Criticism (1.0).....[comm 29 a02 bs enus](#)

Receiving Feedback and Criticism (1.0).....[comm 29 a03 bs enus](#)

Criticism in Context (a)..... [pc bi pfb016](#)

Giving Appropriate Feedback (a)..... [pc ch lach006](#)

**Anger Management Essentials**

Understanding Anger (1.0).....[comm 30 a01 bs enus](#)

Managing and Controlling Anger (1.0).....[comm 30 a02 bs enus](#)

Program Title (hours).....Product Number

**CUSTOMER SERVICE CURRICULUM**

**KnowledgeCenter for Call Center is available**

**Customer Focus**

\*3 titles (1.0).....tbd

**Customer Service Fundamentals**

Building Rapport in Customer

Relationships (1.0).....cust 09 a01 bs enus

Customer Service in the Field (1.0) .....cust 09 a02 bs enus

Customer Service over the Phone (1.0) .....cust 09 a03 bs enus

Internal Customer Service (1.0) .....cust 09 a04 bs enus

Customer Service Confrontation and

Conflict (1.0) .....cust 09 a05 bs enus

Shaping the Direction of Customer

Service in Your Organization (1.0).....cust 09 a06 bs enus

The Angry Caller: What’s Your Plan? (a) ..... pc bi spbi016

Aligning Performance to Key Indicators (a)..... pc bi ctbi007

The Importance of Call Tracking and Ticketing (a) pc bi ctbi003

Creating an Effective On-hold Message (a)..... pc bi ctbi008

Aligning Agent Behaviors with Caller Types (a) .. pc bi ctbi010

Determining Proper Expectation-management

Techniques (a) ..... pc ch ctch001

Training Methods for CSRs in the Customer

Contact Industry (a) ..... pc ch ctch002

**Managing a Customer-focused Department**

Identifying Your Customer’s Expectations (4.5).....CUST0171

Using Surveys to Measure Customer

Satisfaction (3.0).....CUST0172

Bridge the Expectations Gap (4.5) .....CUST0173

Leading a Customer-focused Team (4.0).....CUST0174

Managing a Customer-focused Department

**SkillSim** (0.5) .....CUST0170

Creating a Customer-focused Organization (a) .... pc ch lach020

**ITIL V3 Overview**

Creating a Service Culture (2.0)..... ib ovvw a01 it enus

Introduction to the ITIL V3

Framework (2.0)..... ib ovvw a02 it enus

Certification and Benefits (2.0)..... ib ovvw a03 it enus

**IT Infrastructure Library (ITIL) v3 Foundation Syllabus**

**v4.2**

(exam EXO-101)

**Mentoring** ITIL V3 Foundation (ITV3F)..... mntitv3f

ITIL and the Service Lifecycle (1.5)..... ib itlu a01 it enus

Service Strategy Fundamentals (2.0) ..... ib itlu a02 it enus

Service Strategy Processes (1.0) ..... ib itlu a03 it enus

Service Design Fundamentals (1.5) ..... ib itlu a04 it enus

Service Design Processes (2.0) ..... ib itlu a05 it enus

Service Transition Processes and

Principles (2.0)..... ib itlu a06 it enus

Service Operation Principles and

Functions (1.0)..... ib itlu a07 it enus

Service Operation Processes (1.5)..... ib itlu a08 it enus

Continual Service Improvement

Fundamentals (1.0)..... ib itlu a09 it enus

**TestPrep** ITIL V3 Foundation (ITV3F)..... TPITV3F\_ENG

Program Title (hours).....Product Number

**ITIL v3 Intermediate: Operational Support & Analysis (OSA)**

(exam ITV3OSA)

**Mentoring** ITIL v3 Operational Support & Analysis.. mntitv3osa

Introduction to Operational Support and

Analysis (2.5)..... ib iosaa a01 it enus

Introduction to Event Management (3.5)..... ib iosaa a02 it enus

Introduction to Incident Management (2.5)..... ib iosaa a03 it enus

Incident Management Interactions (3.0) ..... ib iosaa a04 it enus

Introduction to Request Fulfillment (2.0) ..... ib iosaa a05 it enus

Request Fulfillment Process Interfaces

And Challenges (2.5)..... ib iosaa a06 it enus

Introduction to Problem Management (3.0) .. ib iosaa a07 it enus

Problem Management Process Interfaces

And Challenges (2.5)..... ib iosaa a08 it enus

Introduction to Access Management (3.0)..... ib iosaa a09 it enus

Introduction to the Service Desk (2.0) ..... ib iosaa a10 it enus

Service Desk Metrics and Outsourcing (1.5) ib iosaa a11 it enus

Introduction to Functions (2.5)..... ib iosaa a12 it enus

Function Activities (1.5)..... ib iosaa a13 it enus

Technology and Implementation

Considerations (2.5) ..... ib iosaa a14 it enus

**TestPrep** ITIL v3 Operational Support and

Analysis ..... ib iosaa a01 tp enus

**Call Center Management**

Converting a Call Center to a Profit Center (a) ..... pc bi ctbi001

Managing Your Call Center More Efficiently (a) . pc bi ctbi002

Customer Service Training – The Interview and

Beyond (a) ..... pc bi ctbi004

Disaster Recovery – Keeping the Lines Open (a).. pc bi ctbi005

Preventing Agent Absenteeism through

Better Working Conditions (a)..... pc bi ctbi006

Workforce Management Software – Is It

Worth It? (a) ..... pc bi ctbi009

Prioritizing Rewards and Recognition in

Call Centers (a) ..... pc bi ctbi011

**Customer Service Representative, Professionalism**

The Customer Service Representative (3.5) cust 06 a01 bs enus

Support Center Services and Work

Environment (3.0)..... cust 06 a02 bs enus

Team and Customer Relationships (3.0)..... cust 06 a03 bs enus

**Customer Service Representative, Skills**

Customer Interactions (3.5)..... cust 07 a01 bs enus

Communication Skills (3.5) ..... cust 07 a02 bs enus

Conflict, Stress, and Time

Management (3.5)..... cust 07 a03 bs enus

**Customer Service Representative, Process**

Customer Service Processes and

Procedures (3.0)..... cust 08 a01 bs enus

Quality in a Support Center (3.5) ..... cust 08 a02 bs enus

Support Center Tools, Technologies

and Metrics (3.0)..... cust 08 a03 bs enus

Dealing with Irrational Customers

and Escalating Complaints (2.0) ..... cust 08 a04 bs enus



Program Title (hours).....Product Number

**FINANCE & ACCOUNTING CURRICULUM**

**KnowledgeCenter for Finance and Accounting is available**

**Thinking Like a CFO**

\*4 titles (1.0)..... tbd

**Finance and Accounting Essentials for Non-financial Professionals**

- Principles of Accounting and Finance for Non-financial Professionals (1.0).....[fin 02 a01 bs enus](#)
- Cash Flow Management Essentials for Non-financial Professionals (1.0).....[fin 02 a02 bs enus](#)
- The Time Value of Money and Investment Decisions for Non-financial Professionals (1.0).....[fin 02 a03 bs enus](#)
- The Essentials of Budgeting for Non-financial Professionals (1.0).....[fin 02 a04 bs enus](#)
- Financial Statements for Non-financial Professionals (1.0).....[fin 02 a05 bs enus](#)
- Analyzing Financial Statements for Non-financial Professionals (1.0).....[fin 02 a06 bs enus](#)
- Increasing Cash Flow in Times of Need (a).....[pc bi fabi003](#)
- What's Your Gross Profit Margin Really Saying? (a).....[pc bi fabi006](#)
- Recognizing the Value of Intangible Assets (a).....[pc bi fabi007](#)
- Recession: How it Affects Business (a).....[pc bi fabi008](#)
- Assessing Nonrecurring Items in Income Statements (a).....[pc bi fabi009](#)
- Deconstructing the Balance Sheet (a).....[pc bi fabi010](#)
- The Time Value of Money: Possible Pitfalls (a).....[pc bi fabi011](#)
- Depreciation Methods (a).....[pc ch fach002](#)
- Using Financial Analysis for Credit Decisions (a).....[pc ch lach012](#)

**Budgeting Essentials**

\*4 titles (1.0)..... tbd

**Practical Budgeting Skills for Business**

- Creating and Analyzing an Operating Budget (3.5)..... [FIN0161](#)
- The Ins and Outs of Capital Budgeting (3.5)..... [FIN0162](#)
- Effective Budget Management (3.0)..... [FIN0163](#)

**Accounting Fundamentals**

- Basic Accounting Principles and Framework (1.0).....[fin 03 a01 bs enus](#)
- The Accounting Equation and Financial Statements (1.0).....[fin 03 a02 bs enus](#)
- The Accounting Cycle and Accrual Accounting (1.0).....[fin 03 a03 bs enus](#)
- Accounting Transactions and Books of Account (1.0).....[fin 03 a04 bs enus](#)
- Trial Balance and Adjusting Entries (1.0).....[fin 03 a05 bs enus](#)
- The Income Statement (1.0).....[fin 03 a06 bs enus](#)
- The Balance Sheet (1.0).....[fin 03 a07 bs enus](#)
- The Cash Flow Statement (1.0).....[fin 03 a08 bs enus](#)
- Accounting for Companies' Stock Transactions and Dividends (1.0).....[fin 03 a09 bs enus](#)
- Accounting for Sales Returns (a).....[pc bi fabi005](#)

Program Title (hours).....Product Number

**IFRS Primer**

\*4 titles (1.0)..... tbd

**Auditing Essentials**

\*4 titles (1.0)..... tbd

**Auditing: A Practical Approach**

- Introduction to Auditing (3.0)..... [FIN0231](#)
- Introduction to Internal Auditing (4.5)..... [FIN0232](#)
- Principles of Internal Auditing (3.0)..... [FIN0233](#)
- Introduction to External Auditing (3.5)..... [FIN0234](#)
- Principles of External Auditing (4.0)..... [FIN0235](#)
- Using Audits to Help Prevent Business Fraud (a).....[pc bi fabi002](#)
- Establishing the Role of the Audit Department (a).....[pc ch fach001](#)

**FOUNDATION SKILLS CURRICULUM**

**Basic Business Math**

\*3 titles (1.0)..... tbd

**Basic Business Math Skills**

- Whole Numbers, Fractions, and Equations (4.0)..... [FNDDT0101](#)
- Decimals and Percents (2.0)..... [FNDDT0102](#)
- Ratios and Averages (2.0)..... [FNDDT0103](#)

**HUMAN RESOURCES CURRICULUM**

**KnowledgeCenter for HR Professional is available**

**The Role of HR as a Business Partner**

\*4 titles (1.0)..... tbd

**Managing Diversity in the Workplace**

- Managing Diversity in the Workplace **SkillsSim** (0.5)..... [HR002A](#)
- Understanding Workplace Diversity (a).....[pc bi hrbi002](#)
- Instituting a Dress Code (a).....[pc bi hrbi011](#)
- Managing Diversity (a).....[pc ch lach015](#)

**Essentials of Interviewing and Hiring**

- Screening Applicants for Interviewing (1.0).....[hr 06 a01 bs enus](#)
- Preparing to Interview (1.0).....[hr 06 a02 bs enus](#)
- Conducting an Effective Interview (1.0).....[hr 06 a03 bs enus](#)
- Behavioral Interview Techniques (1.0).....[hr 06 a04 bs enus](#)
- Selecting the Right Candidate (1.0).....[hr 06 a05 bs enus](#)
- Creating a Compelling Job Description (a).....[pc bi hrbi015](#)
- Conducting Interviews: Asking the Right Questions (a).....[pc bi hrbi014](#)
- Hiring a New Employee (a).....[pc ch lach028](#)
- Screening Applicants for Emotional Intelligence (a).....[pc bi hrbi012](#)
- Hiring Strategic Thinkers (a).....[pc ch lach011](#)
- Guarding Against Interviewing Biases (a).....[pc bi hrbi003](#)



**Program Title (hours).....Product Number**

**HRCI/PHR Certification Program**

(exam PHR)

**Mentoring** Professional in Human

Resources (PHR) .....[mntphr05ed](#)  
Human Resources Fundamentals (2.0) ..... [HR0261](#)  
Strategic Management (2.5)..... [HR0262](#)  
Affirmative Action and the EEO (HRCI/PHR) (2.5) ..... [HR0263](#)  
Employment Management (HRCI/PHR) (2.5)..... [HR0264](#)  
Recruiting and Selecting Candidates (HRCI/PHR) (2.0) . [HR0265](#)  
Offers, Contracts, and Exit from the Organization  
(HRCI/PHR) (3.0) ..... [HR0266](#)  
Developing Employees (HRCI/PHR) (1.5) ..... [HR0267](#)  
Developing Human Resources (HRCI/PHR) (1.5)..... [HR0268](#)  
Compensating Employees (HRCI/PHR) (3.0)..... [HR0269](#)  
Programs to Benefit Employees (HRCI/PHR) (1.5) ..... [HR0271](#)  
Employment Relations (HRCI/PHR) (1.5)..... [HR0272](#)  
Sexual Harassment at Work (HRCI/PHR) (1.5)..... [HR0273](#)  
Non-Unionized Workplaces (HRCI/PHR) (1.5)..... [HR0274](#)  
Unionized Workplaces (HRCI/PHR) (1.5)..... [HR0275](#)  
Health and Safety in the Workplace (HRCI/PHR) (1.5) .. [HR0276](#)  
Risk Assessment and Prevention (2.5)..... [HR0277](#)

**TestPrep** Professional in Human

Resources (PHR) BOK 2005 Aligned .....[tpphr05ed eng](#)

**HRCI Senior Professional Human Resources (SPHR)**

(exam SPHR)

**HR's Strategic Role in the**

Organization (1.0).....[hr 04 a01 bs enus](#)  
Management of the HR Process (2.0) .....[hr 04 a02 bs enus](#)  
Strategic Approaches to Workforce  
Planning and Employment (3.0) .....[hr 04 a03 bs enus](#)  
Strategic Approaches to Human Resource  
Development (2.5).....[hr 04 a04 bs enus](#)  
Strategic Approaches to Total  
Rewards (2.0).....[hr 04 a05 bs enus](#)  
Strategic Approaches to Labor  
Relations (4.5) .....[hr 04 a06 bs enus](#)  
Strategic Approaches to Risk  
Management (2.0).....[hr 04 a07 bs enus](#)  
**Final Exam:** HRCI/SPHR ..... [FE0028 eng](#)

**Recruitment and Retention Strategies**

Recruiting Talent (2.0) .....[hr 05 a01 bs enus](#)  
Retaining Your Talent Pool (2.0).....[hr 05 a02 bs enus](#)  
Creating a High-Retention Organizational  
Culture **SkillsSim** (0.5) ..... [HR005A](#)  
Aligning Recruitment to Job Requirements (a) .... [pc bi hrbi001](#)  
Fringe Benefits: Maintaining a Competitive  
Hiring Advantage (a)..... [pc bi hrbi004](#)  
Employer Branding (a)..... [pc bi hrbi007](#)  
Devising an Effective Corporate Wellness  
Program (a) ..... [pc bi hrbi009](#)  
Surviving the Talent Crunch (a)..... [pc ch lsch007](#)  
Addressing Attrition in High Performing Teams (a)  
..... [pc ch hrch001](#)  
Preventing High Turnover Rates: How to Keep  
The Best (a)..... [pc bi mgbi008](#)  
Disciplines of Organizational Learning:  
Personal Mastery (a)..... [pc bi pfb011](#)

**Program Title (hours).....Product Number**

**Organizational Behavior**

\*4 titles (1.0) ..... tbd

**INDUSTRY FOUNDATIONS CURRICULUM**

**Industry Overviews**

The Telecommunications Industry  
Overview Version 3 (1.0).....[indo 01 a11 bs enus](#)  
The Health Care Industry Overview  
Version 3 (1.0).....[indo 01 a12 bs enus](#)  
The Insurance Industry Overview  
Version 3 (1.0).....[indo 01 a13 bs enus](#)  
The Banking Industry Overview  
Version 3 (1.0).....[indo 01 a14 bs enus](#)  
The Oil and Gas Industry Overview  
Version 3 (1.0).....[indo 01 a15 bs enus](#)  
The Retail Industry Overview  
Version 3 (1.0).....[indo 01 a16 bs enus](#)  
The Manufacturing Industry Overview  
Version 3 (1.0).....[indo 01 a17 bs enus](#)  
The Pharmaceutical Industry Overview  
Version 3 (1.0).....[indo 01 a18 bs enus](#)  
The Information Technology Industry  
Overview Version 3 (1.0).....[indo 01 a19 bs enus](#)  
The Federal Government Industry  
Overview Version 3 (1.0).....[indo 01 a20 bs enus](#)  
The Education Industry Overview  
Version 3 (1.0).....[indo 01 a21 bs enus](#)  
The Utilities Industry Overview  
Version 3 (1.0).....[indo 01 a22 bs enus](#)  
The Chemicals Industry Overview  
Version 3 (1.0).....[indo 01 a23 bs enus](#)  
The Broadcasting & Entertainment Industry  
Overview Version 3 (1.0).....[indo 01 a24 bs enus](#)  
The Capital Markets Industry Overview  
Version 3 (1.0).....[indo 01 a25 bs enus](#)  
The Consumer Electronics Industry Overview  
Version 3 (1.0).....[indo 01 a26 bs enus](#)  
The Aerospace & Defense Industry Overview  
Version 3 (1.0).....[indo 01 a27 bs enus](#)  
The Biotechnology Industry Overview  
Version 3 (1.0).....[indo 01 a28 bs enus](#)  
The Automotive Industry Overview  
Version 3 (1.0).....[indo 01 a29 bs enus](#)  
The Food and Beverage Industry  
Overview Version 3 (1.0).....[indo 01 a30 bs enus](#)

Program Title (hours).....Product Number

**LEADERSHIP CURRICULUM**

**KnowledgeCenter for Leadership is available**

**Leadership Essentials**

- Motivating Employees (1.0)..... lead 05 a01 bs enus
- Communicating Vision (1.0)..... lead 05 a02 bs enus
- Building Your Influence as a Leader (1.0) . lead 05 a03 bs enus
- Leading with Emotional Intelligence (1.0) . lead 05 a04 bs enus
- Leading Business Execution (1.0)..... lead 05 a05 bs enus
- Leading Innovation (1.0)..... lead 05 a06 bs enus
- Leading Change (1.0)..... lead 05 a07 bs enus
- Creating Your Own Leadership
  - Development Plan (1.0)..... lead 05 a08 bs enus
- Motivating Employees and Leading
  - Change **SkillSim** (0.5)..... LEAD005A
  - Communicating a Shared Vision (a)..... pc bi lsbi001
  - Leading Teams through Change (a)..... pc bi lsbi003
  - Taking Calculated Risks in Leadership (a)..... pc bi lsbi006
  - Wanted-Innovation Leaders (a)..... pc bi lsbi013
  - Developing a Business Execution Culture (a) ..... pc ch lach001
  - Leading Change (a) ..... pc ch lach004
  - Leader as Motivator (a) ..... pc ch lach008
  - Leading Innovation (a) ..... pc ch lach010
  - The Emotionally Intelligent Leader (a)..... pc ch lach014
  - Motivating Human Behavior (a) ..... pc ch lsch002

**The Voice of Leadership: How to Inspire, Influence, and Achieve Results**

\*4 titles (1.0)..... tbd

**Business Execution**

\*4 titles (1.0)..... tbd

**Business Execution**

- Foundations for Business Execution (7.0) ..... LEAD0151
- Creating a Business Execution Culture (8.0)..... LEAD0152
- Business Execution in Action (5.0)..... LEAD0153
- Business Execution **SkillSim** (0.5) ..... LEAD0150
- Business Execution Blended Learning Toolkit ..... BLTLE015
- Fostering a Business Execution Culture (a)..... pc bi lsbi008
- Pave Your Own Path (a)..... pc bi lsbi009
- Performance Dashboard or Scorecard? (a) ..... pc bi mgbi012

**Employee Engagement**

The Benefits and Challenges of

- Engaging Employees (1.0)..... lead 06 a01 bs enus
- Maintaining an Engaging
  - Organization (1.0)..... lead 06 a02 bs enus
- Managing an Aging Workforce (a)..... pc bi mgbi005
- Understanding the Motives of Millennials (a)..... pc bi mgbi014
- Developing the Next Generation (a) ..... pc bi lsbi007

**Developing a Learning Organization**

\*4 titles (1.0)..... tbd

Program Title (hours).....Product Number

**Effective Succession Planning**

- \*3 titles (1.0)..... tbd
- Succession Planning (a)..... pc bi lsbi002
- Succession Planning and Management Programs (a)
  - ..... pc ch lsch004

**MANAGEMENT CURRICULUM**

**KnowledgeCenter for Management is available**

**First Time Manager Essentials**

- Understanding a Manager’s Role (1.0).... mgmt 16 a01 bs enus
- Challenges (1.0)..... mgmt 16 a02 bs enus
- Meeting Expectations (1.0) ..... mgmt 16 a03 bs enus
- Making the Move into Management (a) ..... pc ch lach029

**Management Essentials**

- Directing Others (1.0)..... mgmt 15 a01 bs enus
- Delegating (1.0)..... mgmt 15 a02 bs enus
- Developing Your Direct Reports (1.0).... mgmt 15 a03 bs enus
- Confronting Difficult Employee
  - Behavior (1.0)..... mgmt 15 a04 bs enus
- Managing a Diverse Team (1.0)..... mgmt 15 a05 bs enus
- Treating your Direct Reports Fairly (1.0) mgmt 15 a06 bs enus
- Caring about Your Direct Reports (1.0)... mgmt 15 a07 bs enus
- Managing Fairly (a)..... pc bi mgbi016
- Employee Dismissal (a)..... pc ch lach038

**Creating a Positive Work Environment**

\*1 title (1.0)..... tbd

**Managing Experts**

\*2 titles (1.0)..... tbd

**Effectively Managing Top Performers**

- Managing and Rewarding Top
  - Performers (2.5)..... mgmt 01 a01 bs enus
- Managing Top Performers is Always
  - Easy...Right? (a) ..... pc bi pfb011
- Recognizing Natural Leaders (a) ..... pc ch lsch001

**Advanced Management Skills**

\*6 titles (1.0)..... tbd



**Program Title (hours).....Product Number**

**Advanced Management Skills**

Managing in a Global Business  
Environment (3.0)..... [mgmt\\_02\\_a01\\_bs\\_enus](#)  
Managing Cross-Functions (3.0)..... [mgmt\\_02\\_a02\\_bs\\_enus](#)  
Managing for High Performance (4.0)..... [mgmt\\_02\\_a03\\_bs\\_enus](#)  
Managing Managers (3.5) ..... [mgmt\\_02\\_a04\\_bs\\_enus](#)  
Managing Upward Relationships (3.0).... [mgmt\\_02\\_a05\\_bs\\_enus](#)  
Advanced Management Skills **SkillSim** (0.5)..... [MGMT002A](#)  
Developing Adaptable Managers (a) ..... [pc\\_bi\\_mgbi013](#)  
Assessing Employees for Cultural Adaptability (a)  
..... [pc\\_ch\\_pfch001](#)  
Considering Key Features of a Policy and  
Procedure Manual (a) ..... [pc\\_ch\\_hrch003](#)  
Employee Engagement (a) ..... [pc\\_ch\\_mgch006](#)  
Delivering Bad News Effectively (a)..... [pc\\_ch\\_lach033](#)

**Moving Into Management**

Taking on a Management Role (3.5) ..... [mgmt\\_03\\_a01\\_bs\\_enus](#)  
Becoming a Manager: Responsibilities  
And Fears (3.5)..... [mgmt\\_03\\_a02\\_bs\\_enus](#)  
Becoming a Manager: Leading and  
Communicating (4.0)..... [mgmt\\_03\\_a03\\_bs\\_enus](#)  
A New Manager and the Company's  
Future (3.5) ..... [mgmt\\_03\\_a04\\_bs\\_enus](#)  
Moving into a Management Role **SkillSim** (0.5) ..... [MGMT003A](#)  
Leadership and Management **SkillSim** (0.5)..... [MGMT004A](#)  
Adopting the Appropriate Management Style (a) [pc\\_ch\\_mgch005](#)

**Setting and Managing Organizational Priorities**

\*4 titles (1.0)..... tbd

**Decisiveness**

\*2 titles (1.0)..... tbd

**Problem Performance Management**

Problem Performance Prevention (2.5).... [mgmt\\_05\\_a01\\_bs\\_enus](#)  
Problem Performance Identification (2.5) [mgmt\\_05\\_a02\\_bs\\_enus](#)  
Problem Performance Improvement (3.0) [mgmt\\_05\\_a03\\_bs\\_enus](#)  
Addressing Problem Performance (2.5)... [mgmt\\_05\\_a04\\_bs\\_enus](#)  
Avoiding Problem Performance **SkillSim** (0.5) ..... [MGMT005A](#)  
Dealing with Problem Performance **SkillSim** (0.5) ..[MGMT005B](#)  
Underperforming Employee – Now What? (a) .... [pc\\_bi\\_hrbi010](#)  
Managing Performance (a)..... [pc\\_ch\\_lach002](#)

**Delegation Essentials**

\*3 titles (1.0)..... tbd

**Effective Delegation**

The Basics of Delegation (1.5)..... [mgmt\\_07\\_a01\\_bs\\_enus](#)  
Delegation: The Personal  
Approach (2.0)..... [mgmt\\_07\\_a02\\_bs\\_enus](#)  
Managing Delegation (3.0) ..... [mgmt\\_07\\_a03\\_bs\\_enus](#)  
Delegating Effectively **SkillSim** (0.5) ..... [MGMT007A](#)  
Delegating Appropriate Tasks (a) ..... [pc\\_bi\\_mgbi007](#)  
Developing Employees through Delegation (a).... [pc\\_ch\\_lach017](#)

**Facilitation Essentials**

\*3 titles (1.0)..... tbd

**Program Title (hours).....Product Number**

**Facilitating Successfully**

The Facilitator Role (4.0)..... [mgmt\\_08\\_a01\\_bs\\_enus](#)  
Facilitative Fundamentals: Tools and  
Techniques (4.5)..... [mgmt\\_08\\_a02\\_bs\\_enus](#)  
Facilitating Meetings and Work  
Groups (4.5)..... [mgmt\\_08\\_a03\\_bs\\_enus](#)  
Facilitating Difficult Situations (5.0)..... [mgmt\\_08\\_a04\\_bs\\_enus](#)  
Facilitative Tools and Formats: Offering  
Options (4.5)..... [mgmt\\_08\\_a05\\_bs\\_enus](#)  
Facilitative Leadership (4.5)..... [mgmt\\_08\\_a06\\_bs\\_enus](#)  
Facilitating Successfully **SkillSim** (0.5) ..... [MGMT008A](#)

**Essential Mentoring Techniques**

\*4 titles (1.0)..... tbd

**The Essentials of Mentoring**

Mentoring Effectively (2.0)..... [mgmt\\_10\\_a01\\_bs\\_enus](#)  
Mentoring as a Manager (2.0)..... [mgmt\\_10\\_a02\\_bs\\_enus](#)  
Implementing a Mentoring Program for  
the Organization (2.5)..... [mgmt\\_10\\_a03\\_bs\\_enus](#)  
Mentoring Strategies for the 21<sup>st</sup>  
Century (2.5)..... [mgmt\\_10\\_a04\\_bs\\_enus](#)  
Achieving Success: the Help of a  
Mentor (3.0)..... [mgmt\\_10\\_a05\\_bs\\_enus](#)  
Mentoring On-line (2.5) ..... [mgmt\\_10\\_a06\\_bs\\_enus](#)  
The Essentials of Mentoring  
**SkillSim** (0.5)..... [MGMT010A](#)

**Appraising Performance**

Assessing Performance  
Continuously (3.0)..... [mgmt\\_11\\_a01\\_bs\\_enus](#)  
Performance Reviews (3.5)..... [mgmt\\_11\\_a02\\_bs\\_enus](#)  
Appraising Performance **SkillSim** (0.5) ..... [MGMT011A](#)  
Preparing for Your Performance Approval (a) .... [pc\\_bi\\_pfb017](#)  
Selecting the Appropriate Performance-appraisal  
Method (a) ..... [pc\\_ch\\_hrch002](#)

**Managing Organizational Change**

Understanding Change (1.0) ..... [mgmt\\_13\\_a01\\_bs\\_enus](#)  
Building Positive Support for  
Change (1.0) ..... [mgmt\\_13\\_a02\\_bs\\_enus](#)  
Dealing with Resistance to Change (1.0). [mgmt\\_13\\_a03\\_bs\\_enus](#)  
Sustaining Organizational Change (1.0).. [mgmt\\_13\\_a04\\_bs\\_enus](#)  
Communicating Organizational Change (a) ..... [pc\\_bi\\_mgbi015](#)  
Communicating Properly during Layoffs (a)..... [pc\\_bi\\_hrbi005](#)  
Involving Employees in Corporate Change (a) ..... [pc\\_bi\\_lsb011](#)  
Developing People (a) ..... [pc\\_ch\\_lach013](#)

**Business Coaching Essentials**

Getting Ready to Coach (1.0)..... [mgmt\\_14\\_a01\\_bs\\_enus](#)  
Conducting Coaching Sessions (1.0)..... [mgmt\\_14\\_a02\\_bs\\_enus](#)  
Building the Coaching Relationship (1.0) [mgmt\\_14\\_a03\\_bs\\_enus](#)  
Using Different Coaching Styles (1.0)..... [mgmt\\_14\\_a04\\_bs\\_enus](#)  
The Art of Effective Coaching (a) ..... [pc\\_bi\\_lsb018](#)  
Coaching (a) ..... [pc\\_ch\\_lach024](#)

**Program Title (hours).....Product Number**

**Technical Management Essentials**

Transitioning from Technical  
Professional to Management (1.0)..... mgmt 19 a01 bs enus  
Strategies for Transitioning to Technical  
Management (1.0)..... mgmt 19 a02 bs enus  
Managing Technical Professionals (1.0).. mgmt 19 a03 bs enus

**Performance Appraisal Essentials**

Planning for Appraisals (1.0)..... mgmt 17 a01 bs enus  
Conducting Traditional Appraisals (1.0) . mgmt 17 a02 bs enus  
360-degree Appraisals (1.0)..... mgmt 17 a03 bs enus

**Talent Management Essentials**

Basics (1.0)..... mgmt 18 a01 bs enus  
Planning (1.0)..... mgmt 18 a02 bs enus  
Acquiring Talent (1.0)..... mgmt 18 a03 bs enus  
Developing and Engaging Talent (1.0)... mgmt 18 a04 bs enus  
Retaining Talent (1.0)..... mgmt 18 a05 bs enus  
Attracting and Retaining Talent (a)..... pc ch lach021

**Workforce Generations**

Introduction to Cross-generational  
Employees (1.0)..... mgmt 20 a01 bs enus  
Working with a Multi-generational  
Team (1.0)..... mgmt 20 a02 bs enus  
Working with the 21<sup>st</sup>-century  
Generation Mix (1.0)..... mgmt 20 a03 bs enus

**Managing During Difficult Times**

\*4 titles (1.0)..... tbd

**Dismissing an Employee**

\*2 titles (1.0)..... tbd

**The Fundamentals of Business Crisis Management**

Preparing for Business Crises (2.0)..... MGMT0171  
Responding to Business Crises (3.0)..... MGMT0172  
Recovering from Business Crises (2.0)..... MGMT0173  
Business Crises Management **SkillSim** (0.5)..... MGMT0170  
Is Your Company Prepared for a Crisis? (a)..... pc bi mgbi006  
Demonstrating Accountability in a Crisis  
Situation (a)..... pc ch lach007  
Perseverance and Flexibility in Times of Crisis (a)  
..... pc ch lach026

**Strategies for Successful Employee On-Boarding**

\*3 titles (1.0)..... tbd

**Program Title (hours).....Product Number**

**MARKETING CURRICULUM**

**Marketing Essentials**

Introduction to Marketing (1.0)..... mkt 01 a01 bs enus  
Planning and People (1.0)..... mkt 01 a02 bs enus  
Product and Price (1.0)..... mkt 01 a03 bs enus  
Place (1.0)..... mkt 01 a04 bs enus  
Promotion (1.0)..... mkt 01 a05 bs enus  
Marketing and Ethics (1.0)..... mkt 01 a06 bs enus  
Advertising Costs, PR Pays (a)..... pc bi spbi008  
Sales and Marketing: Two Sides of the Same  
Coin? (a)..... pc bi spbi011  
Trade Show Marketing – Planning Ahead (a)..... pc bi spbi013  
Increasing Competitiveness through  
Collaboration (a)..... pc ch lsch006

**Strategic Brand Management**

\*4 titles (1.0)..... tbd

**Strategic Brand Management**

Introduction to Brand Management (3.5)..... MKT0211  
Building Brand Equity (3.5)..... MKT0212  
Managing the Creative Elements of Brand (3.5)..... MKT0213  
Promoting Your Brand to Consumers (3.0)..... MKT0214  
Evaluating Brand Effectiveness (6.0)..... MKT0215  
Managing and Maintaining Brand Equity (4.5)..... MKT0216  
Using Blogs to Attract Customers (a)..... pc bi spbi010  
Using Web Analytics to Increase Sales (a)..... pc bi spbi012  
Using Online Strategies to Accelerate Sales  
Performance (a)..... pc ch spch001

**Competitive Marketing Strategies**

\*3 titles (1.0)..... tbd

**Competitive Marketing Strategies**

Competitive Strategies for a New Marketplace (2.5).... MKT0231  
Surpassing the Competition (3.0)..... MKT0232

**Product Management Essentials**

Designing Products to Fit the Channel (a)..... pc bi spbi005

**OPERATIONS CURRICULUM**

**Managing Customer Driven Process Improvement**

\*7 titles (1.0)..... tbd

**Managing Customer-Driven Process Improvement**

Why Customer Driven? (2.5)..... OPER0121  
Identifying What the Customer Wants (3.0)..... OPER0122  
Translating Requirements into Process Goals (3.5)..... OPER0123  
Understanding Processes (2.5)..... OPER0124  
Implementing Improvements (2.5)..... OPER0125  
Managing Process Improvements (3.0)..... OPER0126  
Managing Customer-Driven Process Improvement  
**SkillSim** (0.5)..... OPER0120

**Program Title (hours).....Product Number**

**Fundamentals of Lean for Business Organizations**

Introduction to Lean for Service and Manufacturing Organizations (1.0).....oper 20 a01 bs enus  
Using Lead for Perfection and Quality (1.0).....oper 20 a02 bs enus  
Lean Tools and Techniques for Flow and Pull (1.0) .....oper 20 a03 bs enus  
Reducing Waste and Streamlining Value Flow Using Lean (1.0).....oper 20 a04 bs enus  
Value Stream Mapping in Lean Business (1.0) .....oper 20 a05 bs enus  
Applying Lean in Service and Manufacturing Organizations (1.0).....oper 20 a06 bs enus  
Five Steps to Perfection: Implementing Lean (a) ..pc bi ssbi009  
Value Stream Maps for Non-manufacturing Processes (a) .....pc bi ssbi010

**Operations Management**

Operations Management and the Organizations (1.0).....oper 21 a01 bs enus  
Product and Service Management (1.0).....oper 21 a02 bs enus  
Operations and Supply Chain Management (1.0).....oper 21 a03 bs enus  
Inventory Management (1.0).....oper 21 a04 bs enus  
Forecasting and Capacity Planning (1.0).....oper 21 a05 bs enus  
Operations Scheduling (1.0).....oper 21 a06 bs enus  
Management of Quality (1.0).....oper 21 a07 bs enus  
Facilities Planning and Management (1.0).....oper 21 a08 bs enus

**KnowledgeCenter for Six Sigma is available**

**Six Sigma Foundations**

Introduction to Six Sigma (2.0).....oper 10 a01 bs enus  
Are you listening to your customers? (Role of VOC in Six Sigma) (a).....pc bi ssbi001  
Quick Wins in Six Sigma Implementation (a).....pc bi ssbi002  
Six Sigma Versus TQM (a).....pc bi ssbi003  
Lean Inbound Transportation (a) .....pc bi ssbi004  
Promoting Six Sigma in the Workplace (a).....pc bi ssbi005  
A Critical-to-Quality Tree – What’s That? (a) .....pc bi ssbi006  
Basic Measurement Concepts in Six Sigma (a).....pc bi ssbi007  
Does your Business Really Need Six Sigma? (a).....pc ch ssch001  
Identifying Candidates for Key Six Sigma Roles (a) .....pc ch ssch002

**Mentoring: Six Sigma Green Belt (SSGB)..... mntssgb**

**Six Sigma Green Belt: Six Sigma and the Organization (ASQ)**

Six Sigma and Lean in the Organization (2.5).....oper 05 a01 bs enus  
Design for Six Sigma in the Organization (2.0).....oper 05 a02 bs enus

**Program Title (hours).....Product Number**

**Six Sigma Green Belt: Define (ASQ)**

Processes and Customer Analysis in Six Sigma Projects (2.5) .....oper 06 a01 bs enus  
Basics of Six Sigma Projects and Teams (2.5).....oper 06 a02 bs enus  
Tools for Planning and Managing Six Sigma Project Opportunities (2.5).....oper 06 a03 bs enus  
Using Six Sigma Analysis Tools and Metrics for Project Decisions (1.5) .....oper 06 a04 bs enus

**Six Sigma Green Belt: Measurement (ASQ)**

Modeling and Analyzing Processes in Six Sigma (2.0) .....oper 07 a01 bs enus  
Statistics and Probability in Six Sigma (2.0) .....oper 07 a02 bs enus  
Data Classification and Collection in Six Sigma (1.5) .....oper 07 a03 bs enus  
Summarizing and Presenting Data in Six Sigma (1.5) .....oper 07 a04 bs enus  
Probability Distributions and Measurement Systems Analysis in Six Sigma (2.0).....oper 07 a05 bs enus  
Measuring Process Capability and Performance in Six Sigma (2.0).....oper 07 a06 bs enus

**Six Sigma Green Belt: Analyze (ASQ)**

Exploratory Data Analysis in Six Sigma (1.5) .....oper 08 a01 bs enus  
Introduction to Hypothesis Testing and Testing for Means in Six Sigma (2.0).....oper 08 a02 bs enus  
Hypothesis Tests for Variances, Proportions, ANOVA, and Chi-Square in Six Sigma (1.5) .....oper 08 a03 bs enus

**Six Sigma Green Belt: Improve and Control (ASQ)**

Design of Experiments and Validation of Solutions in Six Sigma (1.5) .....oper 09 a01 bs enus  
Statistical Process Control and Control Plans in Six Sigma (1.5).....oper 09 a02 bs enus

**TestPrep: Six Sigma Green Belt (SSGB)..... tpssgb eng**

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

Lean and Six Sigma (2.0).....oper 11 a01 bs enus  
Six Sigma Projects and the Black Belt Role (2.0).....oper 11 a02 bs enus  
Six Sigma Leadership and Change Management (2.0).....oper 11 a03 bs enus

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

Critical Requirements and Benchmarking for Six Sigma (2.0) .....oper 12 a01 bs enus  
Business Performance and Financial Measures in Six Sigma (2.0) .....oper 12 a02 bs enus

**Program Title (hours).....Product Number**

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

Forming Project Teams for Six Sigma (2.0)oper 13 a01 bs enus  
Motivation and Communication in Six Sigma Teams (2.0).....oper 13 a02 bs enus  
Managing Six Sigma Team Performance (2.0).....oper 13 a03 bs enus

**Six Sigma Black Belt (2007 BOK): Define**

Using Voice of the Customer in Six Sigma (2.0) .....oper 14 a01 bs enus  
Developing Project Charters and Tracking Six Sigma Projects (1.5).....oper 14 a02 bs enus

**Six Sigma Black Belt (2007 BOK): Measure**

Process Characteristics for Six Sigma (2.0)oper 15 a01 bs enus  
Data Collections and Measurement in Six Sigma (2.0).....oper 15 a02 bs enus  
Six Sigma Measurement Systems (2.0).....oper 15 a03 bs enus  
Basic Statistics and Graphical Methods for Six Sigma (2.0).....oper 15 a04 bs enus  
Probability for Six Sigma (2.0).....oper 15 a05 bs enus  
Process Capability for Six Sigma (2.0).....oper 15 a06 bs enus

**Six Sigma Black Belt (2007 BOK): Analyze**

Correlation and Regression Analysis in Six Sigma (1.5).....oper 16 a01 bs enus  
Multivariate Analysis and Attribute Data Analysis in Six Sigma (1.5).....oper 16 a02 bs enus  
Hypothesis Testing Concepts and Tests for Means in Six Sigma (2.0).....oper 16 a03 bs enus  
Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma (2.0).....oper 16 a04 bs enus  
Nonparametric Tests in Six Sigma Analysis (2.0).....oper 16 a05 bs enus  
Non-Statistical Analysis Methods in Six Sigma (2.0).....oper 16 a06 bs enus

**Six Sigma Black Belt (2007 BOK): Improve**

Designing and Planning Experiments in Six Sigma (2.0).....oper 17 a01 bs enus  
Conducting Experiments and Analyzing Results in Six Sigma (2.0).....oper 17 a02 bs enus  
Improvement Methods and Implementation Issues in Six Sigma (2.0).....oper 17 a03 bs enus

**Six Sigma Black Belt (2007 BOK): Control**

Statistical Process Control (SPC) in Six Sigma (2.0).....oper 18 a01 bs enus  
Non-Statistical Control Tools and Maintaining Controls in Six Sigma (2.0).....oper 18 a02 bs enus  
Sustaining Improvements and Gains from Six Sigma Projects (2.0).....oper 18 a03 bs enus

**Program Title (hours).....Product Number**

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

Common Design for Six Sigma Methodologies, Design for X, and Robust Design (2.0).....oper 19 a01 bs enus  
Special Design Tools in Designing for Six Sigma (2.0).....oper 19 a02 bs enus

**Six Sigma: Champion Training**

Introduction to Six Sigma (3.0).....oper 03 a01 bs enus  
Six Sigma Process Improvement (3.0).....oper 03 a02 bs enus  
Six Sigma Projects and Project Teams (2.5).....oper 03 a03 bs enus  
Managing and Deploying Six Sigma (3.5).....oper 03 a04 bs enus

**Certified Manager of Quality/Organizational Excellence (exam CQM)**

Leadership (2.5).....oper 04 a01 bs enus  
Team Dynamics (2.0).....oper 04 a02 bs enus  
Developing and Deploying Strategic Plans (2.5).....oper 04 a03 bs enus  
Managerial Skills and Abilities (2.5).....oper 04 a04 bs enus  
Communication Skills and Project Management (2.0).....oper 04 a05 bs enus  
Quality Systems, Models, and Theories (2.0).....oper 04 a06 bs enus  
Problem Solving and Process Management Tools (2.5).....oper 04 a07 bs enus  
Measurement: Assessment and Metrics (1.5).....oper 04 a08 bs enus  
Customer Focused Management (2.0).....oper 04 a09 bs enus  
Supply Chain Management (1.5).....oper 04 a10 bs enus  
Training and Development (2.0).....oper 04 a11 bs enus

**PERSONAL DEVELOPMENT CURRICULUM**

**KnowledgeCenter for Professional Foundations is available**

**Effective Time Management**

Analyzing Your Use of Time (1.0).....pd 11 a01 bs enus  
Planning and Prioritizing Your Time (1.0)....pd 11 a02 bs enus  
Avoiding Time Stealers (1.0).....pd 11 a03 bs enus  
Planning for Interruptions Helps with Procrastination (a).....pc bi pfb014  
Setting and Managing Priorities (a).....pc ch lach018  
Prioritizing Personal and Professional Responsibilities (a).....pc bi mgbi003  
Coping with Information Overload (a).....pc bi pfb002

**Personal Productivity Improvement**

\*3 titles (1.0)..... tbd

**Building and Maintaining Trust**

Rebuilding Trust (1.0).....pd 15 a01 bs enus  
\*1 more title..... tbd

**Business Ethics**

\*3 titles (1.0)..... tbd



**Program Title (hours).....Product Number**

**Business Ethics**

Making Decisions Ethically (2.5) ..... [pd 02 a01 bs enus](#)  
Business Ethics for Managers (1.5) ..... [pd 02 a02 bs enus](#)  
Understanding Organizational Ethics (3.0)..... [pd 02 a03 bs enus](#)  
Social Responsibility in Corporations (3.0)... [pd 02 a04 bs enus](#)  
Business Ethics **SkillSim** (0.5)..... [PD002A](#)  
Office Politics – What Will You Do? (a)..... [pc ch pfch004](#)  
Ethical Self-promotion (a)..... [pc ch pfch005](#)  
Ethics, Integrity, and Trust (a)..... [pc ch lach005](#)  
Ethics and Risks: Why They Matter in  
Project Success (a)..... [pc ch pmch003](#)

**Dealing with Organizational Change**

Understanding Organizational Change (1.0) . [pd 13 a01 bs enus](#)  
Preparing for Organizational Change (1.0).... [pd 13 a01 bs enus](#)  
Embracing Organizational Change (1.0) ..... [pd 13 a01 bs enus](#)  
Managing the Stress of Organizational Change (a)  
..... [pc bi mgbi004](#)  
The Importance of Flexibility in the Workplace (a) [pc bi pfb007](#)

**Problem Solving and Decision Making Strategies**

Problem Solving: The Fundamentals (1.0) .... [pd 12 a01 bs enus](#)  
Problem Solving: Determining and  
Building Your Strengths (1.0)..... [pd 12 a02 bs enus](#)  
Problem Solving: Digging Deeper (1.0) ..... [pd 12 a03 bs enus](#)  
Decision Making: The Fundamentals (1.0) ... [pd 12 a04 bs enus](#)  
Decision Making: Tools and  
Techniques (1.0)..... [pd 12 a05 bs enus](#)  
Decision Making: Making Tough  
Decisions (1.0)..... [pd 12 a06 bs enus](#)  
Turning Problems Around with Reverse  
Brainstorming (a)..... [pc bi lsbi017](#)  
Playing the Devil’s Advocate in  
Decision Making (a) ..... [pc bi pfb005](#)  
Uncovering the Root Problem (a) ..... [pc ch lach003](#)

**Doing Business Professionally**

\*4 titles (1.0)..... tbd

**Doing Business Professionally**

Working for Your Inner Boss: Personal  
Accountability (2.0)..... [pd 05 a01 bs enus](#)  
Managing from Within: Self-empower-  
ment (2.0)..... [pd 05 a02 bs enus](#)  
Goals and Setting Goal (2.0) ..... [pd 05 a03 bs enus](#)  
Creating a Positive Attitude (2.0)..... [pd 05 a04 bs enus](#)  
Pursuing Successful Lifelong Learning (2.0) [pd 05 a05 bs enus](#)  
Doing Business Professionally: **SkillSim** (0.5) ..... [PD005A](#)  
Reframing Negative Situations (a)..... [pc bi hrbi008](#)  
Managing Goals (a) ..... [pc ch lach027](#)  
Disciplines of Organizational Learning:  
Personal Mastery (a)..... [pc bi pfb011](#)  
Safe Small Talk (a)..... [pc bi pfb012](#)

**Peer Relationships**

\*4 titles (1.0)..... tbd

**Program Title (hours).....Product Number**

**Optimizing Your Work/Life Balance**

Analyzing Your Life Balance (1.0)..... [pd 06 a01 bs enus](#)  
Maintaining Your Life Balance (1.0)..... [pd 06 a02 bs enus](#)  
Taking Control of Your Stress (1.0) ..... [pd 06 a03 bs enus](#)  
Balancing Your Responsibilities **SkillSim** (0.5) ..... [PD006A](#)  
Creating Work/Life Balance (a)..... [pc ch lach036](#)

**Diversity on the Job**

The Importance of Diversity and the  
Changing Workforce (1.0) ..... [pd 07 a01 bs enus](#)  
Diversity and You (1.0)..... [pd 07 a02 bs enus](#)  
Managing Diversity (a)..... [pc ch lach015](#)  
Developing Workplace Diversity  
Awareness **SkillSim** (0.5) ..... [PD007A](#)  
Understanding Workplace Diversity (a) ..... [pc bi hrbi002](#)  
Instituting a Dress Code (a)..... [pc bi hrbi011](#)

**Telecommuting and the Remote Employee**

Maximizing Productivity as a Remote  
Employee (1.0) ..... [pd 08 a01 bs enus](#)  
Communication Strategies for the Remote  
Employee (1.0) ..... [pd 08 a02 bs enus](#)

**Generating Creative and Innovative Ideas**

Enhancing Your Creativity (1.0)..... [pd 09 a01 bs enus](#)  
Maximizing Team Creativity (1.0) ..... [pd 09 a02 bs enus](#)  
Verifying and Building on Ideas (1.0) ..... [pd 09 a03 bs enus](#)  
Executing Innovation (a)..... [pc bi lsbi016](#)  
Promoting Creative Thinking (a)..... [pc ch lach035](#)

**Managing Your Career**

Creating a Plan (1.0)..... [pd 10 a01 bs enus](#)  
Getting on the Right Track (1.0) ..... [pd 10 a02 bs enus](#)  
Professional Networking Essentials (1.0) ..... [pd 10 a03 bs enus](#)  
You and Your Boss (1.0)..... [pd 10 a04 bs enus](#)  
Leveraging the Performance Appraisal (1.0) [pd 10 a05 bs enus](#)  
Managing Your Relationship with Your  
Boss **SkillSim** (0.5) ..... [PD010A](#)  
Conquering Career Stagnation (a)..... [pc bi pfb019](#)  
Developing Your Career (a) ..... [pc ch lach037](#)  
Employee Exhaustion: Managing a Well-balanced  
Workload (a)..... [pc bi mgbi010](#)  
Managing Workplace Stress (a)..... [pc bi hrbi006](#)

**Risk Management**

\*4 titles (1.0)..... tbd

**Working without a Net – The Business of Risk**

Risk Basics (2.0)..... [PD0241](#)  
Approaches to Risk Management (2.0) ..... [PD0242](#)  
Decisions and Risk (2.0) ..... [PD0243](#)  
Strategic Planning and Risk Management (2.5) ..... [PD0244](#)  
Risk Strategies: The Cutting Edge (2.5) ..... [PD0245](#)  
Working without a Net: Decisions **SkillSim** (0.5) ..... [PD0240](#)

**Critical Thinking Essentials**

What is Critical Thinking? (1.0) ..... [pd 14 a01 bs enus](#)  
Applying Critical Thinking Skills (1.0) ..... [pd 14 a02 bs enus](#)  
Critical Thinking (a)..... [pc ch lach025](#)

Program Title (hours).....Product Number

**Performance Under Pressure**

\*3 titles (1.0)..... tbd

**Perseverance and Resilience**

\*4 titles (1.0)..... tbd

**Interviewing Strategies (for the Interviewee)**

\*2 titles (1.0)..... tbd

**Campus to Corporate**

\*2 titles (1.0)..... tbd

**PROGRAM MANAGEMENT CURRICULUM**

**Program Management Overview**

Introduction to Program Management (1.5) [proj\\_16\\_a01\\_bs\\_enus](#)

Program Life Cycle and Benefits

Management (2.0).....[proj\\_16\\_a02\\_bs\\_enus](#)

**PROJECT MANAGEMENT CURRICULUM**

**KnowledgeCenter for Project Management is available**

**Note: The following CompTIA Express Guide is now available with SkillPort:**

**Express Guides**

> CompTIA Project+ 2009 Express

Guide (37.5)..... [pc\\_eg\\_444139](#)

**Project Management for Non-Project Managers**

Project Management Fundamentals (2.5)....[proj\\_01\\_a01\\_bs\\_enus](#)

Transitioning into a Project Management

Role (3.0).....[proj\\_01\\_a02\\_bs\\_enus](#)

Initiating and Planning a Project (2.0) .....[proj\\_01\\_a03\\_bs\\_enus](#)

Managing a Project (2.5).....[proj\\_01\\_a04\\_bs\\_enus](#)

Troubleshooting and Closing the

Project (2.0).....[proj\\_01\\_a05\\_bs\\_enus](#)

Project Management for Non-Project

Managers **SkillSim** (0.5).....[PROJ001A](#)

Managing Project without Direct Authority (a)... [pc\\_bi\\_pmbi001](#)

Ensuring Management Buy-in on a Project (a) ... [pc\\_bi\\_pmbi002](#)

Managing Conflict in Project Teams (a)..... [pc\\_bi\\_pmbi003](#)

Managing Scope on a Project (a)..... [pc\\_bi\\_pmbi004](#)

Weighing the Costs of Project Change (a)..... [pc\\_bi\\_pmbi005](#)

Managing Vendor Relationships (a)..... [pc\\_bi\\_pmbi006](#)

Anticipating and Solving Problems as a

Project Champion (a)..... [pc\\_bi\\_pmbi007](#)

Addressing Stakeholder Conflicts (a)..... [pc\\_bi\\_pmbi008](#)

Portfolios, Programs, and Projects: What’s

The Difference (a)..... [pc\\_bi\\_pmbi009](#)

Controlling Project Cost (a)..... [pc\\_bi\\_pmbi010](#)

Mitigating Risks when Improving Processes (a)..... [pc\\_bi\\_pmbi011](#)

Handling a Change Request (a)..... [pc\\_ch\\_pmch001](#)

Scope Definition Tools and Techniques (a)..... [pc\\_ch\\_pmch002](#)

Ethics and Risks: Why They Matter in

Project Success (a)..... [pc\\_ch\\_pmch003](#)

Project Management Essentials (a)..... [pc\\_ch\\_lach041](#)

Program Title (hours).....Product Number

**Project Management Professional Exam PMP 4<sup>th</sup> edition**

(exams PMP, CAPM)

**Mentoring** Project Management

Professional (PMP) PMBOK Guide

Fourth Edition Aligned..... [mntpmp4ed](#)

**Mentoring** Certified Associate in Project

Management (CAPM) PMBOK Guide

Fourth Edition Aligned ..... [mntcapm4ed](#)

**Project Management Essentials (PMBOK – Fourth Edition aligned)**

Managing Projects within

Organizations (2.0).....[proj\\_05\\_a01\\_bs\\_enus](#)

Project Management Overview (1.5).....[proj\\_05\\_a02\\_bs\\_enus](#)

Project Management Process Groups (2.0)..[proj\\_05\\_a03\\_bs\\_enus](#)

**Project Integration Management (PMBOK – Fourth Edition aligned)**

Integrated Initiation and Planning (2.0)..... [proj\\_06\\_a01\\_bs\\_enus](#)

Integrated Project Execution,

Monitoring, and Control (1.5).....[proj\\_06\\_a02\\_bs\\_enus](#)

Integrated Project Change Control and

Close (1.0)..... [proj\\_06\\_a03\\_bs\\_enus](#)

**Project Scope Management (PMBOK – Fourth Edition aligned)**

Project Requirements and Defining

Scope (2.0).....[proj\\_07\\_a01\\_bs\\_enus](#)

Create Work Breakdown Structure (1.5).....[proj\\_07\\_a02\\_bs\\_enus](#)

Monitoring and Controlling Project

Scope (1.5).....[proj\\_07\\_a03\\_bs\\_enus](#)

**Project Time Management (PMBOK – Fourth Edition aligned)**

Defining and Sequencing Project

Activities (2.0).....[proj\\_08\\_a01\\_bs\\_enus](#)

Estimating Activity Resources and

Durations (2.0).....[proj\\_08\\_a02\\_bs\\_enus](#)

Developing and Controlling the Project

Schedule (2.0).....[proj\\_08\\_a03\\_bs\\_enus](#)

**Project Cost Management (PMBOK – Fourth Edition aligned)**

Estimating and Budgeting Project

Costs (2.0).....[proj\\_09\\_a01\\_bs\\_enus](#)

Controlling Costs (1.5).....[proj\\_09\\_a02\\_bs\\_enus](#)

**Project Quality Management (PMBOK – Fourth Edition aligned)**

Project Quality Planning (2.0).....[proj\\_10\\_a01\\_bs\\_enus](#)

Quality Assurance and Quality

Control (2.0).....[proj\\_10\\_a02\\_bs\\_enus](#)

**Project Human Resources Management (PMBOK – Fourth Edition aligned)**

Planning Project Human Resources (2.0)....[proj\\_11\\_a01\\_bs\\_enus](#)

Managing Project Human Resources (2.0)..[proj\\_11\\_a02\\_bs\\_enus](#)

Planning and Managing Project Human

Resources **SkillSim** (0.5).....[PROJ011A](#)

Program Title (hours).....Product Number

**Project Communications Management (PMBOK – Fourth Edition aligned)**

Stakeholders and the Communication Management Plan (2.0).....proj 12 a01 bs enus  
Processes for Managing Project Communications (2.0).....proj 12 a02 bs enus  
Communicating Effectively with Project Stakeholders **SkillSim** (0.5).....PROJ012A

**Project Risk Management (PMBOK – Fourth Edition aligned)**

Risk Management Planning (1.5).....proj 13 a01 bs enus  
Performing Risk Analysis (2.0).....proj 13 a02 bs enus  
Risk Response, Monitor, and Control (2.0).....proj 13 a03 bs enus  
Identifying Project Risks (2.0).....proj 13 a04 bs enus

**Project Procurement Management (PMBOK – Fourth Edition aligned)**

Planning Project Procurement (2.0).....proj 14 a01 bs enus  
Managing Procurements (2.0).....proj 14 a02 bs enus

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

The Role of Ethics in Project Management (1.5).....proj 15 a01 bs enus  
Core PMI Values and Ethical Standards (2.0).....proj 15 a02 bs enus

**TestPrep** Project Management Professional

(PMP) PMBOK Guide Fourth Edition Aligned ..... pm proj a01 tp enus

**TestPrep** Certified Associate in Project

Management (CAPM) PMBOK Guide Fourth Edition Aligned..... pm capm a01 tp enus

**KnowledgeCenter for Project Management PRINCE2-aligned is available**

**PRINCE2: 2009 Foundation**

**Mentoring** PRINCE2: Foundation..... mntprince2f  
Overview of Project Management (PRINCE2® 2009-aligned) (1.0).....ib prin a01 it enus  
Project Organization, Planning and Risk (PRINCE2® 2009-aligned) (1.0).....ib prin a02 it enus  
Project Quality, Change and Progress (PRINCE2® 2009-aligned) (1.0).....ib prin a03 it enus  
Starting Up, Initiating and Directing a Project (PRINCE2® 2009-aligned) (1.0).....ib prin a04 it enus  
Controlling, Managing and Closing a Project (PRINCE2® 2009-aligned) (1.0).....ib prin a05 it enus  
Tailoring PRINCE2 to a Project Environment (PRINCE2® 2009-aligned) (1.0).....ib prin a06 it enus

**TestPrep** PRINCE2: Foundation ..... ib prin a01 tp enus

**Managing Software Project Outsourcing**

\*4 titles (1.0)..... tbd

Program Title (hours).....Product Number

**IT Project Management Essentials**

Introduction to IT Project Management (1.0).....proj 17 a01 bs enus  
Initiating and Planning IT Projects (1.0).....proj 17 a02 bs enus  
Executing IT Projects (1.0).....proj 17 a03 bs enus  
Monitoring and Controlling IT Projects (1.0).....proj 17 a04 bs enus  
Managing Risks in an IT Project (1.0).....proj 17 a05 bs enus  
Testing Deliverables and Closing IT Projects (1.0).....proj 17 a06 bs enus

**IT Strategy Essentials**

\*3 titles (1.0)..... tbd

**SALES CURRICULUM**

**KnowledgeCenter for Sales is available**

**Sales Foundations**

Introduction to Sales (1.0)..... sale 01 a01 bs enus  
\*5 more titles..... tbd

**Field Sales Skills**

Field Sales Foundations (3.5).....SALE0101  
Planning Your Field Sales Approach (4.5).....SALE0102  
Applying Your Field Sales Approach (4.0).....SALE0103  
Completing Your Field Sales Approach (3.5).....SALE0104  
Field Sales Skills **SkillSim** (0.5).....SALE0100  
**Field Sales Skills Blended Learning Toolkit**.....BLTSA010  
Don't Only Go for the Big Fish (a)..... pc bi spbi009  
Using Persuasion Techniques to Boost Sales (a).. pc bi spbi018

**Territorial Account Sales Skills**

The Territorial Account Sales Approach (3.0).....SALE0111  
Understanding Your Target Customer's Business (3.5).....SALE0112  
Effectively Using Customer-focused Research Meetings (3.5).....SALE0113  
Gaining Access to Key Personnel at Your Target Accounts (3.5).....SALE0114  
Delivering High-Impact Territorial Account Sales (TAS) Presentations (5.0).....SALE0115  
Territorial Account Sales Skills **SkillSim** (0.5).....SALE0110  
Listening to Your Customers (a)..... pc bi spbi002

**Inside Sales Skills**

Preparing for Outbound Sales Calls (6.0).....SALE0121  
Initiating Outbound Sales Calls (3.5).....SALE0122  
Completing Outbound Sales Calls (5.0).....SALE0123  
Preparing for Inbound Sales Calls (5.0).....SALE0124  
Completing Inbound Sales Calls (5.0).....SALE0125  
Inside Sales Skills **SkillSim** (0.5).....SALE0120  
**Inside Sales Skills Blended Learning Toolkit**.....BLTSA012

**Program Title (hours).....Product Number**

**Strategic Account Sales Skills**

The Strategic Account Sales Approach (3.0).....	<u>SALE0131</u>
Understanding Your Customer (3.5).....	<u>SALE0132</u>
Conducting Effective Sales Research Meetings (3.5) ..	<u>SALE0133</u>
Working with Your Customer’s Key Players (3.5) .....	<u>SALE0134</u>
Delivering High-Impact Sales Presentations (6.0) .....	<u>SALE0135</u>
Strategic Account Sales Skills <b>SkillSim</b> (0.5) .....	<u>SALE0130</u>
<b>Strategic Account Sales Skills Blended</b>	
<b>Learning Toolkit</b> .....	<u>BLTSA013</u>
Selling to Key Players (a).....	<u>pc bi spbi001</u>
Planning for Effective Selling (a).....	<u>pc bi spbi004</u>
Building Profitable Customer Relationships (a)...	<u>pc bi spbi017</u>
Crafting Sales Strategies (a).....	<u>pc ch spch002</u>
Pricing Strategy (a).....	<u>pc ch spch003</u>

**Selling at the Executive Level**

Prepare for Success (3.0).....	<u>SALE0221</u>
Strategic Planning (3.5).....	<u>SALE0222</u>
Progressing through the Complex Sale (4.0) .....	<u>SALE0223</u>
Presenting Your Proposition (4.0).....	<u>SALE0224</u>
Negotiating to Mutual Benefit (4.0).....	<u>SALE0225</u>
From Executive-level Sale to Strategic Partnership (4.0) .....	<u>SALE0226</u>
Preparing for the Executive-level Sale <b>SkillSim</b> (0.5) .....	<u>SALE0220</u>
Progressing through the Complex Sale <b>SkillSim</b> (0.5) .....	<u>SALE022S</u>
Closing Executive-level Sales <b>SkillSim</b> (0.5) .....	<u>SALE022T</u>
<b>Selling at the Executive Level Blended</b>	
<b>Learning ToolKit</b> .....	<u>BLTSA022</u>

**Sales Team Management**

Building a Winning Sales Team (5.5).....	<u>SALE0151</u>
Using Business Tools to Manage a Sales Team (3.0) ..	<u>SALE0152</u>
Motivating a Winning Sales Team (4.5).....	<u>SALE0153</u>
Communicating in Sales Teams (2.5).....	<u>SALE0154</u>
Sales Team Management <b>SkillSim</b> (0.5).....	<u>SALE0150</u>
Storming: Developing and Leading Your Sales Team (a) .....	<u>pc bi spbi003</u>
Planning Direct Mail to Generate Leads for Complex Sales (a).....	<u>pc bi spbi006</u>
Sales Support Roles for Better Customer Interaction (a).....	<u>pc bi spbi007</u>
The Ethics of Gift Giving (a) .....	<u>pc bi spbi014</u>
Performance Payout Plans (a) .....	<u>pc ch spch004</u>

**SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy**

The Profession of Selling (3.5) .....	<u>SALE0401</u>
Professional Selling in the Knowledge Economy (5.0) .....	<u>SALE0402</u>
Professional Selling in the Knowledge Economy <b>SkillSim</b> (0.5) .....	<u>SALE0400</u>

**SalesUniversity Sales Math 101: Developing a Sales Plan for Success**

Sales Math 101: Developing a Sales Plan for Success (4.0).....	<u>SALE0411</u>
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**Program Title (hours).....Product Number**

**SalesUniversity Sales Manufacturing: A Success Model**

Identifying Sales Opportunities (5.0).....	<u>SALE0421</u>
Sales Production (6.0) .....	<u>SALE0422</u>
Opportunity Development <b>SkillSim</b> (0.5) .....	<u>SALE0420</u>

**SalesUniversity Sales Communication 101**

Sales Communications Foundations (7.0) .....	<u>SALE0431</u>
Sales Communications Essentials (7.0) .....	<u>SALE0432</u>
Telesales Communications (6.0).....	<u>SALE0433</u>
Sales Communication Techniques <b>SkillSim</b> (0.5).....	<u>SALE0430</u>

**STRATEGIC PLANNING CURRICULUM**

**Moving From an Operational Manager to a Strategic Thinker**

Thinking Strategically (2.0) .....	<u>stgy 01 a01 bs enus</u>
Sustaining Competitive Advantage (3.0)....	<u>stgy 01 a02 bs enus</u>
The Imperatives of Innovation and Leadership in Strategy (2.5) .....	<u>stgy 01 a03 bs enus</u>
Planning and Implementing a Business Strategy (2.5) .....	<u>stgy 01 a04 bs enus</u>
Moving From an Operational Manager To a Strategic Thinker <b>SkillSim</b> (0.5).....	<u>STGY001A</u>
Leading Outside the Organization (a).....	<u>pc bi lsbi005</u>
Effective Critical Analysis of Business Reports (a) .....	<u>pc bi pfb004</u>
Returning to Core Competencies (a).....	<u>pc bi lsbi014</u>
External Consultants Can Help (a).....	<u>pc ch mgch004</u>
Competitive Awareness and Strategy (a).....	<u>pc ch lach022</u>

**Leading and Implementing Sustainable Green Business Strategies**

Introduction to Green Business and Sustainability (2.0).....	<u>stgy 04 a01 bs enus</u>
Green Business: Planning Sustainability Strategies (2.0).....	<u>stgy 04 a02 bs enus</u>
Green Business: Implementing Sustainability Strategies (2.0).....	<u>stgy 04 a03 bs enus</u>

**Strategic IT Planning**

Setting the Stage for IT Success (2.5).....	<u>STGY0221</u>
Strategic Decision Making (1.5) .....	<u>STGY0222</u>
IT Challenges: Present and Future (2.5) .....	<u>STGY0223</u>
Strategic IT Planning <b>SkillSim</b> (0.5) .....	<u>STGY0220</u>

**Cloud Computing for Business Professionals**

*2 titles (1.0).....	tbd
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**Fundamentals of Globalization**

*4 titles (1.0).....	tbd
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**The Fundamentals of Globalization**

Globalization and Our Changing World (1.5) .....	<u>STGY0351</u>
Globalization and Your Company (4.0).....	<u>STGY0352</u>
The Process of Globalizing a Product or Service (3.5).....	<u>STGY0353</u>
Managing from a Global Viewpoint (4.5) .....	<u>STGY0354</u>
The Fundamentals of Globalization <b>SkillSim</b> (0.5).....	<u>STGY0350</u>
Managing Expatriates’ Career Development (a) .	<u>pc bi mgbi011</u>
The Etiquette of Cross-cultural Gift Giving (a)....	<u>pc bi spbi015</u>
Evaluating Globalization Opportunities (a) .....	<u>pc ch lach019</u>

Program Title (hours).....Product Number

**TEAM BUILDING CURRICULUM**

**Optimizing Your Performance on a Team**

Being an Effective Team Member (1.0) .... team 02 a01 bs enus  
Elements of a Cohesive Team (1.0) ..... team 02 a02 bs enus  
Effective Team Communication (1.0) ..... team 02 a03 bs enus  
Using Feedback to Improve Team  
    Performance (1.0) ..... team 02 a04 bs enus  
Power and Politics in Matrixed  
    Teams (1.0) ..... team 02 a05 bs enus

**Leading Teams**

Launching a Successful Team (1.0) ..... team 03 a01 bs enus  
Establishing Goals, Roles, and  
    Guidelines (1.0) ..... team 03 a02 bs enus  
Developing the Team and its Culture (1.0) team 03 a03 bs enus  
Building Trust and Commitment (1.0)..... team 03 a04 bs enus  
Fostering Effective Communication and  
    Collaboration (1.0) ..... team 03 a05 bs enus  
Motivating and Optimizing  
    Performance (1.0) ..... team 03 a06 bs enus  
Dealing with Conflict (1.0) ..... team 03 a07 bs enus  
Managing Virtual Teams (1.0) ..... team 03 a08 bs enus  
Building Trust Incrementally (a)..... pc bi lsbi004  
Inspiring Your Team (a) ..... pc bi lsbi010  
Support Your Leader (a) ..... pc bi pfb010  
Choosing the Right Team Culture (a) ..... pc ch pfch006  
Managing Communications in a Virtual Team (a)  
..... pc bi mgbi001  
Developing Self-Sufficient Teams (a) ..... pc ch mgch001  
Building and Leading Teams (a)..... pc ch lach023

Program Title (hours).....Product Number

**Making Cross Functional Teams Work**

\*4 titles (1.0) ..... tbd

**Making Teams Work: Capitalizing on Conflict**

Team Conflict: The Seeds of Dissent (3.5)..... TEAM0211  
Analyzing Workplace War Zones (2.5)..... TEAM0212  
Getting Past Clashes: Valuing Team Diversity (2.5).. TEAM0213  
Conquering Conflict through Communication (3.0) .. TEAM0214  
The Path to Peace and Harmony (2.5) ..... TEAM0215  
Manager’s Performance Guide – Team  
    Conflict Skills (1.5) ..... TEAM0216  
Making Teams Work **SkillsSim** (0.5) ..... TEAM0210  
Using Conflicts to an Organization’s Advantage (a)  
..... pc bi mgbi002  
Mediating Project Team Conflict (a) ..... pc bi pfb0106  
Facilitating Work-related Conflict Discussions (a) pc bi pfb015

Program Title (hours).....Product Number

**LEGAL COMPLIANCE CURRICULA**

(#) Unique licensing and pricing applies to these curricula.

**HR COMPLIANCE**

Understanding the Americans with Disabilities Act (ADA)..... lchr 01 a15 lc enus  
Anti-Money Laundering (1.0)..... lchr 01 a05 lc enus  
Antitrust-Overview (0.5).....lchr 01 a28 lc enus  
Antitrust-Talking with the Competition (1.0).....LCO0102  
Antitrust-Trade Associations (1.0).....LCO0103  
Attorney-Client Privilege (1.0).....LCO0113  
BIS Export Controls and Antiboycott Provisions (1.5)..... lchr 01 a22 lc enus  
Documenting Discipline (2.5)..... HR0162  
Doing Business on the Internet (1.5).....LCO0114  
Doing Business with the Government (1.5)..... LCO0115  
Equal Employment Opportunity and Discriminatory Practices in Hiring (1.0)... lchr 01 a09 lc enus  
Fair Labor Standards Act (FLSA) (1.5).... lchr 01 a26 lc enus  
FMLA Leave and More: An Overview of Legally Protected Leave (1.0).....lchr 01 a12 lc enus  
Foreign Corrupt Practices Act (1.0).....lchr 01 a27 lc enus  
Government Contracting Essentials (1.0)....lchr 01 a23 lc enus  
I-9 Compliance: Verifying Employment Eligibility of US and non-US Citizens (1.0)..... lchr 01 a20 lc enus  
Independent Contractors and Temporary Employees (1.5).....LCO0121  
Insider Trading (1.5).....LCO0117  
Illegal Insider Trading **SkillSim** (0.5).....LCO011S  
Integrity in the Workplace (1.0)..... lchr 01 a16 lc enus  
Intellectual Property Overview (1.0).....lchr 01 a29 lc enus  
Interviewing and Hiring Practices (1.0)..... lchr 01 a25 lc enus  
Interviewing and Hiring Practices **SkillSim** (0.5) .....LCO0110  
Preventing Fraud and Abuse (1.0) ..... lchr 01 a17 lc enus  
Privacy/Information Security (1.0) ..... lchr 01 a10 lc enus  
Procurement Integrity () ..... lchr 01 a11 lc enus  
Promoting a Substance-Free Workplace (1.0)..... lchr 01 a14 lc enus  
Record Retention (1.0).....LCO0119  
Rightful Employment Termination (1.5).... lchr 01 a08 lc enus  
Sarbanes-Oxley: What You Need to Know (1.0)..... lchr 01 a19 lc enus  
Trade Secrets (2.0).....LCO0111  
Union Awareness (2.0).....LCO0123  
Understanding the Risks of Using Internet Media And Electronic Communication (1.0)..... lchr 01 a21 lc enus  
Workplace Diversity Awareness (1.0)..... lchr 01 a03 lc enus  
Workplace Diversity Awareness **SkillSim** (0.5) ..... LCHR001A  
Workplace Violence (1.5) ..... lchr 01 a04 lc enus

**ETHICS**

Code of Conduct Awareness (1.0)..... lchr 01 a01 lc enus  
Code of Conduct (Customizable) (3.0)..... lchr 01 a13 lc enus  
Conflicts of Interest in the Workplace (1.0) lchr 01 a07 lc enus  
Conflict of Interest **SkillSim** (0.5) .....LCO010S  
Workplace Ethics (1.0)..... lchr 01 a02 lc enus  
Ethical Decision Making **SkillSim** (0.5).....LCO0100

Program Title (hours).....Product Number

**HARASSMENT**

**Sexual Harassment Awareness for Supervisors and Managers**

Employee Sexual Harassment Awareness (1.0).....lch 01 a01 lc enus  
Workplace Harassment for Supervisors And Managers (1.0).....lch 01 a05 lc enus  
Supervisor and Manager Sexual Harassment Awareness – Multi-State Edition (2.5).....lch 01 a04 lc enus  
Harassment in the Workplace (1.0).....lch 01 a03 lc enus  
Managing Sexual Harassment Problems **SkillSim** (0.5).....LCO020S  
Dealing with Sexual Harassment **SkillSim** (0.5).....LCO0200  
Managing Workplace Harassment Complaints **SkillSim** (0.5)..... LCO020T  
Harassment and Violence Prevention in The Canadian Workplace (1.0)..... lch 01 a06 lc enus

**HIPAA**

HIPAA Privacy Rules Essentials (1.0).....lchp 01 a01 lc enus

**FEDERAL GOVERNMENT COLLECTION**

Accessibility and Section 508 Awareness (1.0).....fgov 01 a05 bs enus  
Federal Budgeting Process (1.0) .....fgov 01 a08 bs enus  
Human Resources Flexibilities (1.5).....fgov 01 a11 lc enus  
Government Ethics (1.0) .....fgov 01 a09 bs enus  
Information Security Awareness (1.0)..... fgov 01 a12 lc enus  
No FEAR Act, The (1.0).....fgov 01 a01 bs enus  
Pre-Retirement Planning for FERS (2.0).... fgov 01 a14 lc enus  
Privacy Awareness ().....fgov 01 a13 lc enus  
Proper Use of Government Charge Cards (1.0) .....fgov 01 a10 bs enus  
Sexual Harassment Prevention for Federal Employees (1.0).....fgov 01 a04 bs enus  
\*Telecommuting for Government Workers (1.0) .....tbd  
US Constitution, The (1.0) .....fgov 01 a03 bs enus  
Workplace Safety (1.0).....fgov 01 a06 bs enus

**KnowledgeCenter for DoD 8570.1 is available**



Program Title (hours).....Product Number

**ENVIRONMENTAL, SAFETY, AND HEALTH COMPLIANCE CURRICULA**

(#) Unique licensing and pricing applies to these curricula.

**ENVIRONMENTAL**

Environmental Management System (EMS) (1.0).....esh env a01 sh enus  
Environmental Regulations Overview (1.0).....ENV0101  
Hazardous Waste Generator (RCRA)(0.5) .esh sah a34 sh enus  
Spill Prevention and Control (1.0).....ENV0103  
Spill Prevention Control and Countermeasure Plan (0.5).....ENV0104  
Storm Water Pollution Prevention (1.0).....ENV0105  
Universal Waste Rule Training (1.0).....ENV0106  
Used Oil Management (1.0).....ENV0107

**SAFETY AND HEALTH**

Access to Employee Medical and Exposure Records (0.5).....esh sah a35 sh enus  
Accident Investigation and Reporting (1.0).....SAH0402  
Accident Investigation and Reporting SkillsSim (0.5) ....SAH0400  
Asbestos (0.5).....esh sah a37 sh enus  
Back Safety and Injury Prevention (0.5).....esh sah a23 sh enus  
Behavior-Based Safety for Supervisors (1.0).....SAH0405  
Benzene Awareness.....esh sah a14 sh enus  
Bloodborne Pathogen Awareness (0.5).....esh sah a22 sh enus  
Carcinogen Safety (1.0).....SAH0407  
Chemical Process Safety (1.0).....SAH0408  
Chlorine Safety (1.0).....esh sah a03 sh enus  
Cold Stress (1.0).....SAH0409  
Compressed Gas Safety (1.0).....SAH0411  
Computer Ergonomics (1.0).....SAH0412  
Confined Spaces (1.0).....esh sah a28 sh enus  
Construction Safety Orientation (1.5).....SAH0415  
Cryogenic Safety (1.0).....esh sah a04 sh enus  
Decontamination (HAZWOPER) (1.0).....SAH0416  
Defensive Driving (1.0).....SAH0417  
Defensive Driving Fundamentals (1.0).....esh sah a25 sh enus  
Defensive Driving: Truck Safety (3.0).....esh sah a12 sh enus  
Electrical Safety (0.5).....esh sah a16 sh enus  
Electrostatic Discharge Safety (1.5).....esh sah a07 sh enus  
Emergency and Disaster Preparedness (0.5).....esh sah a21 sh enus  
Emergency Response in the Workplace (0.5).....esh sah a33 sh enus  
Ergonomics in the Workplace (0.5).....esh sah a30 sh enus  
Fall Protection (or Working at Heights) (0.5).....esh sah a26 sh enus  
Fire and Explosion Hazards (HAZWOPER) (1.0).....SAH0426  
Fire Safety and Prevention (0.5).....esh sah a24 sh enus  
First Aid -- Automated External Defibrillator (0.5).....SAH0428  
First Aid -- Basic (1.0).....SAH0429  
First Aid -- CPR (1.0).....SAH0431  
First Aid -- Medical Emergencies (1.0).....SAH0432  
Food Safety and Handling (1.0).....esh sah a05 sh enus  
Forklift Safety Awareness (0.5).....esh sah a38 sh enus  
Hand and Power Tool Safety (1.0).....SAH0434  
Hazard Communication: An Employee's Right to Know.....esh sah a27 sh enus  
Hazard Communication (HAZWOPER) (1.0).....SAH0436

Program Title (hours).....Product Number

Hazardous Material Handling and Storage (1.0).....esh sah a20 sh enus  
Hazardous Materials in the Workplace (1.0).....esh sah a36 sh enus  
Hazardous Waste Generator (RCRA)(0.5) .esh sah a34 sh enus  
Heat and Cold Exposure Management (HAZWOPER) (1.0).....SAH0439  
Heat Stress Recognition and Prevention (0.5).....esh sah a39 sh enus  
Hot Work Permits (0.5).....SAH0108  
Hydrogen Sulfide (0.5).....SAH0442  
Indoor Hoisting and Rigging (1.0).....SAH0443  
Industrial Ergonomics (1.0).....SAH0444  
Introduction to Industrial Hygiene.....esh sah a15 sh enus  
Job Hazard Analysis (1.0).....SAH0445  
Laboratory Safety (1.0).....SAH0446  
Ladder Safety (1.0).....SAH0448  
Laser Safety Training (1.0).....SAH0449  
Lead and Cadmium (1.0).....esh sah a02 sh enus  
Lead Awareness (1.0).....SAH0451  
Lockout/Tagout (0.5).....esh sah a19 sh enus  
Lockout/Tagout for Authorized Persons (1.5).....esh sah a08 sh enus  
Liquefied Petroleum Gas (LPG) Safety (1.0).....SAH0453  
Machine Guarding (1.0).....esh sah a18 sh enus  
Material Safety Data Sheets (1.0).....SAH0456  
Mold Awareness (1.0).....esh sah a01 sh enus  
NFPA 70E Electrical Safety in the Workplace (2.0).....esh sah a06 sh enus  
Non-Ionizing Radiation Safety (1.0).....esh sah a09 sh enus  
Office Ergonomics (1.0).....SAH0457  
Office Safety (1.0).....SAH0458  
OSHA 300 Recordkeeping (1.5).....SAH0459  
Pandemic Flu (Bird Flu) Awareness (1.0) ..esh sah a10 sh enus  
PPE: Personal Protective Equipment (1.0) .esh sah a17 sh enus  
PPE: Body Protection (1.0).....SAH0465  
PPE: Eye and Face Protection (1.0).....SAH0466  
PPE: Foot and Leg Protection (0.5).....SAH0467  
PPE: Hand Protection (0.5).....SAH0468  
PPE: Head Protection (1.0).....SAH0469  
PPE: Respiratory Protection (HAZWOPER) (1.0).....SAH0464  
Portable Fire Extinguishers (1.0).....SAH0462  
Powered Industrial Truck Safety (1.0).....SAH0463  
Protection from Occupational Noise (0.5) ..esh sah a29 sh enus  
Radiation Safety (1.0).....SAH0471  
Regulatory Information (1.0).....SAH0472  
Regulatory Overview (HAZWOPER) (1.0).....SAH0473  
Safe Work Practices (1.5).....SAH0475  
Scaffolding and Ladder Safety (0.5).....esh sah a32 sh enus  
Signs and Tags (0.5).....SAH0476  
Site Control (HAZWOPER) (1.0).....SAH0477  
Site Safety and Health Plan Procedures (HAZWOPER) (1.0).....SAH0478  
Slips, Trips, and Falls (1.0).....SAH0479  
Sprains and Strains (1.0).....esh sah a11 sh enus  
Toxicology (HAZWOPER) (1.0).....SAH0482  
Trenching and Excavation Safety (1.0).....SAH0483  
Tuberculosis: Prevention and Control (1.0).....SAH0484  
Using Respiratory Protection (0.5).....esh sah a31 sh enus  
Welding, Cutting, and Brazing (1.0).....SAH0485

Program Title (hours).....Product Number

Workplace Inspections (1.0) ..... [esh\\_sah\\_a40\\_sh\\_enus](#)  
Workplace Safety Orientation (1.0) ..... [SAH0486](#)  
Workplace Security Awareness (1.0)..... [SAH0487](#)

**HAZWOPER ANNUAL REFRESHER (8.0)**

HAZWOPER Module 01: Decontamination (1.0) ..... [SAH0416](#)  
HAZWOPER Module 02: Emergency Response  
and Spill Control (1.0)..... [SAH0423](#)  
HAZWOPER Module 03: Fire and Explosion  
Hazards (1.0) ..... [SAH0426](#)  
HAZWOPER Module 04: Hazard  
Communication (1.0)..... [SAH0436](#)  
HAZWOPER Module 05: Heat and Cold  
Exposure Management (1.0) ..... [SAH0439](#)  
HAZWOPER Module 06: Personal Protective  
Equipment: Respiratory Protection (1.0) ..... [SAH0464](#)  
HAZWOPER Module 07: Regulatory  
Overview (1.0)..... [SAH0473](#)  
HAZWOPER Module 08: Site Control (1.0) ..... [SAH0477](#)  
HAZWOPER Module 09: Site Safety and  
Health Plan Procedures (1.0)..... [SAH0478](#)  
HAZWOPER Module 10: Toxicology (1.0) ..... [SAH0482](#)

**TRANSPORTATION**

DOT Drug and Alcohol Awareness (2.0) ... [esh\\_trns\\_a01\\_sh\\_enus](#)  
DOT Security for Shipment of  
Hazardous Materials (1.0)..... [esh\\_trns\\_a02\\_sh\\_enus](#)  
DOT 1: Hazardous Materials Table (1.0) ..... [TRNS0201](#)  
DOT 2: Packaging and Labeling (1.5) ..... [TRNS0202](#)  
DOT 3: Shipping Papers (0.5)..... [TRNS0203](#)  
DOT 4: Loading and Storage (1.0) ..... [TRNS0204](#)  
IATA 1: Hazard Class  
Identification/Classification (1.5)..... [TRNS0205](#)  
IATA 2: Marking and Labeling (1.0)..... [TRNS0206](#)  
IATA 3: Packaging (1.5)..... [TRNS0207](#)  
IATA 4: Documentation (1.0)..... [TRNS0208](#)  
IATA 5: Limitations and Shipment Review (1.0) ..... [TRNS0209](#)

**FUNDAMENTALS**

Centrifugal Pumps – Types and Components (1.0)..... [FUND0303](#)  
DC Circuit Theory (1.0) ..... [FUND0304](#)  
Positive Displacement Pumps (1.0) ..... [FUND0305](#)

**SECURITY**

NFPA 1600 Disaster/Emergency  
Management (1.0)..... [esh\\_sec\\_a01\\_sh\\_enus](#)  
NFPA 1600 Business Continuity  
Programs (1.0) ..... [esh\\_sec\\_a02\\_sh\\_enus](#)

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**DESKTOP SKILLS CURRICULA**

**DESKTOP COMPUTER SKILLS**

**BEST PRACTICES FOR DESKTOP USERS**

**Information Security for End Users**

\*4 titles..... tbd

**Information Security Best Practices for Business Users**

Introduction to Information Security (1.7)..... [216913\\_eng](#)  
Operational Information Security (1.5)..... [217983\\_eng](#)  
Malicious Code and Information Security (1.7) ..... [217043\\_eng](#)  
Information Security and the Internet (1.7) ..... [216960\\_eng](#)

**MICROSOFT OPERATING SYSTEMS**

**Microsoft Windows 7: First Look for End Users**

First Look for End Users (2.0) ..... [mw\\_mwfe\\_a01\\_dt\\_enus](#)

**Microsoft Windows 7: End User**

Getting Started with Windows 7 (1.5) ... [mw\\_mweu\\_a01\\_dt\\_enus](#)  
Setting Up and Securing  
Windows 7 (2.0) ..... [mw\\_mweu\\_a02\\_dt\\_enus](#)  
Customizing Windows 7 (1.0) ..... [mw\\_mweu\\_a03\\_dt\\_enus](#)

**Apple Mac OS X for End Users**

\*2 titles..... tbd

**Microsoft Windows Vista for the End User**

Getting Started with Windows Vista (1.2) [mv\\_wveu\\_a01\\_it\\_enus](#)  
Work with Files, Programs and Printing  
In Windows Vista (1.8) ..... [mv\\_wveu\\_a02\\_it\\_enus](#)  
Navigating the Web and System  
Maintenance with Windows Vista (1.7) [mv\\_wveu\\_a03\\_it\\_enus](#)

**Microsoft Windows Vista: New Features**

Windows Vista User Experience (2.0)..... [242954\\_eng](#)  
Windows Vista Security and Performance  
Improvements (1.7) ..... [242964\\_eng](#)

**Microsoft Windows XP Getting Started**

Introducing Windows XP (1.3) ..... [112615\\_eng](#)

**Microsoft Windows XP – New Features**

Windows XP: Fundamentals (3.7) ..... [112553\\_eng](#)  
Windows XP: Advanced (4.7) ..... [112554\\_eng](#)

**Microsoft Windows XP for Beginners**

Getting Started with Microsoft Windows XP (4.7).... [112949\\_eng](#)  
Up and Running with Microsoft Windows XP (4.0).. [112954\\_eng](#)

**Home Networking with Microsoft Windows XP**

Home Networking with Microsoft  
Windows XP (1.0)..... [66335\\_eng](#)



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## INTERNET SKILLS

### Microsoft Internet Explorer 8

Basic Features (1.5).....[id mcie a01 dt enus](#)

Advanced Features (1.5).....[id mcie a02 dt enus](#)

### Apple Safari for End Users

\*2 titles.....[tdb](#)

### Firefox 4 for End Users

\*2 titles.....[tdb](#)

### Microsoft Internet Explorer 7: End User

Fundamentals of Internet Explorer 7 (2.7).....[250164 eng](#)

Customization and Security in Internet

Explorer 7 (2.2).....[250177 eng](#)

### Microsoft Internet Explorer 6

Fundamentals of Internet Explorer 6 (3.3).....[117246 eng](#)

Moving On with Internet Explorer 6 (2.7).....[117260 eng](#)

## E-MAIL AND GROUPWARE

### Lotus Notes 8.0: New Features for End Users

New Features for End Users (2.0).....[ia lnnf a01 dt enus](#)

### Lotus Notes 8.0: End User

Getting Started with Lotus Notes 8 and

Using Mail (2.5).....[ia lteu a01 dt enus](#)

Scheduling Events and Managing

Applications (2.5).....[ia lteu a02 dt enus](#)

Working with Instant Messaging, Contacts,

And Blogs (2.5).....[ia lteu a03 dt enus](#)

Using Productivity Tools and Accessing

Lotus Notes 8 Remotely (2.5).....[ia lteu a04 dt enus](#)

### Lotus Notes 7.0: End User

Getting Started with Lotus Notes 7

and Mail (2.3).....[233489 eng](#)

Managing Mail, Instant Messaging, and

Contacts in Lotus Notes 7 (2.8).....[233490 eng](#)

Working with Databases, the Calendar, and the

To Do List in Lotus Notes 7 (2.9).....[233491 eng](#)

Using Lotus Notes 7 Remotely (1.5).....[233492 eng](#)

## MICROSOFT OFFICE 2010

(Microsoft Office exams are supported by mentoring)

### **KnowledgeCenter for Microsoft Office 2010 is available**

### Microsoft Office 2010: New Features

Office 2010 New Core Features (1.0).....[mo otnf a01 dt enus](#)

New Messaging and Collaboration

Features in Office 2010 (1.0).....[mo otnf a02 dt enus](#)

Office 2010 Web Apps and New

Publisher and Mobile Features (1.0).....[mo otnf a03 dt enus](#)

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

Word 2010, Excel 2010, and the New

Office 2010 Interface (1.0).....[mo nfum a01 dt enus](#)

Outlook 2010 and Collaboration in

Office 2010 (1.0).....[mo nfum a02 dt enus](#)

New Features for PowerPoint, Publisher,

and Access in Office 2010 (1.0).....[mo nfum a03 dt enus](#)

### Microsoft Office 2010: Beginning Word

**Mentoring:** exam 77-881 Word 2010.....[mnt77881](#)

Getting Started with Word 2010 (1.0).....[mo bwrdr a01 dt enus](#)

Formatting and Working with Text in

Word 2010 (1.0).....[mo bwrdr a02 dt enus](#)

Organizing and Arranging Text in

Word 2010 (1.0).....[mo bwrdr a03 dt enus](#)

Moving Around in Word 2010 (1.0).....[mo bwrdr a04 dt enus](#)

Structuring Word 2010 Documents (1.0).....[mo bwrdr a05 dt enus](#)

Reviewing Documents in

Word 2010 (1.0).....[mo bwrdr a06 dt enus](#)

Saving, Sharing, and Printing in

Word 2010 (1.0).....[mo bwrdr a07 dt enus](#)

Customizing the Behavior and

Appearance of Word 2010 (1.0).....[mo bwrdr a08 dt enus](#)

Drawing and Inserting Graphics in

Word 2010 (1.0).....[mo bwrdr a09 dt enus](#)

**TestPrep:** exam 77-881 Word 2010.....[mo bwrdr a01 tp enus](#)

### Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds,

Watermarks, and Quick Parts in

Word 2010 (1.0).....[mo awrd a01 dt enus](#)

Adding Tables of Contents, Footnotes,

Hyperlinks, and Bookmarks in

Word 2010 (1.0).....[mo awrd a02 dt enus](#)

Forms, Fields, and Mail Merge in

Word 2010 (1.0).....[mo awrd a03 dt enus](#)

Managing, Inspecting, and Recovering

Word 2010 Documents (1.0).....[mo awrd a04 dt enus](#)

Creating and Formatting Tables in

Word 2010 (1.0).....[mo awrd a05 dt enus](#)

Manipulating Tables in Word 2010 (1.0).....[mo awrd a06 dt enus](#)

Embedding Charts and Tables in

Word 2010 (1.0).....[mo awrd a07 dt enus](#)

**Program Title (hours).....Product Number**

**Microsoft Office 2010: Beginning Excel**

**Mentoring:** exam 77-882 Excel 2010.....mnt77882  
Getting Started with Excel 2010 (1.0).....mo bexl a01 dt enus  
Applying Basic Data Formatting in  
Excel 2010 (1.0).....mo bexl a02 dt enus  
Moving and Getting Around in  
Excel 2010 (1.0).....mo bexl a03 dt enus  
Moving Data and Modifying Worksheets  
in Excel 2010 (1.0).....mo bexl a04 dt enus  
Saving, Sending, and Printing Excel  
2010 Workbooks (1.0).....mo bexl a05 dt enus  
Using Conditional Formatting, Tables,  
and Sparklines in Excel 2010 (1.0).....mo bexl a06 dt enus  
Reviewing and Protecting Content in  
Excel 2010 (1.0).....mo bexl a07 dt enus  
Using Basic Formulas in Excel 2010 (1.0).....mo bexl a08 dt enus  
Using Basic Functions with Excel  
2010 (1.0).....mo bexl a09 dt enus  
Inserting Basic Charts in Excel 2010 (1.0).....mo bexl a10 dt enus  
Adding Visuals, Themes, and Styles to  
Excel Workbooks (1.0).....mo bexl a11 dt enus  
**TestPrep:** exam 77-882 Excel 2010.....mo bexl a01 tp enus

**Microsoft Office 2010: Advanced Excel**

Customizing Visual Elements in  
Excel 2010 (1.0).....mo aexl a01 dt enus  
Customizing Workbook Settings,  
Conditional Formatting, and Number  
Formats (1.0).....mo aexl a02 dt enus  
Organizing Data and Objects in  
Excel 2010 (1.0).....mo aexl a03 dt enus  
Ensuring Excel 2010 Data and Formulas  
are Right (1.0).....mo aexl a04 dt enus  
Automating Excel Tasks using  
Macros (1.0).....mo aexl a05 dt enus  
Analyzing Data with What-If  
Analysis (1.0).....mo aexl a06 dt enus  
PivotTables and PivotCharts in  
Excel 2010 (1.0).....mo aexl a07 dt enus  
PivotTable Filters, Calculations and  
PowerPivot (1.0).....mo aexl a08 dt enus

**Microsoft Office 2010: Power User Excel**

\*5 titles (1.0).....tbdt

**Microsoft Office 2010: Beginning PowerPoint**

**Mentoring:** exam 77-883 PowerPoint 2010.....mnt77883  
Getting Started with PowerPoint  
2010 (1.0).....mo bppt a01 dt enus  
Visually Enhancing PowerPoint 2010  
Presentations (1.0).....mo bppt a02 dt enus  
Adding Images to Presentations in  
PowerPoint 2010 (1.0).....mo bppt a03 dt enus  
Using Multimedia and Animations in  
PowerPoint 2010 (1.0).....mo bppt a04 dt enus  
**TestPrep:** exam 77-883 PowerPoint  
2010.....mo bppt a01 tp enus

**Program Title (hours).....Product Number**

**Microsoft Office 2010: Advanced PowerPoint**

Using Advanced Slide Show Tools in  
PowerPoint 2010 (1.0).....mo appt a01 dt enus  
Collaborating and Sharing Presentations  
in PowerPoint 2010 (1.0).....mo appt a02 dt enus

**Microsoft Office 2010: Beginning Outlook**

Getting Started with Outlook 2010 (1.0).....mo bout a01 dt enus  
Managing Conversations and Organizing  
E-mail in Outlook 2010 (1.0).....mo bout a02 dt enus  
Managing Attachments, Graphics,  
Signatures, and Autoreplies in  
Outlook 2010 (1.0).....mo bout a03 dt enus  
Using the Calendar for Appointments,  
Events, and Meetings in  
Outlook 2010 (1.0).....mo bout a04 dt enus  
Managing Meetings and Customizing  
the Calendar in Outlook 2010 (1.0).....mo bout a05 dt enus  
Outlook 2010 Social Connector and  
Messaging (1.0).....mo bout a06 dt enus  
Working with Contacts in  
Outlook 2010 (1.0).....mo bout a07 dt enus  
Using the Tasks, Notes, and Journal  
Features in Outlook 2010 (1.0).....mo bout a08 dt enus

**Microsoft Office 2010: Advanced Outlook**

Formatting E-mail and Configuring  
Message Options in Outlook 2010 (1.0).....mo aout a01 dt enus  
Customizing Outlook 2010 and  
Managing Accounts (1.0).....mo aout a02 dt enus  
Managing E-mail with Rules, Automatic  
Replies, and Alerts in Outlook 2010 (1.0).....mo aout a03 dt enus  
Working with File Transfer and Folders,  
Searching, and RSS Feeds in  
Outlook 2010 (1.0).....mo aout a04 dt enus  
Data Files, Archiving, and Send/Receive  
Groups in Outlook 2010 (1.0).....mo aout a05 dt enus  
Implementing Security with  
Outlook 2010 (1.0).....mo aout a06 dt enus  
Accessing Exchange Remotely and  
Using Forms in Outlook 2010 (1.0).....mo aout a07 dt enus

**Microsoft Office 2010: Beginning Access**

Getting Started with Access 2010 (1.0).....mo bacc a01 dt enus  
Creating Basic Tables in Access  
2010 (1.0).....mo bacc a02 dt enus  
Data Manipulations and Simple  
Relationships in Access 2010 (1.0).....mo bacc a03 dt enus  
Introduction to Forms in Access  
2010 (1.0).....mo bacc a04 dt enus  
Modifying Basic Forms in Access  
2010 (1.0).....mo bacc a05 dt enus  
Introduction to Queries in Access  
2010 (1.0).....mo bacc a06 dt enus  
Introduction to Reports in Access  
2010 (1.0).....mo bacc a07 dt enus

**Program Title (hours).....Product Number**

**Microsoft Office 2010: Advanced Access**

Advanced Importing and Exporting with  
Access 2010 (1.0).....[mo aacc a01 dt enus](#)  
PivotTables and PivotCharts in  
Access 2010 (1.0).....[mo aacc a02 dt enus](#)  
Retrieving, Validating, and Attaching  
Data in Access 2010 (1.0).....[mo aacc a03 dt enus](#)  
\*5 more titles ..... tbd

**Microsoft Office 2010: Beginning Project**

Introduction to Project Management  
Using Project 2010 (1.0).....[mo bprj a01 dt enus](#)  
Introduction to Project 2010 (1.0).....[mo bprj a02 dt enus](#)  
Initializing a Project with Project  
2010 (1.0).....[mo bprj a03 dt enus](#)  
Defining Project Properties in  
Project 2010 (1.0).....[mo bprj a04 dt enus](#)  
\*tbd(1.0).....[mo bprj a05 dt enus](#)  
Creating Resources in Project 2010 (1.0).....[mo bprj a06 dt enus](#)  
Managing Resource Assignments with  
Project 2010 (1.0).....[mo bprj a07 dt enus](#)  
Monitoring Schedule Performance with  
Project 2010 (1.0).....[mo bprj a08 dt enus](#)

**Microsoft Office 2010: Advanced Project**

\*5 titles (1.0)..... tbd

**Microsoft Office 2010: Beginning Visio**

\*3 titles (1.0)..... tbd

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

SharePoint 2010 New Features for  
End Users (1.0).....[mo nspe a01 dt enus](#)

**Microsoft SharePoint 2010 for End Users**

Getting Started with SharePoint  
2010 (1.0).....[mo ospe a01 dt enus](#)  
Using SharePoint 2010 with Office  
2010 (1.0).....[mo ospe a02 dt enus](#)

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

Microsoft SharePoint 2010: New  
Features for Power Users (1.0).....[mo nspp a01 dt enus](#)

**Microsoft SharePoint 2010 for Power Users**

Managing SharePoint 2010 Sites, Lists,  
and Libraries (1.0).....[mo ospp a01 dt enus](#)  
Managing SharePoint 2010 Pages  
and Components (1.0).....[mo ospp a02 dt enus](#)  
SharePoint 2010 Security and Business  
Intelligence (1.0).....[mo ospp a03 dt enus](#)

**MICROSOFT OFFICE FOR MAC2011**

**Microsoft Office for Mac 2011: Beginning Word**

\*7 titles (1.0)..... tbd

**Microsoft Office for Mac 2011: Beginning Excel**

\*8 titles (1.0)..... tbd

**Program Title (hours).....Product Number**

**Microsoft Office for Mac 2011: Beginning PowerPoint**

\*4 titles (1.0)..... tbd

**Microsoft Office for Mac 2011: Beginning Outlook**

\*6 titles (1.0)..... tbd

**MICROSOFT OFFICE 2007**

(Microsoft Office exams are supported by mentoring)

**KnowledgeCenter for Microsoft Office 2007 is available**

**Microsoft Office 2007: New Features**

New Features for End Users in Microsoft  
Office 2007 (1.3).....[239866 eng](#)  
Microsoft Office Excel, PowerPoint, and  
Outlook 2007 (1.5).....[239874 eng](#)  
Microsoft Access 2007 and Microsoft  
Publisher 2007 (1.0).....[239976 eng](#)  
Sharing and Collaboration in Microsoft  
Office Enterprise 2007 (2.0).....[240019 eng](#)

**Microsoft Office 2007: Beginning Word**

**Mentoring** Using Word 2007.....[mntwd2007](#)  
Getting Started with Word 2007 (1.0).....[mo bgwd a01 dt enus](#)  
Working with Text and Paragraphs  
In Word 2007 (1.6).....[mo bgwd a02 dt enus](#)  
Structuring, Editing, Saving, and  
Opening Documents in Word  
2007 (1.5).....[mo bgwd a03 dt enus](#)  
Printing, Help, and Automated  
Formatting in Word 2007 (1.4).....[mo bgwd a04 dt enus](#)  
Working with Documents in  
Word 2007 (1.7).....[mo bgwd a05 dt enus](#)  
**TestPrep:** Using Word 2007.....[tpwd2007 eng](#)

**Microsoft Office 2007: Advanced Word**

Advanced Formatting in  
Word 2007 (1.8).....[mo adwd a01 dt enus](#)  
Advanced Document Navigation  
and Document Reviews in  
Word 2007 (1.8).....[mo adwd a02 dt enus](#)  
Using Tables, Charts, and Graphics  
In Word 2007 (1.5).....[mo adwd a03 dt enus](#)

**Microsoft Office 2007: Word for the Power User**

Advanced Data Manipulation  
Features in Word 2007 (1.0).....[mo wdpu a01 dt enus](#)  
Advanced Document Features in  
Word 2007 (1.0).....[mo wdpu a02 dt enus](#)  
Collaborative Features in  
Word 2007 (1.3).....[mo wdpu a03 dt enus](#)

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**Microsoft Office 2007: Beginning Excel**

**Mentoring** Using Excel 2007..... mntex2007  
Getting Started with Excel 2007 (1.8)..... mo\_bgex\_a01\_dt\_enus  
Manipulating and Formatting Data and  
Worksheets (3.5)..... mo\_bgex\_a02\_dt\_enus  
Reviewing and Printing in Excel  
2007 (1.3)..... mo\_bgex\_a03\_dt\_enus  
Excel 2007 Formulas and Functions (2.2) mo\_bgex\_a04\_dt\_enus  
Excel 2007 Charts, Pictures, Themes,  
And Styles (1.7).....mo\_bgex\_a06\_dt\_enus  
**TestPrep:** Using Excel 2007.....tpex2007\_eng

**Microsoft Office 2007: Advanced Excel**

Advanced Formatting in Excel  
2007 (2.3) ..... mo\_adex\_a01\_dt\_enus  
Advanced Data Management in  
Excel 2007 (1.7) ..... mo\_adex\_a02\_dt\_enus  
Advanced Customization in Excel  
2007 (1.9) ..... mo\_adex\_a03\_dt\_enus

**Microsoft Office 2007: Excel for the Power User**

Analyzing Data in Excel 2007 (3.8).....mo\_expu\_a01\_dt\_enus  
Protecting and Sharing Excel 2007  
Workbooks (1.9).....mo\_expu\_a02\_dt\_enus  
Exchanging Data with Excel 2007 (2.8) mo\_expu\_a03\_dt\_enus

**Microsoft Office 2007: Beginning PowerPoint**

**Mentoring:** Using PowerPoint 2007..... mntpp2007  
Getting Started with PowerPoint  
2007 (1.0) ..... mo\_bgpp\_a01\_dt\_enus  
Adding Graphics to Presentations in  
PowerPoint 2007 (1.5)..... mo\_bgpp\_a02\_dt\_enus  
Adding Multimedia and Animations to  
Presentations (1.0) ..... mo\_bgpp\_a03\_dt\_enus  
**TestPrep:** Using PowerPoint 2007 ..... tppp2007\_eng

**Microsoft Office 2007: Advanced PowerPoint**

Creating Custom Slide Shows in  
PowerPoint 2007 (0.5)..... mo\_adpp\_a01\_dt\_enus  
Distributing Presentations in  
PowerPoint 2007 (0.5)..... mo\_adpp\_a02\_dt\_enus

**Microsoft Office 2007: Beginning Outlook**

**Mentoring** Using Outlook 2007..... mntol2007  
Getting Started with Outlook 2007 (1.5) mo\_bgol\_a01\_dt\_enus  
Formatting and Managing E-mail in  
Outlook 2007 (1.5)..... mo\_bgol\_a02\_dt\_enus  
Using the Calendar in Outlook  
2007 (1.9) ..... mo\_bgol\_a03\_dt\_enus  
Using Contacts, Tasks, Notes, and  
Customizing the Interface in Outlook  
2007 (2.8) ..... mo\_bgol\_a04\_dt\_enus  
Completing Searches, Printing Items,  
And Working with RSS Feeds in  
Outlook 2007 (1.5)..... mo\_bgol\_a05\_dt\_enus  
**TestPrep:** Using Outlook 2007.....tpol2007\_eng

**Program Title (hours).....Product Number**

**Microsoft Office 2007: Advanced Outlook**

Customizing Outlook 2007 and  
Using the Journal (1.5)..... mo\_adol\_a01\_dt\_enus  
Configuring Rules, Alerts, and Junk  
E-mail Settings in Outlook 2007 (1.5).. mo\_adol\_a02\_dt\_enus  
Working with SharePoint, Calendars,  
And Forms in Outlook 2007 (0.5) ..... mo\_adol\_a03\_dt\_enus

**Microsoft Office 2007: Outlook for the Power User**

Data Security, Archiving, and Working  
Offline in Outlook 2007 (2.5)..... mo\_olpu\_a01\_dt\_enus  
Instant, Text, and Unified Messaging  
In Outlook 2007 (0.5)..... mo\_olpu\_a02\_dt\_enus  
Business Contact Manager with  
Outlook 2007 (2.0) ..... mo\_olpu\_a03\_dt\_enus

**Microsoft Office 2007: Beginning Access**

**Mentoring** Using Access 2007..... mntac2007  
Getting Started with Access 2007 (1.3).. mo\_bgac\_a01\_dt\_enus  
Basic Access 2007 Tables (1.8)..... mo\_bgac\_a02\_dt\_enus  
Basic Access 2007 Forms (1.5)..... mo\_bgac\_a03\_dt\_enus  
Queries and reports in Access 2007 (2.2) mo\_bgac\_a04\_dt\_enus  
**TestPrep:** Using Access 2007 ..... tpac2007\_eng

**Microsoft Office 2007: Advanced Access**

Importing and Exporting Data and  
Data Presentation in Access 2007 (1.5) mo\_adax\_a01\_dt\_enus  
Advanced Data Management in  
Access 2007 (2.7)..... mo\_adax\_a02\_dt\_enus

**Microsoft Office 2007: Access for the Power User**

Programmability and Administration  
In Access 2007 (1.3)..... mo\_acpu\_a01\_dt\_enus  
Database Administration in  
Access 2007 (2.2)..... mo\_acpu\_a02\_dt\_enus

**Microsoft Office 2007: Beginning Project**

Creating and Designing a Project (3.3) .. mo\_bgpr\_a01\_dt\_enus  
Specifying and Assigning Resources  
In Project 2007 (2.5)..... mo\_bgpr\_a02\_dt\_enus  
Tracking and Reporting Progress (2.7).... mo\_bgpr\_a03\_dt\_enus

**Microsoft Office 2007: Advanced Project**

Advanced Customization (2.0)..... mo\_adpr\_a01\_dt\_enus  
Project Data Management and  
Performance (3.0)..... mo\_adpr\_a02\_dt\_enus

**Program Title (hours).....Product Number**

**Microsoft Office Project Server 2007 Managing Projects**

(exam 70-633)

**Mentoring** Microsoft Office Project Server 2007,  
Managing Projects ..... [mnt70632](#)

Initiating Projects with Project  
Server 2007 (2.5) ..... [mo\\_psm\\_p a01 dt enus](#)

Planning Projects with Project  
Server 2007 (2.0) ..... [mo\\_psm\\_p a02 dt enus](#)

Managing Resource Capacity in  
Project Server 2007 (2.5) ..... [mo\\_psm\\_p a03 dt enus](#)

Executing Projects with Project  
Server 2007 (2.0) ..... [mo\\_psm\\_p a04 dt enus](#)

Monitoring, Controlling, and Closing  
Projects with Project Server 2007 (2.5)..... [mo\\_psm\\_p a05 dt enus](#)

**TestPrep** Microsoft Office Project 2007,  
Managing Projects ..... [TP70632\\_eng](#)

**Microsoft Office 2007: Publisher**

Creating Customized Publications  
With Publisher 2007 (2.0)..... [mo\\_pblr a01 dt enus](#)

Extending Publisher 2007 Beyond  
Publications (1.5)..... [mo\\_pblr a02 dt enus](#)

**Microsoft Office 2007: Beginning Visio**

Creating Visio 2007 Diagrams (2.5)..... [mo\\_bgvs a01 dt enus](#)

Enhancing and Customizing Diagrams  
in Visio 2007 (3.5)..... [mo\\_bgvs a02 dt enus](#)

Collaborating and Using Visio 2007  
With Other Programs (1.5) ..... [mo\\_bgvs a03 dt enus](#)

**Microsoft Office SharePoint Server 2007 End User**

SharePoint 2007 Essentials (2.8) ..... [250450\\_eng](#)

Creating and Managing Personal Sites and  
Searches in SharePoint 2007 (2.7)..... [250463\\_eng](#)

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

Collaborating with Groove and  
Communicator (2.0)..... [mo\\_ncmg a01 dt enus](#)

Sharing Information with  
OneNote 2007 (0.5) ..... [mo\\_ncmg a02 dt enus](#)

**Microsoft Office 2007: Outlook Web Access**

Using Outlook Web Access 2007 (2.0) .. [mo\\_otwa a01 dt enus](#)

Outlook Web Access 2007 Advanced  
Features (1.0)..... [mo\\_otwa a02 dt enus](#)

**Microsoft Office Live Meeting 2007 for End Users**

Attending a Microsoft Office 2007 Live  
Meeting (1.0)..... [mo\\_lmeu a01 dt enus](#)

Hosting a Microsoft Office 2007 Live  
Meeting (1.5)..... [mo\\_lmeu a02 dt enus](#)

**Program Title (hours).....Product Number**

**MICROSOFT OFFICE 2003**

(Microsoft Office exams supported by mentoring)

**KnowledgeCenter for Microsoft Office 2003 is available**

**Microsoft Office 2003: New Features**

New Features for End Users (2.3)..... [117529\\_eng](#)

New Features for Outlook Users (2.3)..... [126060\\_eng](#)

New Features for Advanced Users (4.0)..... [117530\\_eng](#)

New Applications (1.0) ..... [117531\\_eng](#)

**Microsoft Office 2003: Getting Started**

Introduction to Microsoft Office 2003 (3.0)..... [121587\\_eng](#)

Formatting and Printing Files in Office 2003 (2.7) ... [121643\\_eng](#)

**Microsoft Office 2003: Beginning Word**

**Mentoring** Word 2003..... [mntwd2003c](#)

Getting Started with Word 2003 (1.3) ..... [112997\\_eng](#)

Working with Text and Paragraphs in  
Word 2003 (2.0) ..... [124981\\_eng](#)

Structuring, Editing, Saving, and Opening  
Documents in Word 2003 (2.3)..... [123383\\_eng](#)

Printing, Help, and Automated Formatting in  
Word 2003 (3.0) ..... [116299\\_eng](#)

Working with Documents in Word 2003 (2.3)..... [112998\\_eng](#)

Working with Tables and Media Features in  
Word 2003 (3.3) ..... [116894\\_eng](#)

**Microsoft Office 2003: Advanced Word**

**Mentoring** Word 2003 Expert ..... [mntwd2003e](#)

Advanced Formatting in Word 2003 (2.0) ..... [113095\\_eng](#)

Advanced Document Navigation in  
Word 2003 (1.3) ..... [126778\\_eng](#)

Advanced Data Manipulation Features in  
Word 2003 (2.0) ..... [113114\\_eng](#)

Using Tables, Charts, and Graphics in  
Word 2003 (1.7) ..... [126789\\_eng](#)

Advanced Documents Features in  
Word 2003 (2.0) ..... [121072\\_eng](#)

Collaborative Features in Word 2003 (3.7) ..... [113139\\_eng](#)

**Microsoft Office 2003: Beginning Excel**

**Mentoring** Excel 2003..... [mntex2003c](#)

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(ERP) (2.5).....[sa bseu a01 dt enus](#)  
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Management (CRM) (2.0).....[sa bseu a02 dt enus](#)  
SAP Product Lifecycle Management (2.0).....[sa bseu a03 dt enus](#)  
SAP Supply Chain Management (2.0).....[sa bseu a04 dt enus](#)  
SAP Supplier Relationship  
Management (1.5).....[sa bseu a05 dt enus](#)

**SAP Business One for End Users**

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End Users (2.0).....[sa boeu a01 dt enus](#)

**SAP Business Objects Business Intelligence**

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SAP Business Objects: Crystal  
Reports (1.5).....[sa bobo a02 dt enus](#)  
SAP Business Objects: Web  
Intelligence (1.5).....[sa bobo a03 dt enus](#)  
SAP Business Objects: Dashboards and  
Analytics (1.0).....[sa bobo a04 dt enus](#)  
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SAP Business Objects: Business  
Intelligence (1.0).....[sa bobo a06 dt enus](#)

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Managing Data and Distributing Reports with  
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**Adobe Reader 9**

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**Adobe Reader 8.0**

Using Adobe Reader 8 (2.5).....[at adar a01 dt enus](#)

**Adobe Acrobat 9**

Fundamentals (2.0).....[at adan a01 it enus](#)

**Adobe Acrobat 8.0**

Creating and Working with PDFs in  
Adobe Acrobat 8 (2.5).....[at adab a01 dt enus](#)  
Editing and Reviewing in Adobe  
Acrobat 8 (1.0).....[at adab a02 dt enus](#)  
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**Adobe Photoshop CS3**

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CS3 (2.0).....[at pcst a02 it enus](#)  
Advanced Tools in Photoshop CS3 (2.5).....[at pcst a03 it enus](#)  
Photoshop CS3 Animation and  
Automation (1.5).....[at pcst a04 it enus](#)

**Adobe Illustrator CS4**

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**Adobe Illustrator CS3**

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Coloring Objects and Using Brushes in  
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Using Type and Symbols in Illustrator  
CS3 (2.5).....[at icst a04 it enus](#)  
Importing and Tracing Images, and  
Applying Effects in Illustrator CS3 (2.5).....[at icst a05 it enus](#)  
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**Adobe Dreamweaver CS4**

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Reusing Content in Dreamweaver CS4 (2.0).....[at dcsf a04 it enus](#)  
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CS4 (2.5).....[at dcsf a06 it enus](#)  
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Advanced Concepts.....[at dcsf a07 it enus](#)

**Adobe Dreamweaver CS3**

Setting up a Site and Adding Content  
in Dreamweaver CS3 (2.5).....[at dcst a01 it enus](#)  
Adding Links, Images, and Flash Objects  
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Tables, Accessibility, and Standards  
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Dreamweaver CS3 (2.0).....[at dcst a06 it enus](#)  
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**Adobe Flash CS4**

Introduction to Adobe Flash CS4  
Professional (2.0).....at fcsf a01 it enus  
Drawing and Working with Images in  
Flash CS4 (2.5).....at fcsf a02 it enus  
Using Flash CS4 Libraries, Text, and  
Components (3.0).....at fcsf a03 it enus  
Animation in Flash CS4 (2.5).....at fcsf a04 it enus  
ActionScript and Multimedia in Flash  
CS4 (2.0).....at fcsf a05 it enus  
Workflow and Adobe Integration in Flash  
CS4 (2.0).....at fcsf a06 it enus  
Creating Navigation and Publishing Movies  
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**Adobe Flash CS3**

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CS3 (2.0).....at fcst a01 it enus  
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Flash CS3 (2.5).....at fcst a02 it enus  
Using Text and Components in Flash  
CS3 (2.0).....at fcst a03 it enus  
Animation in Flash CS3 (1.5).....at fcst a04 it enus  
ActionScript, Sound, and Video in Flash  
CS3 (2.0).....at fcst a05 it enus  
Workflow and Program Integration in  
Flash CS3 (1.5).....at fcst a06 it enus  
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**Adobe AIR for Flash Developers**

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**Adobe Fireworks CS4**

Fundamentals (2.0).....at fwcs a01 it enus

**Adobe Captivate 4**

Adobe Captivate 4 (1.5).....at capv a01 it enus

**Program Title (hours).....Product Number**

**IT PROFESSIONAL SKILLS CURRICULA**

**OPERATING SYSTEMS AND SERVER TECHNOLOGIES**

**OPERATING SYSTEM AND SERVER FUNDAMENTALS**

**CompTIA A+ 2009 Essentials**

(CompTIA exam 220-701)

**Mentoring** 220-701 A+ Essentials .....mnt220701

Computer Hardware Components (2.0).....cs apet a01 it enus

Configuring Displays, Peripherals,

Laptops, and Printers (2.5).....cs apet a02 it enus

Installing Windows Operating Systems

(Windows 7 update) (2.5).....cs apet a08 it enus

Using and Managing Windows

(Windows 7 update) (2.5).....cs apet a09 it enus

Troubleshooting Computers and

Printers (2.0).....cs apet a05 it enus

Security and Network Fundamentals

(IPv6 update) (3.0).....cs apet a10 it enus

Operational Procedures and Preventative

Maintenance (2.0).....cs apet a07 it enus

**TestPrep** 220-701 A+ Essentials .....cs apet a01 tp enus

**CompTIA A+ 2009 Practical Application**

(CompTIA exam 220-702)

**Mentoring** 220-702 A+ Practical Application.....mnt220702

Personal Computer Components (1.5).....cs apit a01 it enus

Troubleshooting Hardware (2.0).....cs apit a02 it enus

Maintaining Operating Systems

(Windows 7 update) (3.0).....cs apit a06 it enus

Maintaining Networks (1.5).....cs apit a04 it enus

Security (1.0).....cs apit a05 it enus

**TestPrep** 220-702 A+ Technician .....cs apit a01 tp enus

**CompTIA Server+ 2009**

(exam SK0-003)

**Mentoring** SK0-003 Server+ 2009 .....mntsk0003

System Hardware (2.5).....cs csvr a01 it enus

System Software (2.5).....cs csvr a02 it enus

Server Functions and Network

Essentials (2.5).....cs csvr a03 it enus

Storage (1.5).....cs csvr a04 it enus

IT Environment (1.5).....cs csvr a05 it enus

Disaster Recovery (1.5).....cs csvr a06 it enus

Troubleshooting (2.0).....cs csvr a07 it enus

Network and Storage Trouble-

shooting (2.0).....cs csvr a08 it enus

**TestPrep** SK0-003 Server+ 2009 .....cs csvr a01 tp enus

**CompTIA Strata Green IT**

(exam FC0-GR1)

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Program Title (hours).....Product Number

**MICROSOFT CERTIFIED DESKTOP SUPPORT  
TECHNICIAN (MCDST)**

**Microsoft Certified Desktop Support Technician (MCDST)  
(includes both 70-271 and 70-272)**

**Supporting Users and Troubleshooting a Windows XP  
Operating System**

( exam 70-271)

**Mentoring** 70-271 Supporting Users and  
Troubleshooting a Microsoft Windows XP  
Operating System .....[mnt70271](#)  
Installing Windows XP (1.8).....[216119\\_eng](#)  
Managing and Troubleshooting Resources (2.3).....[216128\\_eng](#)  
Managing and Troubleshooting Desktop  
Storage and Settings (1.8).....[216150\\_eng](#)  
Managing and Troubleshooting Devices,  
Drivers, Local Security, and User Logon (2.2).....[216159\\_eng](#)  
Managing and Troubleshooting Network Protocols  
and Operating System Performance (2.4).....[216170\\_eng](#)

**TestPrep** 70-271 Supporting Users and  
Troubleshooting a Microsoft Windows XP  
Operating System .....[tp70271\\_eng](#)

**Supporting Users and Troubleshooting Desktop  
Applications on a Windows XP Operating System**  
( exam 70-272)

**Mentoring** 70-272 Supporting Users and  
Troubleshooting Desktop Applications on a  
Microsoft Windows XP Operating System .....[mnt70272](#)  
Resolving Issues with the Operating System  
and Office Applications (2.0).....[214710\\_eng](#)  
Resolving Issues with Outlook and Outlook  
Express (2.3).....[214818\\_eng](#)  
Resolving Issues with Hardware and Network  
Connectivity (2.0).....[214830\\_eng](#)  
Resolving Issues with Internet Explorer, Application  
Security, and Security Incidents (2.3).....[214839\\_eng](#)

**TestPrep** 70-272 Supporting Users and  
Troubleshooting Desktop Applications on a  
Microsoft Windows XP Operating System .....[tp70272\\_eng](#)

**Microsoft Windows 7: Enterprise Desktop Support**  
(exam 70-685)

**Mentoring:** Windows 7: Enterprise Desktop  
Support Technician.....[mnt70685](#)  
Identifying and Resolving Windows 7  
Application Issues (1.5).....[mw\\_mwet\\_a01\\_it\\_enus](#)  
Management and Maintenance of  
Windows 7 Client Systems (2.0).....[mw\\_mwet\\_a02\\_it\\_enus](#)  
Troubleshooting Logon and Resource  
Access Issues in Windows 7 (2.0).....[mw\\_mwet\\_a03\\_it\\_enus](#)  
Resolving Windows 7 Network  
Connectivity Issues (2.0).....[mw\\_mwet\\_a04\\_it\\_enus](#)  
Troubleshooting IE8 and Encryption  
Issues in Windows 7 (2.0).....[mw\\_mwet\\_a05\\_it\\_enus](#)  
Protecting Windows 7 against Malware  
and Vulnerabilities (1.5).....[mw\\_mwet\\_a06\\_it\\_enus](#)

**TestPrep:** Windows 7: Enterprise Desktop  
Support Technician.....[mw\\_mwet\\_a01\\_tp\\_enus](#)

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**Microsoft Windows 7: Enterprise Desktop Administrator**  
(exam 70-686)

**Mentoring:** Windows 7: Enterprise Desktop  
Administrator.....[mnt70686](#)  
Planning for Windows 7  
Deployment (2.0).....[mw\\_mwda\\_a01\\_it\\_enus](#)  
Determining Application Compatibility  
for Windows 7 (1.5).....[mw\\_mwda\\_a02\\_it\\_enus](#)  
Creating a Standard Image to Deploy  
Windows 7 (1.0).....[mw\\_mwda\\_a03\\_it\\_enus](#)  
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Lite-Touch Installation (1.0).....[mw\\_mwda\\_a05\\_it\\_enus](#)  
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Designing Windows 7 Client  
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Configuration (2.0).....[mw\\_mwda\\_a08\\_it\\_enus](#)  
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**TestPrep:** Windows 7: Enterprise Desktop  
Administrator.....[mw\\_mwda\\_a01\\_tp\\_enus](#)

**MICROSOFT WINDOWS 7**

**Microsoft Windows 7: First Look for IT Professionals**

First Look for IT Professionals (1.5).....[mw\\_mwfp\\_a01\\_it\\_enus](#)

**Microsoft Windows 7: Configuration**  
(exam 70-680)

**Mentoring:** 70-680 Windows 7: Configuring.....[mnt70680](#)  
Installing, Upgrading, and Migrating to  
Windows 7 (1.5).....[mw\\_mwcg\\_a01\\_it\\_enus](#)  
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Configuring Hardware and Applications  
in Windows 7 (1.5).....[mw\\_mwcg\\_a03\\_it\\_enus](#)  
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Windows 7 (2.0).....[mw\\_mwcg\\_a05\\_it\\_enus](#)  
Configuring Mobile Computing in  
Windows 7 (1.5).....[mw\\_mwcg\\_a06\\_it\\_enus](#)  
Monitoring, Backing Up, and Restoring  
Windows 7 Systems (2.5).....[mw\\_mwcg\\_a07\\_it\\_enus](#)

**TestPrep:** 70-680 Windows 7:  
Configuring.....[mw\\_mwcg\\_a01\\_tp\\_enus](#)

**CLOUD COMPUTING**

**Cloud Computing for IT Professionals**

\*11 titles (1.0)..... tbd

**Program Title (hours).....Product Number**

**VMWARE**

**VMWare Overview**

Virtualization with VMWare: An Overview (2.0).....[vi\\_vmwo\\_a01\\_it\\_enus](#)  
VMWare Desktop Overview (2.5).....[vi\\_vmwo\\_a02\\_it\\_enus](#)  
VMWare Server Overview (1.0).....[vi\\_vmwo\\_a03\\_it\\_enus](#)  
VMWare Datacenter Overview (2.0).....[vi\\_vmwo\\_a04\\_it\\_enus](#)

**VM Workstation 7**

Getting Started with Virtual Machines (3.0) [vi\\_vmst\\_a01\\_it\\_enus](#)  
Managing Virtual Machines (3.0)..... [vi\\_vmst\\_a02\\_it\\_enus](#)

**VMWare vSphere: Install, Configure, Manager (v4.1)**

\*1 title (1.0) ..... tbd

**MICROSOFT WINDOWS VISTA**

**Mentoring** 70-621 PRO: Upgrading your MCDST Certification to MCITP Enterprise Support .....[mnt70621](#)

**Microsoft Windows Vista Client Configuration**  
(exam 70-620)

**Mentoring** 70-620 TS: Configuring Windows Vista Client .....[mnt70620](#)  
Installing Windows Vista (2.0) .....[mv\\_wvcc\\_a01\\_it\\_enus](#)  
Configure Windows Vista  
Environments (0.5).....[mv\\_wvcc\\_a02\\_it\\_enus](#)  
Windows Vista Users and Groups (1.0) ....[mv\\_wvcc\\_a03\\_it\\_enus](#)  
Security in Windows Vista (2.0).....[mv\\_wvcc\\_a04\\_it\\_enus](#)  
Windows Vista Network  
Connectivity (2.0).....[mv\\_wvcc\\_a05\\_it\\_enus](#)  
Configuring Windows Vista  
Applications (1.5).....[mv\\_wvcc\\_a06\\_it\\_enus](#)  
Windows Vista Maintenance and Optimization (2.0) .....[mv\\_wvcc\\_a07\\_it\\_enus](#)  
Windows Vista Mobile Computing and Troubleshooting (2.5).....[mv\\_wvcc\\_a08\\_it\\_enus](#)  
**TestPrep** 70-620 TS: Configuring Windows Vista Client .....[tp70620\\_eng](#)

**Program Title (hours).....Product Number**

**Microsoft Windows Vista Client for Enterprise Support Technicians**

(exam 70-622)

**Mentoring** 70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians .....[mnt70622](#)  
Deploying Windows Vista (2.0).....[mv\\_mvmet\\_a01\\_it\\_enus](#)  
Troubleshooting Windows Vista Deployments (2.5).....[mv\\_mvmet\\_a02\\_it\\_enus](#)  
Configuring and Troubleshooting Windows Vista Security (2.5) .....[mv\\_mvmet\\_a03\\_it\\_enus](#)  
Configuring and Troubleshooting User Access on Windows Vista (2.0) .....[mv\\_mvmet\\_a04\\_it\\_enus](#)  
Managing and Troubleshooting Windows Vista Systems (2.0) .....[mv\\_mvmet\\_a05\\_it\\_enus](#)  
Troubleshooting Windows Vista Performance and Reliability (2.0) .....[mv\\_mvmet\\_a06\\_it\\_enus](#)  
Configuring and Troubleshooting Windows Vista Networking (2.5).....[mv\\_mvmet\\_a07\\_it\\_enus](#)  
Maintaining and Supporting Applications on Windows Vista (1.5) ..[mv\\_mvmet\\_a08\\_it\\_enus](#)

**TestPrep** 70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians .....[tp70622\\_eng](#)

**TestPrep** 70-621 PRO: Upgrading your MCDST Certification to MCITP Enterprise Support ..... [TP70621\\_eng](#)

Program Title (hours).....Product Number

**MICROSOFT WINDOWS XP**

**Installing, Configuring, and Administering Microsoft Windows XP Professional**

(exam 70-270)  
**Mentoring** 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional .....[mnt70270](#)

**Microsoft Windows XP Professional: Installation and Configuration I**

• ..... I  
Installing Windows XP Professional (4.2).....[113628\\_eng](#)

**Microsoft Windows XP Professional: Installation and Configuration II**

Managing Files, Folders, and Devices in Microsoft Windows XP (5.8).....[113687\\_eng](#)

System Reliability and the Desktop in Windows XP Professional (4.6).....[113713\\_eng](#)

**Microsoft Windows XP Professional: Installation and Configuration III**

Networking Protocols and Services in Microsoft Windows XP (5.2).....[113736\\_eng](#)

Backup and Security Settings in Microsoft Windows XP (4.9).....[113758\\_eng](#)

**TestPrep** 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional .....[tp70270\\_eng](#)

**MICROSOFT SYSTEM CENTER**

**Microsoft System Center Essentials**  
\*5 titles..... tbd

**MICROSOFT WINDOWS SERVER 2008**

**KnowledgeCenter for Microsoft Enterprise Solutions 2008 is available**

**Microsoft Windows Server 2008: Update to R2**

Active Directory Domain Services in Windows Server 2008 R2 (1.5)..... [ws\\_mwur\\_a01\\_it\\_enus](#)

Management Improvements in Windows Server 2008 R2 (2.0)..... [ws\\_mwur\\_a02\\_it\\_enus](#)

Improvements to Role Services in Windows Server 2008 R2 (2.5)..... [ws\\_mwur\\_a03\\_it\\_enus](#)

Access Control in Windows Server 2008 R2 (1.0)..... [ws\\_mwur\\_a04\\_it\\_enus](#)

**Microsoft Windows Server 2008: New Features**

Introducing Windows Server 2008 (2.0) .....[ws\\_wsfl\\_a01\\_it\\_enus](#)

Program Title (hours).....Product Number

**Microsoft Windows Server 2008 Configuring Active Directory**

**Mentoring** 83-640 TS: Windows Server 2008 Active Directory, Configuring.....[mnt83640](#)

The Active Directory Infrastructure in Windows Server 2008 (2.5).....[ws\\_mwcd\\_a01\\_it\\_enus](#)

Additional Active Directory Server Roles in Windows Server 2008 (1.5).....[ws\\_mwcd\\_a02\\_it\\_enus](#)

Active Directory Objects in Windows Server 2008 (2.0).....[ws\\_mwcd\\_a03\\_it\\_enus](#)

Group Policy Objects Strategy in Windows Server 2008 (1.5).....[ws\\_mwcd\\_a04\\_it\\_enus](#)

Configuring DNS in Windows Server 2008 (2.0).....[ws\\_mwcd\\_a05\\_it\\_enus](#)

Active Directory Certificate Services in Windows Server 2008 (2.0).....[ws\\_mwcd\\_a06\\_it\\_enus](#)

Communications and Security in Windows Server 2008 (1.0).....[ws\\_mwcd\\_a07\\_it\\_enus](#)

Monitoring, Backups, and Recovery in Windows Server 2008 (2.0).....[ws\\_mwcd\\_a08\\_it\\_enus](#)

**TestPrep** 83-640 TS: Windows Server 2008 Active Directory Configuring.....[ws\\_mwcd\\_a01\\_tp\\_enus](#)

**Microsoft Windows Server 2008 Configuring Network Infrastructure**

(exam 70-642)  
**Mentoring** 70-642 TS: Windows Server 2008 Network Infrastructure Configuring .....[mnt70642](#)

Configure IP Addressing and Windows Services in Windows Server 2008 (2.0)..[ws\\_mwci\\_a01\\_it\\_enus](#)

Configure, Manage, and Maintain IP Services in Windows Server 2008 (2.0)..[ws\\_mwci\\_a02\\_it\\_enus](#)

Name Resolution in Windows Server 2008 (1.5).....[ws\\_mwci\\_a03\\_it\\_enus](#)

Configure Network Access in Windows Server 2008 (2.0).....[ws\\_mwci\\_a04\\_it\\_enus](#)

DNS Zones and Replication in Windows Server 2008 (2.0).....[ws\\_mwci\\_a05\\_it\\_enus](#)

Network Access Security in Windows Server 2008 (1.5).....[ws\\_mwci\\_a06\\_it\\_enus](#)

Configure File and Print Services in Windows Server 2008 (2.0).....[ws\\_mwci\\_a07\\_it\\_enus](#)

Monitor Network Infrastructure in Windows Server 2008 (2.0).....[ws\\_mwci\\_a08\\_it\\_enus](#)

**TestPrep** 70-642 TS: Windows Server 2008 Network Infrastructure Configuring....[ws\\_mwci\\_a01\\_tp\\_enus](#)



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**Microsoft Windows Server 2008 Configuring Applications Infrastructure**

(exam 70-643)

**Mentoring** 70-643 TS: Windows Server 2008

Applications Infrastructure Configuring ..... [mnt70643](#)  
Deploying Windows Server 2008  
Servers (0.5).....[ws\\_mwcf\\_a01\\_it\\_enus](#)  
Configure Windows Server 2008  
Availability (1.5) .....[ws\\_mwcf\\_a02\\_it\\_enus](#)  
Configure Terminal Services in  
Windows Server 2008 (2.0) .....[ws\\_mwcf\\_a03\\_it\\_enus](#)  
Terminal Services Resource Access in  
Windows Server 2008 (1.5) .....[ws\\_mwcf\\_a04\\_it\\_enus](#)  
Configuring Windows Server 2008  
Hyper-V and Virtual Machines (1.5).....[ws\\_mwcf\\_a05\\_it\\_enus](#)  
Configuring Web Services and Security in  
Windows Server 2008 (2.0) .....[ws\\_mwcf\\_a06\\_it\\_enus](#)  
Managing IIS in Windows Server  
2008 (1.5).....[ws\\_mwcf\\_a07\\_it\\_enus](#)  
Configuring Web Service Protocols in  
Windows Server 2008 (2.0) .....[ws\\_mwcf\\_a08\\_it\\_enus](#)  
Configuring Network Application  
Services in Windows Server 2008 (2.5)..[ws\\_mwcf\\_a09\\_it\\_enus](#)  
**TestPrep** 70-643 TS: Windows Server 2008  
Applications Infrastructure Configuring.....[ws\\_mwcf\\_a01\\_tp\\_enus](#)

**Microsoft Windows Server 2008: Server Administration**

(exam 70-646)

**Mentoring** 70-646 PRO: Windows Server 2008

Server Administrator ..... [mnt70646](#)  
Planning Windows Server 2008  
Deployment (2.0).....[ws\\_wsad\\_a01\\_it\\_enus](#)  
Planning Active Directory and Group  
Policy for Windows Server 2008 (2.0) ....[ws\\_wsad\\_a02\\_it\\_enus](#)  
Windows Server 2008 Management and  
Delegation (1.5).....[ws\\_wsad\\_a03\\_it\\_enus](#)  
Managing File Servers and Data  
Provisioning in Windows Server  
2008 (2.5).....[ws\\_wsad\\_a04\\_it\\_enus](#)  
Windows Server 2008 Application Server  
Management and Application  
Provisioning (2.5).....[ws\\_wsad\\_a05\\_it\\_enus](#)  
Windows Server 2008 Application  
Servers and Services (1.0).....[ws\\_wsad\\_a06\\_it\\_enus](#)  
Patch Management and Securing and  
Monitoring Servers in Windows  
Server 2008 (2.0).....[ws\\_wsad\\_a07\\_it\\_enus](#)  
Certificate Services, SANs, and High  
Availability in Windows Server  
2008 (2.0).....[ws\\_wsad\\_a08\\_it\\_enus](#)  
Accessing Windows Networks Remotely  
in Windows Server 2008 (1.0) .....[ws\\_wsad\\_a09\\_it\\_enus](#)  
Windows Server 2008 Backup and  
Recovery (2.0).....[ws\\_wsad\\_a10\\_it\\_enus](#)  
**TestPrep** 70-646 PRO: Windows Server 2008  
Server Administrator .....[ws\\_wsad\\_a01\\_tp\\_enus](#)

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**Microsoft Windows Server 2008: Enterprise Administration**  
(exam 70-647)

**Mentoring** 70-647 PRO: Windows Server 2008

Enterprise Administrator .....[mnt70647](#)  
Planning Name Resolution and IP  
Addressing in Microsoft Windows  
Server 2008 (2.5) ..... [ws\\_mwse\\_a01\\_it\\_enus](#)  
Network Access in Microsoft Windows  
Server 2008 (2.0)..... [ws\\_mwse\\_a02\\_it\\_enus](#)  
Application Access and Delivery in  
Microsoft Windows Server 2008 (2.0) .. [ws\\_mwse\\_a03\\_it\\_enus](#)  
Server and Application Virtualization in  
Microsoft Windows Server 2008 (2.0) .. [ws\\_mwse\\_a04\\_it\\_enus](#)  
Designing the Active Directory  
Infrastructure in Microsoft Windows  
Server 2008 (2.5)..... [ws\\_mwse\\_a05\\_it\\_enus](#)  
Active Directory Administration in  
Microsoft Windows Server 2008 (2.5) .. [ws\\_mwse\\_a06\\_it\\_enus](#)  
Existing Infrastructure and Branch  
Deployments in Microsoft Windows  
Server 2008 (3.0)..... [ws\\_mwse\\_a07\\_it\\_enus](#)  
The Certificate Services Infrastructure in  
Microsoft Windows Server 2008 (2.5) .. [ws\\_mwse\\_a08\\_it\\_enus](#)  
Software Updates and Compliance  
Management in Microsoft Windows  
Server 2008 (1.5)..... [ws\\_mwse\\_a09\\_it\\_enus](#)  
Designing Data Security and High  
Availability in Microsoft Windows  
Server 2008 (2.0)..... [ws\\_mwse\\_a10\\_it\\_enus](#)  
**TestPrep** 70-647 PRO: Windows Server 2008  
Enterprise Administrator ..... [ws\\_mwse\\_a01\\_tp\\_enus](#)

Program Title (hours).....Product Number

**MICROSOFT (.NET) WINDOWS SERVER 2003**

**KnowledgeCenter for Microsoft MCSA/MCSE is available**

**Note: The following Microsoft Express Guides are now available with SkillPort:**

**Express Guides**

- > Managing and Maintaining a Microsoft Windows Server 2003 Environment (Exam 70-290) Express Guide (25.0) ..... [pc\\_eg\\_70290](#)
- > Implementing, Managing, Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291) Express Guide (25.0) ..... [pc\\_eg\\_70291](#)
- > Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000 (Exam 70-292) Express Guide (25.0) ..... [pc\\_eg\\_70292](#)
- > Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (Exam 70-293) Express Guide (25.0)..... [pc\\_eg\\_70293](#)
- > Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (Exam 70-294) Express Guide (25.0) ..... [pc\\_eg\\_70294](#)
- > Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Win 2000 (Exam 70-296) Express Guide (25.0)..... [pc\\_eg\\_70296](#)
- > Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (Exam 70-297) Express Guide (25.0)..... [pc\\_eg\\_70297](#)
- > Design Security for a Microsoft Windows Server Network 2003 Network (Exam 70-298) Express Guide (25.0) ..... [pc\\_eg\\_70298](#)

**Microsoft Windows Server 2003: Introduction**

- Installing Windows Server 2003 (2.7) ..... [119151\\_eng](#)
- Windows Server 2003 Administration and Services Support (4.5) ..... [119162\\_eng](#)

Program Title (hours).....Product Number

**Microsoft Windows Server 2003: Upgrading Support Skills for MCSE's on Windows 2000**

*Express Guide is available with SkillPort v6 - [pc\\_eg\\_70296](#)*

- Planning, Implementing, and Maintaining Network Infrastructure (3.3)..... [119892\\_eng](#)
- Network Infrastructure and Topologies for Windows 2003 Enterprise Networks (3.0)..... [119912\\_eng](#)
- Designing and Managing Internet Connectivity in Windows 2003 (2.3)..... [119924\\_eng](#)
- Planning and Designing an Active Directory Infrastructure (2.3)..... [119934\\_eng](#)
- Implementing and Supporting Active Directory Infrastructure (2.0)..... [119947\\_eng](#)
- Planning, Implementing and Maintaining User, Computer, and Group Policies and Strategies (2.3)..... [119958\\_eng](#)
- Planning and Designing a Security Infrastructure (3.3)..... [119968\\_eng](#)

**Microsoft Windows Server 2003: Updating Support Skills for MCSA's on Windows 2000**

*Express Guide is available with SkillPort v6 - [pc\\_eg\\_70292](#)*

- Getting Started with Windows Server 2003 (2.0)..... [117907\\_eng](#)
- System Administration in Windows Server 2003 (3.3)..... [117933\\_eng](#)
- Managing Windows Server 2003 Internet Services (2.0)..... [117979\\_eng](#)
- Windows Server 2003 Terminal Services and System Recovery (2.3) ..... [119303\\_eng](#)

**Microsoft Windows Server 2003: Managing and Maintaining the Server Environment (ACE=1)**

(exam 70-290)

*Express Guide is available with SkillPort v6 - [pc\\_eg\\_70290](#)*

- Mentoring** 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment ..... [mnt70290](#)
- Basic Concepts (1.3)..... [124011\\_eng](#)
- Managing Users, Groups, and Computers (2.7) ..... [123546\\_eng](#)
- Managing Resource Access (3.0)..... [123572\\_eng](#)
- Managing Hardware, Disks, and Logical Devices (2.7)..... [123582\\_eng](#)
- Managing the Server Environment (3.7) ..... [123605\\_eng](#)
- Managing Disaster Recovery (2.3) ..... [123583\\_eng](#)
- TestPrep** 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment ..... [tp70290\\_eng](#)

**Program Title (hours).....Product Number**

**Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure (ACE=1)**  
(exam 70-291)

*Express Guide is available with SkillPort v6 - pc\_eg 70291*

**Mentoring** 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure ..... [mnt70291](#)  
Implementing, Managing, and Maintaining TCP/IP (2.3)..... [125865\\_eng](#)  
Implementing, Managing, and Maintaining DHCP (3.0)..... [126071\\_eng](#)  
Implementing, Managing, and Maintaining Name Resolution (3.7) ..... [125926\\_eng](#)  
Implementing, Managing, and Maintaining Network Security (4.0)..... [125927\\_eng](#)  
Implementing, Managing, and Maintaining Remote Access (2.7)..... [125928\\_eng](#)  
Implementing, Managing, and Maintaining Routing (3.7)..... [126092\\_eng](#)  
Maintaining a Network Infrastructure (2.0)..... [125929\\_eng](#)  
**TestPrep** 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure ..... [tp70291\\_eng](#)

**Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure (ACE=1)**  
(exam 70-293)

*Express Guide is available with SkillPort v6 - pc\_eg 70293*

**Mentoring** 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure..... [mnt70293](#)  
Planning the Network Infrastructure (3.7) ..... [127946\\_eng](#)  
Planning for Name Resolution (3.0) ..... [127959\\_eng](#)  
Implementing Routing and Remote Access (3.0)..... [127971\\_eng](#)  
Planning for Network Availability (2.0)..... [128023\\_eng](#)  
Planning Server Roles and Server Security (2.7) ..... [128052\\_eng](#)  
Planning a Security Infrastructure (3.0) ..... [128064\\_eng](#)  
**TestPrep** 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure..... [tp70293\\_eng](#)

**Microsoft Windows Server 2003: Planning, Implementing, and Maintaining the Active Directory Infrastructure (ACE=1)**

(exam 70-294)

*Express Guide is available with SkillPort v6 - pc\_eg 70294*

**Mentoring** 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure ..... [mnt70294](#)  
Planning and Implementing an Active Directory Infrastructure (3.7)..... [126360\\_eng](#)  
Planning Active Directory Services (2.7) ..... [126378\\_eng](#)  
Active Directory Sites, Replication, and Trusts (3.7). [126379\\_eng](#)  
Implementing Active Directory Users and Groups (2.7)..... [126380\\_eng](#)  
Planning and Implementing Group Policy (2.3)..... [126381\\_eng](#)  
Configuring and Troubleshooting Group Policy (2.7) [130201\\_eng](#)  
**TestPrep** 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure ..... [tp70294\\_eng](#)

**Program Title (hours).....Product Number**

**Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure (ACE=1)**  
(exam 70-297)

*Express Guide is available with SkillPort v6 - pc\_eg 70297*

**Mentoring** 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure..... [mnt70297](#)  
Designing the Infrastructure (3.7) ..... [115388\\_eng](#)  
Creating the Design (2.7) ..... [115395\\_eng](#)  
The Network Services Infrastructure Conceptual and Logical Design (3.0)..... [116156\\_eng](#)  
Designing RAS Services for the Network Infrastructure (3.3)..... [116411\\_eng](#)  
Network Infrastructure and Active Directory Physical Design (4.0)..... [116122\\_eng](#)  
Network Infrastructure Physical Design II – Internet Connectivity (2.0) ..... [116412\\_eng](#)  
**TestPrep** 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure ..... [tp70297\\_eng](#)

**Microsoft Windows Server 2003: Designing, Implementing and Administering Security for Networks (ACE=1)**  
**Microsoft Windows Server 2003: Designing Security for Networks**

(exam 70-298)

*Express Guide is available with SkillPort v6 - pc\_eg 70298*

**Mentoring** 70-298 Designing Security for a Microsoft Windows Server 2003 Network..... [mnt70298](#)  
Security Basics (2.0)..... [201375\\_eng](#)  
Logical Network Security (2.3)..... [201402\\_eng](#)  
Physical Network Security (3.0) ..... [201403\\_eng](#)  
Securing Data and Server Roles (2.3)..... [201404\\_eng](#)  
Securing Clients (2.0)..... [201405\\_eng](#)  
IIS Security and Firewalls (2.3) ..... [201412\\_eng](#)  
**TestPrep** 70-298 Designing Security for a Microsoft Windows Server 2003 Network..... [tp70298\\_eng](#)

**Microsoft Windows Server 2003: Implementing and Administering Security for Networks**

(exam 70-299)

**Mentoring** 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network..... [mnt70299](#)  
Managing System Security in Windows Server 2003 (3.3)..... [209128\\_eng](#)  
Securing Access to Resources in Windows Server 2003 (2.0)..... [209131\\_eng](#)  
Securing Wireless and Remote Communications in Windows Server 2003 (2.0) ..... [209129\\_eng](#)  
Managing IPSec in Windows Server 2003 (2.0) ..... [209130\\_eng](#)  
Managing Certificates in Windows Server 2003 (2.3)..... [209132\\_eng](#)  
**TestPrep** 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network..... [tp70299\\_eng](#)

**Program Title (hours).....Product Number**

**Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services**

Creating a Migration Plan in Windows.NET Server (3.3) ..... 117300 eng  
Preparing and Deploying a Domain Upgrade in Windows.NET (2.3) ..... 117313 eng  
Preparing and Deploying a Domain Restructure in Windows.NET (3.3) ..... 117323 eng

**Microsoft Windows Server 2003: Internet Information Services**

IIS 6.0 Fundamentals (2.3) ..... 207483 eng  
Administering IIS 6.0 Sites and Services (3.3) ..... 207484 eng  
IIS 6.0 Security (2.0) ..... 207485 eng  
Optimizing, Monitoring and Troubleshooting IIS 6.0 (2.3) ..... 207486 eng

**MICROSOFT SERVERS**

**Microsoft Hyper-V**

\*1 title ..... tbd

**Microsoft Exchange Server 2010 Configuration**

(exam MCTS)  
\***Mentoring** 70-662 ..... tbd  
Planning for Exchange Server 2010 (1.0)..... es\_mesc\_a01 it enus  
Installing and Configuring Exchange Server 2010 (1.0) ..... es\_mesc\_a02 it enus  
Exchange Server 2010 Administrative Tools (1.5) ..... es\_mesc\_a03 it enus  
Exchange Server 2010 Mailbox Server Administration (2.0) ..... es\_mesc\_a04 it enus  
Exchange Server 2010 Public Folders and Messaging Records Management (2.0)..... es\_mesc\_a05 it enus  
Exchange Server 2010 Message Transport (1.5) ..... es\_mesc\_a06 it enus  
Exchange Server 2010 Transport Rules, Message Compliance and Security (2.0)..... es\_mesc\_a07 it enus  
Client Access in Exchange Server 2010 (1.0) ..... es\_mesc\_a08 it enus  
Exchange Server 2010 High Availability (1.0) ..... es\_mesc\_a09 it enus  
Backup and Recovery in Exchange Server 2010 (1.0) ..... es\_mesc\_a10 it enus  
Monitoring Exchange Server 2010 Mail Flow and Performance (1.0) ..... es\_mesc\_a11 it enus  
\***TestPrep** 70-662 ..... es\_mesc\_a01 tp enus

**Program Title (hours).....Product Number**

**Microsoft Exchange Server 2007 Admin**

(exam 70-236)  
**Mentoring** 70-236 TS: Configuring Exchange Server 2007 ..... mnt70236  
Preparing the Exchange Server 2007 Infrastructure (2.5) ..... es\_mxsa\_a01 it enus  
Installing and Transitioning to Exchange Server 2007 (1.0)..... es\_mxsa\_a02 it enus  
Managing Exchange Server 2007 (2.5).... es\_mxsa\_a03 it enus  
Managing Default, Custom, and Public Folders in Exchange Server 2007 (1.5) .es\_mxsa\_a04 it enus  
Connectors, Transport Rules, and Message Compliance in Exchange Server 2007 (1.5)..... es\_mxsa\_a05 it enus  
Accessing Exchange Server 2007 Remotely (1.5)..... es\_mxsa\_a06 it enus  
Data Protection in Exchange Server 2007 (2.0)..... es\_mxsa\_a07 it enus  
Disaster Recovery with Exchange Server 2007 (1.0)..... es\_mxsa\_a08 it enus  
Monitoring and Security in Exchange Server 2007 (2.0)..... es\_mxsa\_a09 it enus  
Configuring Outlook 2007 for Exchange Server 2007 (1.0)..... es\_mxsa\_a10 it enus  
**TestPrep** 70-236 TS: Configuring Exchange Server 2007..... tp70236 eng

**Microsoft SharePoint Server 2010: Configuring**

(exam 70-667)  
Installing and Configuring Microsoft SharePoint 2010 (2.5)..... es\_msst\_a01 it enus  
Core Configuration for SharePoint 2010 (1.5)..... es\_msst\_a02 it enus  
Upgrading to Microsoft SharePoint 2010 (2.5)..... es\_msst\_a03 it enus  
Configuring and Administrating SharePoint 2010 Search (2.0)..... es\_msst\_a04 it enus  
Configuring Web Applications for SharePoint 2010 (1.0)..... es\_msst\_a05 it enus  
SharePoint Authentication and Web Application Security Configuration (1.0)..... es\_msst\_a06 it enus  
Configuring SharePoint 2010 Site Collections (2.0)..... es\_msst\_a07 it enus  
Managing SharePoint 2010 Features and Solutions (1.5)..... es\_msst\_a08 it enus  
SharePoint 2010 Operational Health (2.5)..... es\_msst\_a09 it enus  
SharePoint 2010 Performance (1.5)..... es\_msst\_a10 it enus

**Microsoft SharePoint Server 2010: Administration**

(exam 70-668)  
\*10 titles..... tbd

**Microsoft SharePoint Server 2010: Application Development**

(exam 70-573)  
\*10 titles..... tbd

**Designing and Developing Microsoft SharePoint 2010 Applications**

(exam 70-576 PRO)  
\*11 titles..... tbd



**Program Title (hours).....Product Number**

**Microsoft Office SharePoint Server 2007 Administration**

(exam 70-630 TS)  
**Mentoring** 70-630 TS: Configuring Microsoft Office SharePoint Server 2007 ..... [mnt70630](#)  
 Implementing Microsoft Office SharePoint Server 2007 (3.6) ..... [251962\\_eng](#)  
 Configuring Microsoft Office SharePoint Server 2007 Business Forms (2.3) ..... [251988\\_eng](#)  
 Managing Microsoft Office SharePoint Server 2007 Administration (2.3) ..... [252008\\_eng](#)  
 Upgrading to Microsoft Office SharePoint Server 2007 (2.0) ..... [252030\\_eng](#)  
**TestPrep** 70-630 TS: Configuring Microsoft Office SharePoint Server 2007 ..... [tp70630\\_eng](#)

**Microsoft Windows SharePoint Services 3.0 – Application Development**

(Exam 70-542)  
 Getting Started with WSS (2.6) ..... [257555\\_eng](#)  
 Working with the WSS Object Model (2.7) ..... [257556\\_eng](#)  
 Features and Solutions in WSS (2.3) ..... [257568\\_eng](#)  
 Working with Lists and Listitems (2.3) ..... [257579\\_eng](#)  
 Extending WSS with .NET Components (3.0) ..... [257685\\_eng](#)  
 Creating Web Parts for WSS (2.3) ..... [257722\\_eng](#)  
 Implementing and Deploying Workflows (2.0) ..... [257734\\_eng](#)

**Microsoft Office SharePoint Server 2007 Application Development**

(Exam 70-542)  
 Managing Enterprise Content with MOSS 2007 (1.0) ..... [es\\_ssad\\_a01\\_it\\_enus](#)  
 Integrating Business Data using MOSS 2007 (1.5) ..... [es\\_ssad\\_a02\\_it\\_enus](#)  
 Creating Business Intelligence Solutions with MOSS 2007 (1.5) ..... [es\\_ssad\\_a03\\_it\\_enus](#)  
 Application Platform Services within MOSS 2007 (2.0) ..... [es\\_ssad\\_a04\\_it\\_enus](#)  
 Searching Data using MOSS 2007 (1.5) ..... [es\\_ssad\\_a05\\_it\\_enus](#)  
 Targeting and Customizing with MOSS 2007 (2.0) ..... [es\\_ssad\\_a06\\_it\\_enus](#)

**ORACLE APPLICATION SERVER**

**The following Oracle Express Guides are now available with SkillPort:**

**Express Guides**

- > Oracle Application Server 10g: Administration I Express Guide Volume I (37.5) ..... [pc\\_eg\\_orc009](#)
- > Oracle Application Server 10g: Administration I Express Guide Volume II (37.5) ..... [pc\\_eg\\_orc015](#)
- > Oracle Application Server 10g: Administration I Express Guide Volume III (37.5) ..... [pc\\_eg\\_orc016](#)
- > Oracle Application Server 10g: Administration I Express Guide Volume IV (37.5) ..... [pc\\_eg\\_orc017](#)
- > Oracle Application Server 10g R2: Administration I Express Guide Volume I (22.5) ..... [pc\\_eg\\_444497](#)
- > Oracle Application Server 10g R2: Administration I Express Guide Volume II (15.0) ..... [pc\\_eg\\_444498](#)

**Program Title (hours).....Product Number**

- > Oracle Application Server 10g: New Features for Administrators Express Guide (37.5) ..... [pc\\_eg\\_orc008](#)
- > OracleAS 10g: Enterprise Identity Management Express Guide Volume I (37.5) ..... [pc\\_eg\\_orc011](#)
- > OracleAS 10g: Enterprise Identity Management Express Guide Volume II (37.5) ..... [pc\\_eg\\_orc019](#)
- > OracleAS 10g: Enterprise Identity Management Express Guide Volume III (37.5) ..... [pc\\_eg\\_orc020](#)
- > OracleAS Discoverer 10g: Create Queries and Reports Express Guide (15.0) ..... [pc\\_eg\\_orc012](#)
- > OracleAS Portal 10g: Build Corporate Portals Express Guide Volume I (22.5) ..... [pc\\_eg\\_orc013](#)
- > OracleAS Portal 10g: Build Corporate Portals Express Guide Volume II (22.5) ..... [pc\\_eg\\_orc021](#)
- > OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume I (15.0) ..... [pc\\_eg\\_orc014](#)
- > OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume II (15.0) ..... [pc\\_eg\\_orc022](#)

**Oracle Application Server 10g: Administration I**

(exam 1Z0-311)  
 Introduction (1.3) ..... [216868\\_eng](#)  
 Infrastructure and Middle Tier Installation (2.7) ..... [216879\\_eng](#)  
 Management Tools and Oracle Internet Directory (2.7) ..... [216889\\_eng](#)  
 General Management and Directives for the HTTP Server (3.9) ..... [216903\\_eng](#)  
 OracleAS Web Cache (2.3) ..... [216940\\_eng](#)  
 OracleAS Portal (3.1) ..... [216964\\_eng](#)  
 mod\_plsql, CGI Scripts, and Database Providers (1.9) ..... [224535\\_eng](#)  
 Application Management and Deployment (2.5) ..... [224536\\_eng](#)  
 Component Administration in Oracle Internet Directory (1.6) ..... [224537\\_eng](#)  
 DAS and SSO (2.9) ..... [224538\\_eng](#)  
 Component Security with SSL (2.3) ..... [224539\\_eng](#)  
 Oracle Certificate Authority Management (1.4) ..... [224540\\_eng](#)

**Oracle Application Server 10g: Administration II**

(exam 1Z0-312)  
 Managing Customized Topologies and Distributing Infrastructure Components (3.1) ..... [222590\\_eng](#)  
 High Availability (2.5) ..... [222604\\_eng](#)  
 Managing and Configuring Clusters (3.2) ..... [222605\\_eng](#)  
 Business Intelligence Component Management (4.0) ..... [222606\\_eng](#)  
 XML Applications, Web Services, and Monitoring (2.7) ..... [222607\\_eng](#)  
 Tuning and Reconfiguring the Middle Tier (4.3) ..... [222608\\_eng](#)  
 Backup and Recovery (1.7) ..... [222609\\_eng](#)



**Program Title (hours).....Product Number**

### SUN SOLARIS 9

#### Sun Microsystems Solaris 9: Basic System Administration I

(exam 310-014)	
Solaris 9 Installation and OpenBoot (4.5).....	<u>71568 eng</u>
Solaris 9 System Administration (7.3).....	<u>71585 eng</u>
Solaris 9 System Operations (2.3).....	<u>73559 eng</u>
Solaris 9 Device and File System Management (4.0)...	<u>76250 eng</u>
Solaris 9 Management Tools (2.7).....	<u>76289 eng</u>
Solaris 9 Security (4.0).....	<u>76291 eng</u>

#### Sun Microsystems Solaris 9: Basic System Administration II

(exam 310-015)	
Solaris 9 Advanced Installation (2.7).....	<u>79046 eng</u>
Solaris 9 Networking (2.7).....	<u>78582 eng</u>
Solaris 9 Solaris File Systems and Storage (6.3).....	<u>79047 eng</u>
Solaris 9 Naming Services (3.3).....	<u>79045 eng</u>
Solaris 9 Systems Supervision (3.7).....	<u>80100 eng</u>

### SUN SOLARIS 10

(#) A separate SUN produced curriculum for Solaris 10 is available for ordering. Ask your SkillSoft representative for information.

### LINUX

#### Linux+

Installing SUSE Linux (3.2).....	<u>230281 eng</u>
Command-Line Management in SUSE Linux (2.1)...	<u>230282 eng</u>
Configuring a SUSE Linux Network (3.0).....	<u>230283 eng</u>
Managing Systems Processes in SUSE Linux (2.0)...	<u>230284 eng</u>
Managing Users, Groups, and Storage in SUSE Linux (3.3).....	<u>230285 eng</u>
SUSE Linux Security (1.8).....	<u>230286 eng</u>
SUSE Linux Hardware and Documentation (2.5).....	<u>230287 eng</u>

#### Linux Professional Institute (LPIC): Junior Level Linux Professional

(LPI exam 117-101)	
Using the Linux Shell (2.8).....	<u>259928 eng</u>
Redirection Approaches and Process Control (1.8)....	<u>259929 eng</u>
Managing and Processing Text (2.8).....	<u>259930 eng</u>
Managing Files in Linux (2.8).....	<u>259931 eng</u>
Mounting and Managing File Systems (1.8).....	<u>259932 eng</u>
Partitions, File Systems, and Disk Quotas (1.5).....	<u>259933 eng</u>
Hardware Requirements (1.5).....	<u>259934 eng</u>
Hardware Configurations for Linux (2.3).....	<u>259935 eng</u>
Installing Linux (2.0).....	<u>259936 eng</u>
Managing Debian and Red Hat Packages (1.3).....	<u>259937 eng</u>
Administering the X Window System (2.0).....	<u>259938 eng</u>

**Program Title (hours).....Product Number**

#### Linux Professional Institute (LPIC): Junior Level Linux Professional

(LPI exam 117-102)	
The Linux Kernel (2.3).....	<u>259939 eng</u>
Writing Shell Scripts in Linux (3.0).....	<u>259941 eng</u>
Administrative and Documentation Tasks in Linux (1.8).....	<u>259942 eng</u>
Managing Linux Group and User Accounts (2.3).....	<u>259943 eng</u>
Administering Linux System Tasks and Backup Strategies (3.3).....	<u>259944 eng</u>
Networking Fundamentals in Linux (3.5).....	<u>259945 eng</u>
Networking Services in Linux (3.0).....	<u>259946 eng</u>
Working with Sendmail and Apache (2.3).....	<u>259947 eng</u>
Security in a Linux Environment (3.3).....	<u>259948 eng</u>
Printing in Linux (3.3).....	<u>259940 eng</u>
Data Management, Localization, and Encryption in Linux (3.0).....	<u>lu lpad a01 it enus</u>
Mail Transfer Agents and Accessibility in Linux (1.5).....	<u>lu lpad a02 it enus</u>

#### Linux Professional Institute (LPIC): Intermediate Level Administration

##### Linux Intermediate System Administration

(LPI exams 117-201 and 117-202)	
Linux Kernel Compilation and System Startup (2.3).....	<u>221118 eng</u>
Linux Filesystem Management and File Sharing (2.4).....	<u>221129 eng</u>
Linux Networking Configuration (2.0).....	<u>221146 eng</u>
Linux Networking Services (2.75).....	<u>221157 eng</u>
Linux Hardware Configuration and System Maintenance (2.7).....	<u>221174 eng</u>
Security in the Linux Environment (2.8).....	<u>222680 eng</u>
Linux System Customization and Automation (2.3).....	<u>221197 eng</u>
Linux Troubleshooting (2.2).....	<u>221186 eng</u>

#### Linux Professional Institute (LPIC): Advanced Level Administration

##### Linux Advanced System Administration

(LPIC-2 exams 117-201)	
Linux User Notification and Device Management (1.0).....	<u>lu lalp a01 it enus</u>
E-mail and Security in Linux (2.0).....	<u>lu lalp a02 it enus</u>
Linux Kernel Compilation and Linux Startup (2.5).....	<u>lu lalp a03 it enus</u>
Linux File Sharing and Filesystem Management (2.5).....	<u>lu lalp a04 it enus</u>
Linux Network Configuration (2.0).....	<u>lu lalp a05 it enus</u>
Linux Network Services (2.5).....	<u>lu lalp a06 it enus</u>
Linux System Maintenance and Hardware Configuration (2.5).....	<u>lu lalp a07 it enus</u>
Linux Security (2.5).....	<u>lu lalp a08 it enus</u>
Linux System Troubleshooting (2.0).....	<u>lu lalp a09 it enus</u>

Program Title (hours).....Product Number

**UNIX**

**UNIX: Operating System Fundamentals**

Introduction to UNIX (2.0).....78920 eng  
UNIX System Architecture (4.0).....78924 eng

**UNIX: Shell Programming**

UNIX Shell Scripting Basics (3.0).....83855 eng  
UNIX Shell Scripting Tools (3.0).....110852 eng  
Writing UNIX Shell Programs (3.7).....83877 eng

**UNIX: The User Environment**

Customizing the UNIX User Environment (4.0) .....80536 eng  
Working with UNIX Files and Directories (4.3).....80533 eng  
Working with UNIX Programs (3.0) .....80534 eng  
Text Editing and Printing in UNIX (2.7) .....80535 eng

**UNIX System Administration**

UNIX User and Data Management (2.7).....107814 eng  
Deploying and Initializing UNIX Systems (2.7) .....107822 eng  
Securing UNIX Systems (3.3).....107848 eng  
Managing UNIX Software and System  
Services (1.3) .....113993 eng  
Networking and UNIX Name Resolution (2.3).....107849 eng  
Managing UNIX Clients (1.3).....211844 eng  
Administering UNIX Network Services (3.0) .....211845 eng  
UNIX Systems Management (3.0).....211846 eng

**SECURITY & NETWORK TECHNOLOGIES**

**INTERNET AND NETWORK SECURITY**

**KnowledgeCenter for IT Security is available**  
**KnowledgeCenter for DoD 8570.1 is available**

**Information Security Best Practices for Business Users**

Introduction to Information Security (1.7).....216913 eng  
Operational Information Security (1.5).....217983 eng  
Malicious Code and Information Security (1.7) .....217043 eng  
Information Security and the Internet (1.7) .....216960 eng

**Note: The following CompTIA Express Guide is now available with SkillPort:**

**Express Guides**

> CompTIA Security+ 2008 Express  
Guide (30.0).....pc eg 444130

Program Title (hours).....Product Number

**CompTIA Security+ 2008**

(CompTIA exam SY0-201)

**Mentoring** SY0-201 Security+ 2008.....mntsy0201  
Threat Mitigation (2.0).....cs sety a01 it enus  
Cryptography (2.0).....cs sety a02 it enus  
Authentication Methods (2.0) .....cs sety a03 it enus  
Messaging, User, and Role Security (3.0) .....cs sety a04 it enus  
Public Key Infrastructure and Access  
Security (3.5) .....cs sety a05 it enus  
Ports, Protocols, and Network Security (3.0) cs sety a06 it enus  
Wi-Fi and Remote Access (2.0).....cs sety a07 it enus  
Risk Analysis, Vulnerability Testing, IDS,  
and Forensics (1.5) .....cs sety a08 it enus  
Auditing, Security Policies, and Disaster  
Recovery (2.5) .....cs sety a09 it enus

**TestPrep** SY0-201 Security+ 2008.....tpsy0201 eng

**TestPrep** BR0-001 Security+ Bridge.....cs sety a02 tp enus

**CompTIA Security+ 2011**

(exam SY0-301)

\*9 titles.....tbd

**CompTIA Advanced Security+ 2011**

(exam SY0-302)

\*9 titles.....tbd

**Cyber Security Essentials**

\*10 titles.....tbd

**The Certified Information Systems Security Professional**

**(CISSP) Domains**

(ISC2 exam CISSP)

**Mentoring** Certified Information Systems

Security Professional (CISSP).....mntciissp  
Information Security and Risk Management (2.9) .....243962 eng  
Security and Architecture Design (2.3).....243975 eng  
Access Control (2.7).....243986 eng  
Application Security (2.0) .....243998 eng  
Operations Security (2.3) .....244020 eng  
Cryptography (2.0) .....244031 eng  
Physical (Environmental) Security (2.0).....244059 eng  
Telecommunications and Network Security (3.7) .....244069 eng  
Business Continuity and Disaster Recovery  
Planning (2.3) .....244085 eng  
Legal, Regulations, Compliance and  
Investigations (2.3).....244096 eng

**TestPrep** Certified Information Systems

Security Professional (CISSP) .....tpciissp eng



**Program Title (hours).....Product Number**

**Certified Information Systems Security Professional (CISSP) 2<sup>nd</sup> Edition**

(ISC2 exam CISSP)

**Mentoring** Certified Information Systems

Security Professional (CISSP) ..... mntciissp  
Access Control (2.0).....sp cssp a01 it enus  
Application Development Security (2.0).....sp cssp a02 it enus  
Business Continuity and Disaster  
Recovery Planning (1.5).....sp cssp a03 it enus  
Cryptography (2.0).....sp cssp a04 it enus  
Information Security Governance and  
Risk Management (2.5).....sp cssp a05 it enus  
\*5 more titles ..... tbd

**\*TestPrep** Certified Information Systems

Security Professional (CISSP) ..... sp cssp a01 tp enus

**CISA: Certified Internet Security Associate (ISACA)**

\*10 titles ..... tbd

**CISM: Certified Information Security Manager**

(ISACA exam CISM)

Information Security Governance:

Overview (2.0)..... sp cism a01 it enus

Information Security Governance:

Strategies and Goals (2.0) ..... sp cism a02 it enus

Information Security Governance:

Developing an Action Plan (2.0)..... sp cism a03 it enus

Information Risk Management: Program

Framework and Risk Assessment (2.0) .... sp cism a04 it enus

Information Risk Management: Analysis,

Mitigation, and Monitoring (2.0)..... sp cism a05 it enus

Information Security Program Development:

Introduction and Roadmap (2.0)..... sp cism a06 it enus

Information Security Program Development:

Resources (2.0)..... sp cism a07 it enus

Information Security Program Development:

Metrics and Implementation (2.0)..... sp cism a08 it enus

Information Security Program Management:

Introduction and Framework (2.0)..... sp cism a09 it enus

Information Security Program Management:

Resources and Implementation (2.5)..... sp cism a10 it enus

Incident Management and Response:

Introduction and Resources (2.5)..... sp cism a11 it enus

Incident Management and Response:

Planning and Testing (2.0) ..... sp cism a12 it enus

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**Countering IT Security Threats: Ethical Hacking**

(exam 312-50)

**Mentoring** 312-50 Certified Ethical Hacker (CEH).....mnt31250

Ethical Hacking and the Need for

Penetration Testing (2.0)..... sp etih a01 it enus

Footprinting, Scanning, and

Enumeration (2.5)..... sp etih a02 it enus

System Hacking and Malicious

Content (2.0) ..... sp etih a03 it enus

Social Engineering and Sniffing (1.5)..... sp etih a04 it enus

Deterring Electronic Intrusions (1.0)..... sp etih a05 it enus

Denial of Service and Session

Hacking (1.5)..... sp etih a06 it enus

Linux Hacking (1.0) ..... sp etih a07 it enus

Cryptography (2.0)..... sp etih a08 it enus

Internet-based and Database-based

Attacks (2.0)..... sp etih a09 it enus

Wireless Attacks and

Countermeasures (2.0)..... sp etih a10 it enus

Physical Security (2.0) ..... sp etih a11 it enus

**TestPrep** 312-50 Certified Ethical

Hacker (CEH).....sp etih a01 tp enus

**SSCP: Systems Security Certified Practitioner (ISC(2))**

\*7 titles ..... tbd

**INTERNETWORKING**

**CompTIA Network+ 2009**

(CompTIA Network+ exam N10-004)

**Mentoring** N10-004 Network+ 2009.....mntn10004

Network Fundamentals (2.0)..... cs cntn a01 it enus

Network Components (1.5)..... cs cntn a02 it enus

Network Devices (1.5) ..... cs cntn a03 it enus

Network Protocols (3.0)..... cs cntn a05 it enus

Wide Area Networks (1.5) ..... cs cntn a06 it enus

Wireless Networks (1.5)..... cs cntn a07 it enus

Network Addressing (1.5)..... cs cntn a08 it enus

Routing (1.0)..... cs cntn a09 it enus

Managing and Monitoring the Network (2.0)..... cs cntn a10 it enus

Troubleshooting the Network (2.0)..... cs cntn a11 it enus

Network Security (2.5)..... cs cntn a12 it enus

**TestPrep** N10-004 Network+ 2009 ..... cs cntn a01 tp enus

**TestPrep** BR0-002 Network+ Bridge ..... cs cntn a02 tp enus

**DATA COMMUNICATIONS**

**IPv6 and Future Applications**

IPv6 (4.4)..... 80284 eng

**Introduction to Voice Over IP**

PSTN and VoIP Fundamentals (2.0) ..... dt voce a01 it enus

VoIP Technologies (3.0) ..... dt voce a02 it enus

VoIP Quality and Security (1.5)..... dt voce a03 it enus

Program Title (hours).....Product Number

**Lightweight Directory Access Protocol (LDAP)**

LDAP Fundamentals (3.0).....[85776\\_eng](#)  
Designing and Maintaining LDAP Directory Services (3.7).....[84923\\_eng](#)

**Understanding and Evaluating RFID Technology for your Business**

RFID Technology and Business Applications (2.0)...[232047\\_eng](#)  
RFID Applications Management (2.4).....[232057\\_eng](#)

**WIRELESS COMMUNICATIONS**

**Advanced Wireless Technologies**

Beyond 3G (B3G) (2.6).....[219522\\_eng](#)  
4G Communication Systems (2.3).....[219523\\_eng](#)  
4G Implementations (2.2).....[221229\\_eng](#)  
Non-Cellular Wireless Technology (2.5).....[219524\\_eng](#)

**NETWORK PROTOCOLS**

**TCP/IP: Mobile IP and IP Mobility**

Mobile IP (1.8).....[211788\\_eng](#)  
IP Mobility (2.2).....[211789\\_eng](#)

**TCP/IP: Protocols for Securing Web Transactions**

Digital Payments (2.8).....[212561\\_eng](#)

**TCP/IP: Network Management Protocols**

SNMP, MIBs and RMON (2.3).....[210670\\_eng](#)

**EMC**

**Storage Technology Foundations (EMCPA)**

Introduction to Storage Technology (1.5).....[240031\\_eng](#)  
Storage System Architecture (1.3).....[240039\\_eng](#)  
Physical Disks and RAID Arrays (2.0).....[240047\\_eng](#)  
Intelligent Storage Systems (1.5).....[240056\\_eng](#)  
Network Storage Systems (2.0).....[240062\\_eng](#)  
Fiber Channel Storage Attached Networks (2.5).....[240072\\_eng](#)  
IP SANs and Content Addressed Storage (1.8).....[240082\\_eng](#)  
Information Availability (2.5).....[240092\\_eng](#)  
Replication and Business Continuity (2.5).....[241020\\_eng](#)  
Monitoring and Managing the Data Center (2.5).....[241031\\_eng](#)  
Securing Storage (2.3).....[254190\\_eng](#)  
Storage Virtualization Technologies (2.3).....[254207\\_eng](#)  
Storage Security (1.5).....[dt\\_ismt\\_a01\\_it\\_enus](#)  
Storage Virtualization (1.0).....[dt\\_ismt\\_a02\\_it\\_enus](#)  
Storage Technologies Update (1.5).....[dt\\_ismt\\_a03\\_it\\_enus](#)  
EMC Storage Products (1.5).....[dt\\_ismt\\_a04\\_it\\_enus](#)

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**CISCO**

**KnowledgeCenter for Cisco is available**

**Note: The following Cisco Express Guides are now available with SkillPort:**

**Express Guides**

- > IIUC 1.0: Implementing Cisco IOS Unified Communications (640-460) Express Guide (37.5).....[pc\\_eg\\_444128](#)
- > IINS 1.0: Implementing Cisco IOS Network Security (640-553) Express Guide (37.5).....[pc\\_eg\\_444129](#)
- > Interconnecting Cisco Networking Devices Part 2 v1.0 (Exam 640-816) Express Guide (37.5).....[pc\\_eg\\_444112](#)
- > Interconnecting Cisco Networking Devices Part 1 v1.0 (Exam 640-822) Express Guide (37.5).....[pc\\_eg\\_444111](#)
- > Designing for Cisco Internet Solutions v2.0 (Exam 640-863) Express Guide (37.5).....[pc\\_eg\\_444104](#)
- > IIUC2 1.0: Implementing Cisco IOS Unified Communications Part 2 (Exam 642-145) Express Guide (37.5).....[pc\\_eg\\_444135](#)
- > TUC 1.0: Troubleshooting Cisco Unified Communications Systems (Exam 642-426) Express Guide (37.5).....[pc\\_eg\\_444122](#)
- > CVOICE 6.0: Cisco Voice Over IP (Exam 642-436) Express Guide (37.5).....[pc\\_eg\\_444127](#)
- > CIPT1 6.0: Implementing Cisco Unified Communications Manager Part 1 (Exam 642-446) Express Guide (37.5).....[pc\\_eg\\_444125](#)
- > Implementing Cisco Voice Gateways and Gatekeepers v2.0 (Exam 642-453) Express Guide (37.5).....[pc\\_eg\\_444102](#)
- > CIPT2 6.0: Implementing Cisco Unified Communications Manager Part 2 (Exam 642-456) Express Guide (37.5).....[pc\\_eg\\_444126](#)
- > SNRS 3.0: Securing Networks with Cisco Routers and Switches (Exam 642-504) Express Guide (37.5).....[pc\\_eg\\_444131](#)
- > SNAA 1.0: Securing Networks with ASA Advanced (Exam 642-515) Express Guide (37.5).....[pc\\_eg\\_444133](#)
- > SNAF 1.0: Securing Networks with ASA Fundamentals (Exam 642-524) Express Guide (37.5).....[pc\\_eg\\_444132](#)
- > Implementing Cisco Intrusion Prevention Systems V6.0 (Exam 642-533) Express Guide (30.0).....[pc\\_eg\\_444110](#)
- > Cisco Wireless LAN Advanced Topics v1.0 (Exam 642-586, 642-587) Express Guide (30.0).....[pc\\_eg\\_444108](#)
- > Implementing Cisco MPLS v2.2 (Exam 642-611) Express Guide (37.5).....[pc\\_eg\\_444496](#)
- > IMPLS 2.2: Implementing Cisco Multi-Protocol Label Switching (Exam 642-611) Express Guide (37.5).....[pc\\_eg\\_444134](#)
- > Implementing Cisco QoS v2.2 (Exam 642-642) Express Guide (37.5).....[pc\\_eg\\_444491](#)

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> QoS 2.3: Implementing Cisco Quality of Service (Exam 642-642) Express Guide (37.5).....	<a href="#">pc eg 444138</a>
> Configuring BGP on Cisco Routers v3.2 (Exam 642 661) Express Guide (30.0).....	<a href="#">pc eg 444487</a>
> SWITCH 1.0: Implementing Cisco IP Switched Networks (Exam 642-813) Express Guide (37.5).....	<a href="#">pc eg 444141</a>
> TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks (Exam 642-832) Express Guide (37.5).....	<a href="#">pc eg 444142</a>
> Designing Cisco Network Service Architecture v2.0 (Exam 642 873) Express Guide (37.5).....	<a href="#">pc eg 444113</a>
> ROUTE 1.0: Implementing Cisco IP Routing (Exam 642-902) Express Guide (37.5).....	<a href="#">pc eg 444140</a>
> UCM70 v1.0: Implementing Cisco Unified Communications Manager v7.0 Features Express Guide (37.5).....	<a href="#">pc eg 444136</a>

**Note: Courses and Express Guides to support some of the previous versions are still available upon request.**

**CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)**

**Mentoring** 640-802 Cisco Certified Network Associate (CCNA)..... [mnt640802](#)

**Cisco: Interconnecting Cisco Network Devices Part 1 (ICND1) v1.0**

(exam 640-822, 640-802b)  
*Express Guide is available with SkillPort v6 - [pc eg 444111](#)*  
**Mentoring** 640-822 Interconnecting Cisco Networking Devices Part 1 (ICND1)..... [mnt640822](#)  
 Network Fundamentals (2.3)..... [254004 eng](#)  
 Network Communications and Connections (2.3)..... [254014 eng](#)  
 Switched LANs (2.3)..... [254025 eng](#)  
 Switch Optimization, Security, and Troubleshooting (1.5)..... [254036 eng](#)  
 Wireless LANs (1.8)..... [254044 eng](#)  
 Routing and Addressing in the LAN (2.3)..... [254053 eng](#)  
 Packet Delivery, Security, and Remote Access on the Router (2.0)..... [254064 eng](#)  
 WAN Technologies and Routing (1.8)..... [254073 eng](#)  
 WAN Encapsulation and Dynamic Routing using RIP (1.3)..... [254081 eng](#)  
 Network Environment Management (1.5)..... [254088 eng](#)  
**TestPrep** 640-822 Interconnecting Cisco Networking Devices Part 1 (ICND1)..... [tp640822 eng](#)

**Program Title (hours).....Product Number**

**Cisco: Interconnecting Cisco Network Devices Part 2 (ICND2) v1.0**  
 (exam 640-816, 640-802b)  
**Mentoring** 640-816 Interconnecting Cisco Network Devices Part 2 (ICND2)..... [mnt640816](#)  
 Small and Medium Network Implementations (1.5) .. [254454 eng](#)  
 Improving Switched Networks and VLAN Performance (2.5)..... [254464 eng](#)  
 Routing Fundamentals, Subnetting, and VLSMs (1.5)..... [254475 eng](#)  
 Single-Area OSPF Implementation (1.5)..... [254483 eng](#)  
 EIGRP Implementation (1.5)..... [254490 eng](#)  
 Transitioning to IPv6 (1.5)..... [254735 eng](#)  
 Access Control Lists (2.0)..... [254717 eng](#)  
 Address Space Management (1.5)..... [254727 eng](#)  
 VPN and Point-to-Point WAN Connections (1.0)..... [254741 eng](#)  
 Extending the LAN to a WAN (1.5)..... [254748 eng](#)  
**TestPrep** 640-816 Interconnecting Cisco Networking Devices Part 2 (ICND1)..... [tp640816 eng](#)

**TestPrep** 640-802 Cisco Certified Network Associate (CCNA)..... [tp640802 eng](#)

**Cisco Certified Network Professional (CCNP)**

**Cisco ROUTE 1.0: Implementing Cisco IP Routing**  
 (exam 642-902)  
*Express Guide is available with SkillPort v6 – [pc eg 444492](#)*  
**Mentoring** 642-902 Implementing Cisco IP Routing (ROUTE) ..... [mnt642902](#)  
 Routing Services for Converged Networks (1.0)..... [cc icir a01 it enus](#)  
 EIGRP Implementation for the Enterprise (2.5)..... [cc icir a02 it enus](#)  
 EIGRP Authentication and Advanced Feature Implementation (1.0)..... [cc icir a03 it enus](#)  
 The OSPF Routing Protocol (1.5)..... [cc icir a04 it enus](#)  
 Implementing an OSPF-Based Solution (2.0) [cc icir a05 it enus](#)  
 Configuring and Verifying Route Redistribution (2.0)..... [cc icir a06 it enus](#)  
 Implementing Path Control (1.0)..... [cc icir a07 it enus](#)  
 Connecting the Enterprise to ISPs (1.0)..... [cc icir a08 it enus](#)  
 Configuring and Verifying BGP Operations (2.0)..... [cc icir a09 it enus](#)  
 eLT: Implementing Path Control (0.5)..... [CSCO0064EN07](#)  
 eLT: IPv6 Addressing and Unicast (2.0)..... [CSCO0064EN08](#)  
 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6 (2.5)..... [CSCO0064EN09](#)  
 eLT: IPv6 Transition Techniques (1.5)..... [CSCO0064EN10](#)  
 eLT: NAT and PAT with IPv6 (1.0)..... [CSCO0064EN11](#)  
 eLT: Routing for Branch Offices and Mobile Workers (2.5)..... [CSCO0064EN12](#)  
**TestPrep** 642-902 Implementing Cisco IP Routing (ROUTE) ..... [cc icir a01 tp enus](#)



Program Title (hours).....Product Number

**SWITCH 1.0: Implementing Cisco IP Switched Networks**

(exam 642-813)

Express Guide is available with SkillPort v6 – pc eg 444141

**Mentoring** 642-813 Implementing Cisco

IP Switched Networks (SWITCH)..... mnt642812

Analyzing Campus Network Designs (1.0) ... cc icis a01 it enus

Implementing VLANs in Campus

Networks (2.0)..... cc icis a02 it enus

Implementing Spanning-Tree (2.0)..... cc icis a03 it enus

Inter-VLAN Routing (1.5) ..... cc icis a04 it enus

Highly Available Networks (1.5)..... cc icis a05 it enus

Configuring Layer 3 High Availability (1.5) .. cc icis a06 it enus

Minimizing Service Loss and Data

Theft (2.0)..... cc icis a07 it enus

Accommodating Voice and Video in

Campus Networks (1.2.0)..... cc icis a08 it enus

Integrating Wireless LANs into a Campus

Network (1.0)..... cc icis a09 it enus

**TestPrep** 642-813 Implementing Cisco

IP Switched Networks (SWITCH)..... cc icis a01 tp enus

**TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks**

(exam 642-832)

Express Guide is available with SkillPort v6 – pc eg 444142

**Mentoring** 642-832 Troubleshooting and

Maintaining Cisco IP Networks (TSHOOT)..... mnt642832

Planning Maintenance for Complex

Networks (1.5)..... cc icit a01 it enus

Planning Troubleshooting Processes for

Networks (1.5)..... cc icit a02 it enus

Maintenance, Troubleshooting Tools,

and Applications (1.5) ..... cc icit a03 it enus

Troubleshooting VLANs, STP,

and SVIs (1.5)..... cc icit a04 it enus

Troubleshooting FHRPs and Performance

Issues (1.5)..... cc icit a05 it enus

Network Layer Connectivity, OSPF,

and EIGRP (2.5)..... cc icit a06 it enus

Route Redistribution, BGP, and

Performance Issues (2.0)..... cc icit a07 it enus

Maintaining and Troubleshooting Network

Security Solutions (1.5)..... cc icit a08 it enus

eLT: Troubleshooting Performance

Problems on Switches (1.0)..... CSC00066EN07

eLT: Troubleshooting Wireless

Integration (0.5)..... CSC00066EN08

eLT: Troubleshooting Voice over IP

Integration (0.5)..... CSC00066EN09

eLT: Troubleshooting Video Integration (0.5) ... CSC00066EN10

eLT: Troubleshooting NAT and PAT (1.0)..... CSC00066EN11

eLT: Troubleshooting DHCP (2.0)..... CSC00066EN12

eLT: Troubleshooting IPv6, OSPFv3, and

RIPng (0.5) ..... CSC00066EN13

eLT: Troubleshooting Network Applications

Services (1.5) ..... CSC00066EN14

eLT: Troubleshooting Branch Office and

Remote Worker Problems (1.5) ..... CSC00066EN15

**TestPrep** 642-832 Troubleshooting and Maintaining

Cisco IP Networks (TSHOOT)..... cc icit a01 tp enus

Program Title (hours).....Product Number

**Cisco Certified Design Associate (CCDA)**

**Designing for Cisco Internetwork Solutions (DESGN v2.1)**

(exam 640-864)

\*? titles..... tbd

**Designing for Cisco Internetwork Solutions (DESGN 2.0)**

(exam 640-863)

Express Guide is available with SkillPort v6 - pc eg 444104

**Mentoring** 640-863 Designing for Cisco

Internetwork Solutions (DESGN) ..... mnt640863

Network Design Methodology (2.3)..... 250733 eng

Structuring and Modularizing the Network (2.4) .... 250773 eng

Multilayer Campus Design (2.3) ..... 250908 eng

Designing Enterprise WANs (2.0) ..... 250918 eng

IP Address and Routing Protocol Design (2.4)..... 250927 eng

Network Security Solutions (2.4)..... 250967 eng

Voice Networking (2.6)..... 250980 eng

Wireless Networking (2.8) ..... 250993 eng

**TestPrep** 640-863 Designing for Cisco

Internetwork Solutions (DESGN) ..... tp640863 eng

**Cisco Certified Design Professional (CCDP)**

**Designing Cisco Network Service Architectures (ARCH 2.0)**

(exam 642-873)

Express Guide is available with SkillPort v6 - pc eg 444113

**Mentoring** 642-873 Designing Cisco Network

Service Architectures (ARCH)..... mnt642873

Cisco SONA and Cisco Enterprise Architecture

Design (2.5) ..... 253553 eng

Advanced Addressing and Routing Design (2.3) ..... 253554 eng

Advanced WAN Services Design (1.5) ..... 253555 eng

Enterprise Data Center Design (1.8) ..... 253556 eng

Storage Area Network Design Considerations (1.5) .. 253557 eng

E-Commerce Module Design (1.8) ..... 253558 eng

Security Services Design (2.0) ..... 253559 eng

IPSec and SSL VPN Design (1.8)..... 253560 eng

IP Multicast Design (1.8) ..... 253561 eng

Voice Over WLAN Design (1.8) ..... 253562 eng

Network Management with Cisco IOS Software (1.8) 253563 eng

**TestPrep** 642-873 Designing Cisco Network

Service Architectures (ARCH) ..... tp642873 eng

**Cisco Certified Security Professional (CCSP)**

**Deploying Cisco ASA Solutions (VPN 1.0)**

(exam 642-647)

\*10 titles..... tbd

**Implementing Cisco Intrusion Prevention System v7.0 (IPS v7.0)**

(exam 642-627)

\*10 titles..... tbd

**Securing Networks with Cisco Routers and Switches v1.0 (SECURE)**

(exam 642-637)

\*10 titles..... tbd

Program Title (hours).....Product Number

**Deploying Cisco ASA Firewall Solutions (FIREWALL v1.0)**  
(exam 642-817)  
\*10 titles..... tbd

**Cisco Certified Voice Professional (CCVP)**

**Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM v8.0)**  
(exam 640-461)  
\*10 titles..... tbd

**Implementing Cisco Unified Communications Manager Part 1 v8.0 (CIPT1 v8.0)**  
(exam 642-447)  
\*10 titles..... tbd

**Implementing Cisco Unified Communications Manager Part 2 v8.0 (CIPT2 v8.0)**  
(exam 642-457)  
\*10 titles..... tbd

**Integrating Cisco Unified Communications Applications v8.0 (CAPPS v8.0)**  
(exam 642-467)  
\*10 titles..... tbd

**Troubleshooting Cisco Unified Communications v8.0 (VOICE v8.0)**  
(exam 642-427)  
\*10 titles..... tbd

**Implementing Cisco Unified Wireless Networking Essentials (IUWNE 1.0)**  
(exam 640-721)

**Mentoring** Implementing Cisco Unified Wireless Networking Essentials (IUWNE)..... mnt640721  
Wireless Fundamentals (1.5) ..... cc iuwn a01 it enus  
Wireless Antennae and Spread Spectrum Technologies (1.5) ..... cc iuwn a02 it enus  
Wireless Regulation Bodies, Standards, and Certifications (1.5) ..... cc iuwn a03 it enus  
Wireless Media Access, Technologies, and the Frame Journey (2.0) ..... cc iuwn a04 it enus  
Unified Wireless Network Basic Architecture (2.0) ..... cc iuwn a05 it enus  
Access Point Management (2.5) ..... cc iuwn a06 it enus  
Wireless Clients (2.5) ..... cc iuwn a07 it enus  
WLAN Security Basics (1.5) ..... cc iuwn a08 it enus  
WLAN Authentication and Encryption (2.5) ..... cc iuwn a09 it enus  
Introducing, Installing, and Administering WCS (1.5) ..... cc iuwn a10 it enus  
Managing and Monitoring WCS (1.5) ..... cc iuwn a11 it enus  
WLAN Maintenance and Troubleshooting (1.5) ..... cc iuwn a12 it enus  
**TestPrep** Implementing Cisco Unified Wireless Networking Essentials (IUWNE) ..... cc iuwn a01 tp enus

Program Title (hours).....Product Number

**Implementing Cisco IOS Network Security (IINS 1.0 Security)**  
(exam 640-553)  
**Mentoring** 640-553 Implementing Cisco IOS Network Security (IINS) ..... mnt640553  
Network Security Principles I (2.0) ..... cc iins a01 it enus  
Network Security Principles II (2.0) ..... cc iins a02 it enus  
Perimeter Security (1.5) ..... cc iins a03 it enus  
Network Security using Cisco IOS Firewalls (2.5) ..... cc iins a04 it enus  
Cryptography, Encryption, and Digital Signatures (2.5) ..... cc iins a05 it enus  
IP Security Site-to-Site Virtual Private Networks (1.5) ..... cc iins a06 it enus  
Network Security using Cisco IOS IPS (1.5) cc iins a07 it enus  
LAN, SAN, Voice, and Endpoint Security (2.0) ..... cc iins a08 it enus  
Mitigating Layer 2 Attacks (1.0) ..... cc iins a09 it enus  
**TestPrep** 640-553 Implementing Cisco IOS Network Security (IINS) ..... cc iins a01 tp enus

**SOFTWARE DEVELOPMENT**

**SOFTWARE DEVELOPMENT PRINCIPLES**

**Software Programming Fundamentals**  
\*3 titles..... tbd

**Software Programming Fundamentals**  
Getting Started with Programming (3.0) ..... 78978\_eng  
Designing Programs (3.2) ..... 78995\_eng

Program Title (hours).....Product Number

**Best Practices for Software Programming**  
General Coding Best Practices (3.6) ..... 219736\_eng  
Maintaining Quality Code (1.8) ..... 219763\_eng  
Object-oriented Coding Best Practices (2.3) ..... 219750\_eng  
Programming Techniques and Strategies (2.1) ..... 219722\_eng

**Developing a User-Centered Software Design Approach**  
Introducing User-Centered Design (2.0) ..... 231413\_eng  
Developing an Application Using User-Centered Design (2.6) ..... 231423\_eng  
The Iterative Process in User-Centered Design (2.3) ..... 231434\_eng  
Practical Examples of User-Centered Design (1.0) ..... 231444\_eng

**Agile Software Development**  
Introducing Agile Software Development (2.0) ..... sd agsd a01 it enus  
Planning an Agile Software Development Project (2.0) ..... sd agsd a02 it enus  
Managing Agile Software Development (1.5) ..... sd agsd a03 it enus  
Agile Programming and Testing (2.0) ..... sd agsd a04 it enus



Program Title (hours).....Product Number

**Software Testing Foundations**

- (exam ISEB-SWT1)
Fundamentals of Software Testing (2.5).....sd sftf a01 it enus
Testing Throughout the Software Life
Cycle (2.0) .....sd sftf a02 it enus
Static Techniques and Test Design in
Software Testing (1.5).....sd sftf a03 it enus
Black-Box Software Testing
Techniques (1.5).....sd sftf a04 it enus
White-Box Software Testing
Techniques (1.0).....sd sftf a05 it enus
Software Test Management (2.0).....sd sftf a06 it enus
Configuration Management, Risks, and
Incidents in Software Testing (1.0).....sd sftf a07 it enus
Tool Support in Software Testing (1.5).....sd sftf a08 it enus

**SOFTWARE DEVELOPMENT TOOLS**

**JAVA**

**KnowledgeCenter for Java is available**

**Java Programming with Java SE 6.0**

- Mentoring CX-310-065 Sun Certified Programmer
for the Java 2 Platform, Standard Edition 6.0.....mmt310065
Getting Started with Java (2.0).....252344 eng
Operators and Flow Control in Java (2.3).....252345 eng
Creating Classes in Java (2.9).....252346 eng
Working with Classes in Java (2.6).....252347 eng
Generics and Annotations (3.0).....252348 eng
Reference Types and Threading (2.3).....252349 eng
Exception Handling and Assertions (2.2).....252350 eng
Java Utilities (3.5).....252351 eng
Java I/O (1.5).....252352 eng
Basic GUI Development in Java (2.0).....252353 eng
Java Applets (1.7).....252354 eng

TestPrep CX-310-065 Sun Certified Programmer
for the Java 2 Platform, Standard Edition 6.0.....TP310065 eng

**Java Programming with J2SE 5.0**

- (exam 310-055)
Mentoring CX-310-055 Sun Certified Programmer
for the Java 2 Platform, Standard Edition 5.0.....mmt310055
Getting Started with Java (2.0).....220915 eng
Operators and Flow Control in Java (2.3).....220916 eng
Creating Classes in Java (2.9).....220917 eng
Working with Classes in Java (2.6).....220918 eng
Generics and Annotations (3.0).....222163 eng
Reference Types and Threading (2.3).....220919 eng
Exception Handling and Assertions (2.2).....220920 eng
Java Utilities (3.7).....220921 eng
Java I/O (1.8).....222157 eng
Basic GUI Development in Java (2.4).....220922 eng
Java Applets (1.9).....220923 eng

TestPrep CX-310-055 Sun Certified Programmer
for the Java 2 Platform, Standard Edition 5.0.....tp310055 eng

Program Title (hours).....Product Number

**MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS**

**KnowledgeCenter for Visual Basic is available**

**KnowledgeCenter for Visual C# is available**

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

- Mentoring: 70-515 VB – TS: Web
Applications Development with .NET 4 .....mmt70515vb
Web Applications with Visual Studio
2010 and Visual Basic 2010 (2.0).....sd\_masp\_a01\_it\_enus
Web Form Controls with VB 2010 (3.0).....sd\_masp\_a02\_it\_enus
Data Integration with VB 2010 (3.0).....sd\_masp\_a03\_it\_enus
Client-Side Scripting and AJAX
with VB 2010 (1.5).....sd\_masp\_a04\_it\_enus
ASP.NET MVC 2 with VB 2010 (1.5).....sd\_masp\_a05\_it\_enus
Configuring and Deploying Web
Applications with VB 2010 (2.5).....sd\_masp\_a06\_it\_enus
Debugging, Tracing and Monitoring Web
Applications with VB 2010 (2.0).....sd\_masp\_a07\_it\_enus
Web Application Optimization and
Customization with VB 2010 (2.0).....sd\_masp\_a08\_it\_enus
TestPrep: 70-515 VB – TS: Web
Applications Development with .NET 4sd\_masp\_a01\_tp\_enus

**Web Applications Development with Microsoft .NET Framework 4 using C#**

- (exam 70-515)
\*5 titles.....tbd

**Accessing Data with Microsoft .NET Framework 4 for C# Developers**

- (exam 70-516)
\*8 titles.....tbd

**Windows Applications Development in C# with Microsoft .NET Framework 4**

- (exam 70-511)
\*8 titles.....tbd

**Windows Applications Development in VB with Microsoft .NET Framework 4**

- (exam 70-511)
\*7 titles.....tbd

**Windows Communication Foundation Development in C# with Microsoft .NET Framework 4**

- (exam 70-513)
\*8 titles.....tbd

**Windows Communication Foundation Development in VB with Microsoft .NET Framework 4**

- (exam 70-513)
\*8 titles.....tbd



**Program Title (hours).....Product Number**

**Microsoft .NET Framework 3.5 and Visual Studio 2008 –  
First Look**

Introducing .NET 3.5 and Visual Studio  
2008 (1.0).....vs vsfl a01 it enus  
Building .NET 3.5 Applications with  
Visual Studio 2008 (2.0).....vs vsfl a02 it enus

**Microsoft .NET Framework 3.5: ADO.NET Application  
Development with Visual Basic 2008**

(exam 70-561)

**Mentoring** 70-561 VB - TS: Microsoft .NET  
Framework 3.5, ADO.NET Application  
Development..... mnt70561vb  
Getting Started with ADO.NET  
Connections and Commands (2.0).....sd mand a01 it enus  
Managing ADO.NET Connections and  
Commands with VB 2008 (3.0).....sd mand a02 it enus  
Getting Started with DataSets using  
Visual Basic 2008 (2.0).....sd mand a03 it enus  
Viewing and Navigating Data with  
ADO.NET DataSets using Visual  
Basic 2008 (1.5).....sd mand a04 it enus  
Updating ADO.NET DataSets with  
Visual Basic 2008 (2.0).....sd mand a05 it enus  
Using Query Notifications and  
Synchronizing Data with Visual  
Basic 2008 (2.0).....sd mand a06 it enus  
The ADO.NET Entity Framework  
And LINQ (2.5).....sd mand a07 it enus

**TestPrep** 70-561 VB - TS: Microsoft .NET

Framework 3.5, ADO.NET Application  
Development..... sd mand a01 tp enus

**Microsoft .NET Framework 3.5: ASP .NET Application  
Development with Visual Basic 2008**

(exam 70-562)

**Mentoring** 70-562 TS: Microsoft .NET  
Framework3.5 ASP.NET Application  
Development..... mnt70562  
Developing Web Applications with  
Visual Basic 2008 and  
ASP.NET 3.5 (3.0)..... sd adad a01 it enus  
Creating and Consuming Server Controls  
with Visual Basic 2008 and  
ASP.NET 3.5 (3.0)..... sd adad a02 it enus  
Data and Services Integration with Visual  
Basic 2008 and ASP.NET 3.5 (2.5)..... sd adad a03 it enus  
ASP.NET AJAX and Client-Side Scripting  
with Visual Basic 2008 and  
ASP.NET 3.5 (1.5)..... sd adad a04 it enus  
XML and Mobile Applications with Visual  
Basic 2008 and ASP.NET 3.5 (2.0)..... sd adad a05 it enus  
Configuring and Deploying Web  
Applications with Visual Basic 2008  
and ASP.NET 3.5 (2.0)..... sd adad a06 it enus  
Debugging, Tracing, and Monitoring  
ASP.NET Applications with Visual  
Basic 2008 (2.0)..... sd adad a07 it enus

**Program Title (hours).....Product Number**

Optimization and Customization with  
Visual Basic 2008 and  
ASP.NET 3.5 (2.0).....sd adad a08 it enus  
**TestPrep** 70-562 VB – TS: Microsoft  
.NET Framework 3.5, ASP.NET  
Application Development.....sd adad a01 tp enus

**Microsoft .NET Framework 3.5: Windows Presentation  
Application Development Foundation with Visual Basic 2008**  
(exam 70-502)

**Mentoring** 70-502 VB – TS: Microsoft .NET  
Framework 3.5, Windows Presentation  
Foundation Application Development..... mnt70502vb  
Creating WPF Applications with Visual  
Basic 2008 (2.0)..... sd mwvs a01 it enus  
Creating User Interfaces with WPF and  
Visual Basic 2008 (2.0)..... sd mwvs a02 it enus  
WPF Content Creation and Management  
with Visual Basic 2008 (2.5)..... sd mwvs a03 it enus  
WPF Databinding with Visual Basic  
2008 (2.0)..... sd mwvs a04 it enus  
Customizing and Deploying WPF  
Applications with Visual Basic  
2008 (2.5)..... sd mwvs a05 it enus  
**TestPrep** 70-502 VB – TS: Microsoft .NET  
Framework 3.5, Windows Presentation  
Foundation Application Development..... sd mwvs a01 tp enus

**Microsoft .NET Framework 3.5: Windows Communication  
Foundation with VB 2008**

(exam 70-503vb)

**Mentoring** 70-503 VB: Microsoft .NET  
Framework3.5 Windows Communication  
Foundation Application Development..... mnt70503vb  
Getting Started with WCF (2.5)..... sd adwc a01 it enus  
WCF Contracts, Behaviors, and Data  
Management (2.5)..... sd adwc a02 it enus  
Securing and Managing a WCF  
Application (2.0)..... sd adwc a03 it enus  
**TestPrep** 70-503 VB - TS: Microsoft .NET  
Framework3.5 Windows Communication  
Foundation Application Development..... sd adwc a01 tp enus

**Microsoft .NET Framework 3.5: Windows Workflow  
Foundation Application Development with Visual Basic 2008**  
(exam 70-504)

**Mentoring** 70-504 VB – TS: Microsoft .NET  
Framework 3.5, Workflow Foundation  
Application Development..... mnt70504vb  
Creating, Hosting, and Communication in  
WF with Visual Basic 2008 (3.0)..... sd mwvb a01 it enus  
Activities, Rules, and Conditions in  
WF with Visual Basic 2008 (2.0)..... sd mwvb a02 it enus  
Transactions, Compensations, and  
Runtime Services in WF with  
Visual Basic 2008 (2.5)..... sd mwvb a03 it enus  
**TestPrep** 70-504 VB - TS: Microsoft .NET  
Framework3.5 Workflow Foundation  
Application Development..... sd mwvb a01 tp enus

**Program Title (hours).....Product Number**

**Microsoft .NET Framework 3.5: Windows Forms Applications with Visual Basic 2008**

(exam 70-505)  
**Mentoring** 70-505 VB – TS: Microsoft .NET Framework 3.5, Windows Forms Application Development ..... [mnt70505vb](#)  
Windows Forms Creation with Visual Basic 2008 (2.0)..... [sd\\_adwf\\_a01\\_it\\_enus](#)  
Data Integration with Visual Basic 2008 (2.0)..... [sd\\_adwf\\_a02\\_it\\_enus](#)  
Printing, MDI Forms, and Usability with Visual Basic 2008 (3.0)..... [sd\\_adwf\\_a03\\_it\\_enus](#)  
Custom Controls and Asynchronous Programming with Visual Basic 2008 (1.5)..... [sd\\_adwf\\_a04\\_it\\_enus](#)  
Application Configuration and Deployment with Visual Basic 2008 (1.5)..... [sd\\_adwf\\_a05\\_it\\_enus](#)  
Database Environments and XML Handling with Visual Basic 2008 (2.5).. [sd\\_adwf\\_a06\\_it\\_enus](#)  
**TestPrep** 70-505 VB – TS: Microsoft .NET Framework 3.5, Windows Forms Application Development..... [sd\\_adwf\\_a01\\_tp\\_enus](#)

**Microsoft .NET Framework 3.5: Application Development with Visual Basic**

(exam 70-xxx)  
Visual Basic: System Types and Collections (2.0) ..... [sd\\_adfv\\_a01\\_it\\_enus](#)  
Visual Basic: Serialization and I/O (1.5) ... [sd\\_adfv\\_a02\\_it\\_enus](#)  
Visual Basic: Customized Programming (2.0)..... [sd\\_adfv\\_a03\\_it\\_enus](#)  
Visual Basic: Security (2.0)..... [sd\\_adfv\\_a04\\_it\\_enus](#)  
Visual Basic: Threading, Service Processing, and Application Domains (2.0)..... [sd\\_adfv\\_a05\\_it\\_enus](#)  
Visual Basic: Diagnostics and Management (2.0)..... [sd\\_adfv\\_a06\\_it\\_enus](#)

**Microsoft Visual Studio 2010**

\*10 titles (?) ..... tbd

**Microsoft Visual Studio 2005 and the .NET Framework 2.0: An Introduction**

Visual Studio 2005 and the .NET Framework 2.0 (2.8) ..... [243229\\_eng](#)

**Microsoft .NET Framework 2.0: New Features for Developers Using Visual Basic 2005**

Visual Studio 2005 with Visual Basic (3.0)..... [235804\\_eng](#)  
Visual Basic 2005, the Console Class, and Security (2.3) ..... [235803\\_eng](#)  
ADO.NET 2.0, Data Binding, and ASP.NET 2.0 with Visual Basic (2.3) ..... [235805\\_eng](#)

**Program Title (hours).....Product Number**

**Microsoft .NET Framework 2.0: Application Development Foundation with Visual Basic 2005**

**Mentoring** 70-536 VB – TS: Microsoft .NET Framework 2.0 – Application Development Foundation ..... [mnt70536vb](#)  
Visual Basic 2005: System Types and Collections (2.8) ..... [236802\\_eng](#)  
Visual Basic 2005: Serialization and I/O (2.7) ..... [236815\\_eng](#)  
Visual Basic 2005: Customized Programming (2.8) .. [236829\\_eng](#)  
Visual Basic 2005: Security (2.8) ..... [236843\\_eng](#)  
Visual Basic 2005: Threading, Service Processing, And Application Domains (3.0)..... [236856\\_eng](#)  
Visual Basic 2005: Diagnostics and Management (3.0)..... [236870\\_eng](#)  
**TestPrep** 70-536 VB – TS: Microsoft .NET Framework 2.0 – Application Development Foundation ..... [tp70536vb\\_eng](#)

**Microsoft .NET Framework 2.0: Developing Web-based Client Applications with Visual Basic 2005 and ASP.NET 2.0**

**Mentoring** 70-528 VB – TS: Microsoft .NET Framework 2.0 – Web-based Client Development..... [mnt70528vb](#)  
Web-form Creation with Visual Basic 2005 And ASP.NET 2.0 (4.0) ..... [237307\\_eng](#)  
Data Integration with Visual Basic 2005 and ASP.NET 2.0 (2.7) ..... [237308\\_eng](#)  
Custom Controls and Security with Visual Basic 2005 and ASP.NET 2.0 (2.3)..... [237309\\_eng](#)  
Web-application Deployment, Optimization, and Customization with Visual Basic 2005 and ASP.NET 2.0 (3.7) ..... [237310\\_eng](#)  
XML and Mobile Web Applications with Visual Basic 2005 and ASP.NET 2.0 (2.7) ..... [237311\\_eng](#)  
**TestPrep** 70-528 VB – TS: Microsoft .NET Framework 2.0 – Web-based Client Development..... [tp70528vb\\_eng](#)

**Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with Visual Basic 2005**

**Mentoring** 70-526 VB – TS: Microsoft .NET Framework 2.0 – Windows-based Client Development)..... [mnt70526vb](#)  
Windows Forms Creation and Configuration with Visual Basic 2005 (2.8)..... [244011\\_eng](#)  
Data Integration, Database Environments, and XML Handling with Visual Basic 2005 (3.8) [244012\\_eng](#)  
Windows Forms Controls and Usability with Visual Basic 2005 (2.5)..... [244013\\_eng](#)  
Asynchronous Programming and Deployment with Visual Basic 2005 (1.9)..... [244014\\_eng](#)  
**TestPrep** 70-526 VB – TS: Microsoft .NET Framework 2.0 – Windows-based Client Development ..... [tp70526vb\\_eng](#)

**Microsoft .NET Framework 2.0: New Features for Developers Using C# 2005**

Visual Studio 2005 with C# (3.3)..... [239189\\_eng](#)  
C# 2005, the Console Class, and Security (2.3) ..... [239190\\_eng](#)  
ADO.NET 2.0, Data Binding, and ASP.NET 2.0 with C# (2.3) ..... [239191\\_eng](#)



Program Title (hours).....Product Number

**Microsoft .NET Framework 2.0: Application Development Foundation with C# 2005**

**Mentoring** 70-536 C# – TS: Microsoft .NET Framework 2.0 – Application Development Foundation..... [mnt70536cs](#)  
C# 2005: System Types and Collections (2.8)..... [241291\\_eng](#)  
C# 2005: Serialization and I/O (2.7)..... [241292\\_eng](#)  
C# 2005: Customized Programming (2.8)..... [241293\\_eng](#)  
C# 2005: Security (2.8)..... [241294\\_eng](#)  
C# 2005: Threading, Service Processing, and Application Domains (3.0)..... [241295\\_eng](#)  
C# 2005: Diagnostics and Management (3.0)..... [241296\\_eng](#)  
**TestPrep** 70-536 C# – TS: Microsoft .NET Framework 2.0 – Application Development Foundation..... [tp70536cs\\_eng](#)

**Microsoft .NET Framework 2.0: Developing Web-based Client Applications with C# 2005 and ASP.NET 2.0**

**Mentoring** 70-528 C# – TS: Microsoft .NET Framework 2.0 – Web-based Client Development..... [mnt70528cs](#)  
Web-form Creation with C# 2005 and ASP.NET 2.0 (4.0)..... [241467\\_eng](#)  
Data Integration with C# 2005 and ASP.NET 2.0 (2.7)..... [241468\\_eng](#)  
Custom Controls and Security with C# 2005 And ASP.NET 2.0 (2.3)..... [241469\\_eng](#)  
Web-applications Deployment, Optimization, And Customization with C# 2005 and ASP.NET 2.0 (3.7)..... [241470\\_eng](#)  
XML and Mobile Web Applications with C# 2005 and ASP.NET 2.0 (2.7)..... [241496\\_eng](#)  
**TestPrep** 70-528 C# – TS: Microsoft .NET Framework 2.0 – Web-based Client Development..... [tp70528cs\\_eng](#)

**Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with C# 2005**

**Mentoring** 70-526 C# - TS: Microsoft .NET Framework 2.0 – Windows-based Client Development..... [mnt70526cs](#)  
Windows Forms Creation and Configuration with C# 2005 (2.8)..... [246608\\_eng](#)  
Data Integration, Database Environments, and XML Handling with C# 2005 (3.8)..... [246609\\_eng](#)  
Windows Forms Controls and Usability with C# 2005 (2.5)..... [246610\\_eng](#)  
Asynchronous Programming and Deployment With C# 2005 (1.9)..... [246611\\_eng](#)  
**TestPrep** 70-526 C# - TS: Microsoft .NET Framework 2.0 – Windows-based Client Development..... [tp70526cs\\_eng](#)

Program Title (hours).....Product Number

**Microsoft .NET Framework 2.0: Distributed Application Development with Visual Basic 2005**

**Mentoring** 70-529 VB - TS: Microsoft .NET Framework 2.0 – Distributed Application Development..... [mnt70529vb](#)  
Web Services with Visual Basic 2005 (2.7)..... [246186\\_eng](#)  
Remoting with Visual Basic 2005 (2.3)..... [246187\\_eng](#)  
Serviced Components and Messaging with Visual Basic 2005 (3.3)..... [246189\\_eng](#)  
WSE Implementation with Visual Basic 2005 (2.7)..... [246188\\_eng](#)  
**TestPrep** 70-529 VB - TS: Microsoft .NET Framework 2.0 – Distributed Application Development..... [tp70529vb\\_eng](#)

**Microsoft .NET Framework 2.0: Distributed Application Development with C# 2005**

**Mentoring** 70-529 C# - TS: Microsoft .NET Framework 2.0 – Distributed Application Development..... [mnt70529cs](#)  
Web Services with C# 2005 (2.8)..... [254285\\_eng](#)  
Remoting with C# 2005 (2.3)..... [254296\\_eng](#)  
WSE Implementation with C# 2005 (2.8)..... [254306\\_eng](#)  
Serviced Components and Messaging with C# 2005 (3.3)..... [254318\\_eng](#)  
**TestPrep** 70-529 C# - TS: Microsoft .NET Framework 2.0 – Distributed Application Development..... [tp70529cs\\_eng](#)

**LANGUAGES**

**ANSI C Programming (ACE=2)**

Introducing C (4.0)..... [116604\\_eng](#)  
Data Representation (3.3)..... [116654\\_eng](#)  
Functions (5.3)..... [116670\\_eng](#)  
Expressions (3.6)..... [116697\\_eng](#)  
Flow Control (2.7)..... [116731\\_eng](#)  
Text Processing (4.0)..... [116752\\_eng](#)  
Processing Records (4.0)..... [116781\\_eng](#)  
Pointers (2.8)..... [116826\\_eng](#)  
The Standard Library and Preprocessor (3.3)..... [116840\\_eng](#)  
**Final Exam: ANSI C Programming**..... [FE0016\\_eng](#)

**C++ Programming (ACE=1)**

Structured Programming (3.7)..... [116671\\_eng](#)  
Classes and Data Abstraction (4.0)..... [116672\\_eng](#)  
Manipulating Objects (3.3)..... [116673\\_eng](#)  
Overloading (3.7)..... [116674\\_eng](#)  
Files and Streams (2.7)..... [116675\\_eng](#)  
Programming Techniques (3.0)..... [116676\\_eng](#)  
**Final Exam: C++ Programming**..... [FE0015\\_eng](#)

**Perl Programming Fundamentals**

Perl Language Fundamentals (3.2)..... [235060\\_eng](#)  
Starting to Program with Perl (3.0)..... [235075\\_eng](#)

**Program Title (hours).....Product Number**

**WEB DESIGN AND DESKTOP PUBLISHING**

**Web Site Design – Principles**

Web Development Fundamentals (2.0).....[wd\\_dshw\\_a01\\_it\\_enus](#)  
Internet Site Development (2.0).....[wd\\_dshw\\_a02\\_it\\_enus](#)  
Web 2.0 Fundamentals (2.0).....[wd\\_dshw\\_a03\\_it\\_enus](#)

**Introduction to Ajax Development**

Ajax Basics (2.5).....[wt\\_ajax\\_a01\\_it\\_enus](#)  
Ajax API Essentials (2.0).....[wt\\_ajax\\_a02\\_it\\_enus](#)  
Ajax Applications and Server  
Communication (2.0).....[wt\\_ajax\\_a03\\_it\\_enus](#)

**Intermediate Ajax**

\*4 titles..... tbd

**ADOBE DESIGN TOOLS**

**Adobe Dreamweaver CS5**

\*6 titles ..... tbd

**Adobe Dreamweaver CS4**

Setting up a Site and Adding Content  
in Dreamweaver CS4 (2.5).....[at\\_dcsf\\_a01\\_it\\_enus](#)  
Adding Links and Images  
in Dreamweaver CS4 (1.5).....[at\\_dcsf\\_a02\\_it\\_enus](#)  
Tables, Accessibility, and Standards  
in Dreamweaver CS4 (1.5).....[at\\_dcsf\\_a03\\_it\\_enus](#)  
Reusing Content in Dreamweaver CS4 (2.0).[at\\_dcsf\\_a04\\_it\\_enus](#)  
Creating Interactive Web Pages in  
Dreamweaver CS4 (2.5).....[at\\_dcsf\\_a05\\_it\\_enus](#)  
Cascading Style Sheets in Dreamweaver  
CS4 (2.5).....[at\\_dcsf\\_a06\\_it\\_enus](#)  
Dreamweaver CS4 Site Maintenance and  
Advanced Concepts.....[at\\_dcsf\\_a07\\_it\\_enus](#)

**Adobe Dreamweaver CS3**

Setting up a Site and Adding Content  
in Dreamweaver CS3 (2.5).....[at\\_dcst\\_a01\\_it\\_enus](#)  
Adding Links, Images, and Flash Objects  
in Dreamweaver CS3 (3.0).....[at\\_dcst\\_a02\\_it\\_enus](#)  
Tables, Accessibility, and Standards  
in Dreamweaver CS3 (2.0).....[at\\_dcst\\_a03\\_it\\_enus](#)  
Reusing Content in Dreamweaver CS3 (1.5).[at\\_dcst\\_a04\\_it\\_enus](#)  
Creating Interactive Web Pages in  
Dreamweaver CS3 (2.0).....[at\\_dcst\\_a05\\_it\\_enus](#)  
Cascading Style Sheets in  
Dreamweaver CS3 (2.0).....[at\\_dcst\\_a06\\_it\\_enus](#)  
Dreamweaver CS3 Site Maintenance  
and Advanced Concepts (1.5).....[at\\_dcst\\_a07\\_it\\_enus](#)

**Adobe Flash CS5**

\*6 titles ..... tbd

**Program Title (hours).....Product Number**

**Adobe Flash CS4**

Introduction to Adobe Flash CS4  
Professional (2.0).....[at\\_fcsf\\_a01\\_it\\_enus](#)  
Drawing and Working with Images in  
Flash CS4 (2.5).....[at\\_fcsf\\_a02\\_it\\_enus](#)  
Using Flash CS4 Libraries, Text, and  
Components (3.0).....[at\\_fcsf\\_a03\\_it\\_enus](#)  
Animation in Flash CS4 (2.5).....[at\\_fcsf\\_a04\\_it\\_enus](#)  
ActionScript and Multimedia in Flash  
CS4 (2.0).....[at\\_fcsf\\_a05\\_it\\_enus](#)  
Workflow and Adobe Integration in Flash  
CS4 (2.0).....[at\\_fcsf\\_a06\\_it\\_enus](#)  
Creating Navigation and Publishing Movies  
in Flash CS4 (1.5).....[at\\_fcsf\\_a07\\_it\\_enus](#)

**Adobe Flash CS3**

Introduction to the Features of Flash  
CS3 (2.0).....[at\\_fcst\\_a01\\_it\\_enus](#)  
Drawing and Working with Symbols in  
Flash CS3 (2.5).....[at\\_fcst\\_a02\\_it\\_enus](#)  
Using Text and Components in Flash  
CS3 (2.0).....[at\\_fcst\\_a03\\_it\\_enus](#)  
Animation in Flash CS3 (1.5).....[at\\_fcst\\_a04\\_it\\_enus](#)  
ActionScript, Sound, and Video in Flash  
CS3 (2.0).....[at\\_fcst\\_a05\\_it\\_enus](#)  
Workflow and Program Integration in  
Flash CS3 (1.5).....[at\\_fcst\\_a06\\_it\\_enus](#)  
Creating Navigation and Publishing Movies  
in Flash CS3 (1.5).....[at\\_fcst\\_a07\\_it\\_enus](#)

**Macromedia Flash 8**

Introduction to the Features of Flash 8 (3.7).....[234939\\_eng](#)  
Using Text and Components in Flash 8 (2.0).....[234940\\_eng](#)  
Animation in Flash (1.8).....[234941\\_eng](#)  
ActionScript, Sound, and Video in Flash 8 (1.8).....[234942\\_eng](#)  
Workflow, Navigation, and Publishing in  
Flash 8 (3.1).....[234943\\_eng](#)

**Adobe AIR for Flash Developers**

Adobe AIR for Flash Developers (1.0).....[at\\_aafd\\_a01\\_it\\_enus](#)

**Adobe Fireworks CS4**

Fundamentals (2.0).....[at\\_fwcs\\_a01\\_it\\_enus](#)

**Adobe Captivate 4**

Adobe Captivate 4 (1.5).....[at\\_capv\\_a01\\_it\\_enus](#)

**Adobe InDesign CS4**

Fundamentals (2.0).....[at\\_idcs\\_a01\\_it\\_enus](#)

**Adobe Reader 9**

Adobe Reader 9 (1.5).....[at\\_rean\\_a01\\_dt\\_enus](#)

**Adobe Reader 8.0**

Using Adobe Reader 8 (2.5).....[at\\_adar\\_a01\\_dt\\_enus](#)

**Adobe Acrobat 9**

Fundamentals (2.0).....[at\\_adan\\_a01\\_it\\_enus](#)

**Program Title (hours).....Product Number**

**Adobe Acrobat 8.0**

Creating and Working with PDFs in  
Adobe Acrobat 8 (2.5).....at adab a01 dt enus  
Editing and Reviewing in Adobe  
Acrobat 8 (1.0).....at adab a02 dt enus  
Forms and Document Security in  
Adobe Acrobat 8 (1.4).....at adab a03 dt enus  
Advanced Features of Adobe  
Acrobat 8 (2.0).....at adab a04 dt enus

**Adobe Illustrator CS4**

Getting Started (2.5).....at icsf a01 it enus  
Beyond the Basics (2.5).....at icsf a02 it enus

**Adobe Illustrator CS3**

Getting Started with Illustrator CS3 (3.0).....at icst a01 it enus  
Coloring Objects and Using Brushes in  
Illustrator CS3 (2.5).....at icst a02 it enus  
Manipulating Objects in Illustrator CS3 (2.5) at icst a03 it enus  
Using Type and Symbols in Illustrator  
CS3 (2.5).....at icst a04 it enus  
Importing and Tracing Images, and  
Applying Effects in Illustrator CS3 (2.5).....at icst a05 it enus  
Exporting and Printing Artwork in  
Illustrator CS3 (2.5).....at icst a06 it enus

**Adobe Photoshop CS5**

\*2 titles ..... tbd

**Adobe Photoshop CS4**

Getting Started (2.0).....at pcsf a01 it enus  
Beyond the Basics (3.0).....at pcsf a02 it enus

**Adobe Photoshop CS3**

Photoshop CS3 Basics (3.0).....at pcst a01 it enus  
Selections and Layers in Photoshop  
CS3 (2.0).....at pcst a02 it enus  
Advanced Tools in Photoshop CS3 (2.5).....at pcst a03 it enus  
Photoshop CS3 Animation and  
Automation (1.5) .....at pcst a04 it enus

**OTHER DESIGN TOOLS**

**OTHER SCRIPTING LANGUAGES**

**HTML5**

\*3 titles ..... tbd

**JavaScript Fundamentals**

JavaScript: Language Basics (2.0).....sl jasc a01 it enus  
Objects and Object-oriented (2.5).....sl jasc a02 it enus  
Functions and Regular Expressions (2.0) .....sl jasc a03 it enus  
Browser Scripting Fundamentals (1.5).....sl jasc a04 it enus  
Advanced Browser Scripting and  
DHTML (2.5).....sl jasc a05 it enus

**Program Title (hours).....Product Number**

**DHTML Basics**

DHTML and Cascading Style Sheets (3.3) ..... 110402 eng  
Making Content Dynamic with DHTML (3.0) ..... 109372 eng

**XML Essentials**

\*5 titles ..... tbd

**Advanced XML**

(exam IBM142)  
Structuring XML with Schemas (1.4)..... 213606 eng  
Advanced Schemas (2.3)..... 215282 eng  
Transforming and Formatting XML (2.7) ..... 213612 eng  
Querying, Navigating, and Linking XML Data (1.5). 213638 eng  
XML APIs (1.7)..... 213609 eng  
Extending XML (2.5)..... 213614 eng

**ENTERPRISE DATABASE SYSTEMS**

**SYSTEMS AND DATABASE DESIGN**

**Database Fundamentals**

An Introduction to Database Systems (3.0) ..... 80740 eng  
Relational Databases (3.3)..... 80751 eng  
Database Data Management (2.0)..... 80761 eng

**Database Design**

An Overview of Database Design (0.7)..... 78565 eng  
The Database Design Methodology (4.0)..... 78580 eng

**ORACLE DATABASE SYSTEMS**

Note: Some courses to support older releases remain available upon request.

**KnowledgeCenter for Oracle is available**

**The following Oracle Express Guides are now available with SkillPort :**

**Express Guides**

- > Oracle Database 10g: 2 Day DBA Express Guide (15.0)..... pc eg orc002
- > Oracle Database 10g: Administration Workshop I R2 Express Guide (37.5)..... pc eg 444103
- > Oracle Database 10g: Administration Workshop II Express Guide (37.5) ..... pc eg orc007
- > Oracle Database 10g: New Features for Administrators Express Guide (37.5)..... pc eg orc005
- > Oracle Database 10g: New Features Overview Express Guide (15.0)..... pc eg orc001
- > Oracle Database 10g: SQL Fundamentals I Express Guide (30.0)..... pc eg orc003
- > Oracle Database 10g: SQL Fundamentals II Express Guide (15.0)..... pc eg orc004
- > Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume I (22.5) ..... pc eg orc010
- > Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume II (22.5)..... pc eg orc018

**Program Title (hours).....Product Number**

> Oracle 11i Order to Cash Fundamentals Express Guide Volume I (37.5) .....	pc eg 444471
> Oracle 11i Order to Cash Fundamentals Express Guide Volume II (37.5) .....	pc eg 444478
> Oracle 11i Order to Cash Fundamentals Express Guide Volume III (37.5).....	pc eg 444479
> Oracle 11i Project Foundation Fundamentals Express Guide Volume I (37.5) .....	pc eg 444469
> Oracle 11i Project Foundation Fundamentals Express Guide Volume II (37.5) .....	pc eg 444476
> Oracle 11i System Administrator Fundamentals Express Guide Volume I (37.5).....	pc eg 444470
> Oracle 11i System Administrator Fundamentals Express Guide Volume II (37.5).....	pc eg 444477
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume I (37.5) .....	pc eg 444472
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume II (37.5) .....	pc eg 444480

**ORACLE 11G**

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

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

Installation and Oracle Restart (2.0) ..... od onft a01 it enus

ASM, Storage and Partitioning Enhancements (2.0) ..... od onft a02 it enus

Oracle Partitioning and Security Features (2.0)..... od onft a03 it enus

Using Change Management Solutions (2.0)..... od onft a04 it enus

Intelligent Infrastructure Enhancements (1.5) ..... od onft a05 it enus

Diagnosability Enhancements (1.0) ..... od onft a06 it enus

SQL Monitoring and Performance Enhancements (1.0) ..... od onft a07 it enus

Application Performance Enhancements (1.0) ..... od onft a08 it enus

Backup, Recover, Archive, and Repair Data (2.0)..... od onft a09 it enus

Oracle Scheduler and Secure Backup (1.0)..... od onft a10 it enus

**TestPrep** 1Z0-050 Oracle Database 11g: New Features for Administrators ..... tp1z0050 eng

**Oracle Database 11g: Administration Workshop I (exam 1Z0-052)**

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

Database Architecture and Installation (2.0)..... od odas a01 it enus

Database Creation and Instance Management (2.0)..... od odas a02 it enus

The ASM Instance and Network Connectivity (2.0)..... od odas a03 it enus

Storage Structures and User Security (1.5) od odas a04 it enus

Managing Concurrency, Undo, and Auditing (1.5) ..... od odas a05 it enus

Managing Database Maintenance and Performance (1.5) ..... od odas a06 it enus

**Program Title (hours).....Product Number**

Backup and Recovery (1.5).....	od odas a07 it enus
Moving Data and Oracle Support (1.5) .....	od odas a08 it enus
<b>TestPrep</b> 1Z0-052 Oracle Database 11g: Administration I .....	od oaws a01 tp enus

**Oracle Database 11g: Administration Workshop II Release 2 (exam 1Z0-053)**

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

Database Architecture and Recovery Operations (1.5)..... od odat a01 it enus

The RMAN Catalog and Creating Backups (2.0) ..... od odat a02 it enus

Performing Restore and Recovery Tasks (1.0)..... od odat a03 it enus

Using, Monitoring and Tuning RMAN (1.5) ..... od odat a04 it enus

Database Diagnostics and Flashback Technologies (2.0)..... od odat a05 it enus

Managing Database Memory and Performance (2.0)..... od odat a06 it enus

Managing Database Resources and the Scheduler (1.5)..... od odat a07 it enus

Managing Database Space and Duplication (2.0) ..... od odat a08 it enus

**TestPrep** 1Z0-053 Oracle Database 11g: Administration II..... od odat a01 tp enus

**Oracle Database 11g: New Features for Administrators**

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

Installation and Upgrade Enhancements (2.5)..... 255352 eng

Storage Enhancements (1.5)..... 255364 eng

Change Management Overview and SQL Plan Management (2.5) ..... 255373 eng

Database Replay and Automatic SQL Tuning (2.5) 255385 eng

Intelligent Infrastructure Enhancements (2.0) ..... 255397 eng

Performance Enhancements (1.5)..... 255408 eng

Partitioning and Storage-Related Enhancements (2.0)..... 255415 eng

Using RMAN Enhancements, Flashback and LogMiner (2.0)..... 255423 eng

Diagnostic Enhancements and Using the Data Recovery Advisor (2.0)..... 255433 eng

New Security Features (1.5)..... 255444 eng

SecureFiles and Miscellaneous New Features (2.5) 255451 eng

**TestPrep** 1Z0-050 Oracle Database 11g: New Features for Administrators ..... tp1z0050 eng

**Oracle Database 11g: Administration Workshop I (exam 1Z0-052)**

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

Database Architecture and Installation (2.0) ..... 255701 eng

Database Creation, Instance Management, and Connectivity (2.5)..... 255770 eng

Storage Structures and User Security (2.5)..... 255814 eng

Managing the Schema, Data, and Concurrency (2.0)..... 255825 eng

**Program Title (hours).....Product Number**

Managing Undo Data, Database Security, and Maintenance (2.5).....255834 eng  
Performance Monitoring, Recovery Concepts and Backup (2.0).....255845 eng  
Recovering, Moving, and Enhancing The Oracle Database (2.3).....255854 eng  
**TestPrep** 1Z0-052 Oracle Database 11g: Administration I ..... od oaws a01 tp enus

**Oracle Database 11g: Administration Workshop II**

(exam 1Z0-053)  
**Mentoring** 1Z0-053 Oracle Database 11g: Administration II .....mnt1z0053  
Database Architecture and ASM (1.8).....256882 eng  
Configuring for Recovery (1.8).....256975 eng  
Configuring for Backups (2.8).....257033 eng  
Using RMAN for Recovery (1.8).....257046 eng  
Supporting RMAN and Using Flashback Technology (2.3).....257060 eng  
Diagnosing the Database and Managing Memory (2.3).....257071 eng  
Database Performance and Space Management (2.5).....257081 eng  
Managing Resources and Task Automation (2.0)....257108 eng  
Globalization (1.3).....257117 eng  
**\*TestPrep** 1Z0-053 tbd..... tbd

**Oracle Database 11g: SQL and PL/SQL New Features**

Getting Started with SQL and PL/SQL New Features (1.8).....257179 eng  
Using Dynamic SQL and Implementing Performance Improvements (1.3).....257188 eng  
Using Trigger, Data Warehousing, and Pivoting Enhancements (1.3).....257195 eng  
Using the PL/SQL Debugger, Collections and Data Warehousing (1.3).....257202 eng

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

**Oracle Database 11g: SQL Fundamentals I**

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**Mentoring** ITIL V3 Foundation (ITV3F)..... [mntitv3f](#)  
ITIL and the Service Lifecycle (1.5)..... [ib\\_itlu\\_a01\\_it\\_enus](#)  
Service Strategy Fundamentals (2.0)..... [ib\\_itlu\\_a02\\_it\\_enus](#)  
Service Strategy Processes (1.0)..... [ib\\_itlu\\_a03\\_it\\_enus](#)  
Service Design Fundamentals (1.5)..... [ib\\_itlu\\_a04\\_it\\_enus](#)  
Service Design Processes (2.0)..... [ib\\_itlu\\_a05\\_it\\_enus](#)  
Service Transition Processes and  
Principles (2.0)..... [ib\\_itlu\\_a06\\_it\\_enus](#)  
Service Operation Principles and  
Functions (1.0)..... [ib\\_itlu\\_a07\\_it\\_enus](#)  
Service Operation Processes (1.5)..... [ib\\_itlu\\_a08\\_it\\_enus](#)  
Continual Service Improvement  
Fundamentals (1.0)..... [ib\\_itlu\\_a09\\_it\\_enus](#)  
**TestPrep** ITIL V3 Foundation (ITV3F)..... [TPITV3F\\_ENG](#)

**Program Title (hours).....Product Number**

**ITIL v3 Intermediate: Operational Support & Analysis (OSA)**

(exam ITV3OSA)

**Mentoring** ITIL v3 Operational Support & Analysis.. [mntitv3osa](#)

Introduction to Operational Support and

Analysis (2.5).....[ib ios a01 it enus](#)

Introduction to Event Management (3.5).....[ib ios a02 it enus](#)

Introduction to Incident Management (2.5).....[ib ios a03 it enus](#)

Incident Management Interactions (3.0).....[ib ios a04 it enus](#)

Introduction to Request Fulfillment (2.0).....[ib ios a05 it enus](#)

Request Fulfillment Process Interfaces

And Challenges (2.5).....[ib ios a06 it enus](#)

Introduction to Problem Management (3.0) ..[ib ios a07 it enus](#)

Problem Management Process Interfaces

And Challenges (2.5).....[ib ios a08 it enus](#)

Introduction to Access Management (3.0).....[ib ios a09 it enus](#)

Introduction to the Service Desk (2.0).....[ib ios a10 it enus](#)

Service Desk Metrics and Outsourcing (1.5).....[ib ios a11 it enus](#)

Introduction to Functions (2.5).....[ib ios a12 it enus](#)

Function Activities (1.5).....[ib ios a13 it enus](#)

Technology and Implementation

Considerations (2.5).....[ib ios a14 it enus](#)

**TestPrep** ITIL v3 Operational Support and

Analysis .....[ib ios a01 tp enus](#)

**Customer Service Representative, Professionalism**

The Customer Service Representative (3.5) [cust 06 a01 bs enus](#)

Support Center Services and Work

Environment (3.0).....[cust 06 a02 bs enus](#)

Team and Customer Relationships (3.0).....[cust 06 a03 bs enus](#)

**Customer Service Representative, Skills**

Customer Interactions (3.5).....[cust 07 a01 bs enus](#)

Communication Skills (3.5).....[cust 07 a02 bs enus](#)

Conflict, Stress, and Time

Management (3.5).....[cust 07 a03 bs enus](#)

**Customer Service Representative, Process**

Customer Service Processes and

Procedures (3.0).....[cust 08 a01 bs enus](#)

Quality in a Support Center (3.5).....[cust 08 a02 bs enus](#)

Support Center Tools, Technologies

and Metrics (3.0).....[cust 08 a03 bs enus](#)

Dealing with Irrational Customers

and Escalating Complaints (2.0).....[cust 08 a04 bs enus](#)

**PROJECT MANAGEMENT**

**KnowledgeCenter for Project Management is available**

**Note: The following CompTIA Express Guide is now available with SkillPort:**

**Express Guides**

> CompTIA Project+ 2009 Express

Guide (37.5).....[pc eg 444139](#)

**Program Title (hours).....Product Number**

**Project Management for Non-Project Managers**

Project Management Fundamentals (2.5)....[proj 01 a01 bs enus](#)

Transitioning into a Project Management

Role (3.0).....[proj 01 a02 bs enus](#)

Initiating and Planning a Project (2.0).....[proj 01 a03 bs enus](#)

Managing a Project (2.5).....[proj 01 a04 bs enus](#)

Troubleshooting and Closing the

Project (2.0).....[proj 01 a05 bs enus](#)

Project Management for Non-Project

Managers **SkillsSim** (0.5).....[PROJ001A](#)

Managing Project without Direct Authority (a)....[pc bi pmbi001](#)

Ensuring Management Buy-in on a Project (a) ...[pc bi pmbi002](#)

Managing Conflict in Project Teams (a).....[pc bi pmbi003](#)

Managing Scope on a Project (a).....[pc bi pmbi004](#)

Weighing the Costs of Project Change (a).....[pc bi pmbi005](#)

Managing Vendor Relationships (a).....[pc bi pmbi006](#)

Anticipating and Solving Problems as a

Project Champion (a).....[pc bi pmbi007](#)

Addressing Stakeholder Conflicts (a).....[pc bi pmbi008](#)

Portfolios, Programs, and Projects: What's

The Difference (a).....[pc bi pmbi009](#)

Controlling Project Cost (a).....[pc bi pmbi010](#)

Mitigating Risks when Improving Processes (a)..[pc bi pmbi011](#)

Handling a Change Request (a).....[pc ch pmch001](#)

Scope Definition Tools and Techniques (a).....[pc ch pmch002](#)

Ethics and Risks: Why They Matter in

Project Success (a).....[pc ch pmch003](#)

Project Management Essentials (a).....[pc ch lach041](#)

**Project Management Professional Exam PMP 4<sup>th</sup> edition**

(exams PMP, CAPM)

**Mentoring** Project Management

Professional (PMP) PMBOK Guide

Fourth Edition Aligned.....[mntpmp4ed](#)

**Mentoring** Certified Associate in Project

Management (CAPM) PMBOK Guide

Fourth Edition Aligned.....[mmtcapm4ed](#)

**Project Management Essentials (PMBOK – Fourth Edition aligned)**

Managing Projects within

Organizations (2.0).....[proj 05 a01 bs enus](#)

Project Management Overview (1.5).....[proj 05 a02 bs enus](#)

Project Management Process Groups (2.0).....[proj 05 a03 bs enus](#)

**Project Integration Management (PMBOK – Fourth Edition aligned)**

Integrated Initiation and Planning (2.0).....[proj 06 a01 bs enus](#)

Integrated Project Execution,

Monitoring, and Control (1.5).....[proj 06 a02 bs enus](#)

Integrated Project Change Control and

Close (1.0).....[proj 06 a03 bs enus](#)

**Project Scope Management (PMBOK – Fourth Edition aligned)**

Project Requirements and Defining

Scope (2.0).....[proj 07 a01 bs enus](#)

Create Work Breakdown Structure (1.5).....[proj 07 a02 bs enus](#)

Monitoring and Controlling Project

Scope (1.5).....[proj 07 a03 bs enus](#)

Program Title (hours).....Product Number

**Project Time Management (PMBOK – Fourth Edition aligned)**

Defining and Sequencing Project  
Activities (2.0).....[proj 08 a01 bs enus](#)  
Estimating Activity Resources and Durations (2.0).....[proj 08 a02 bs enus](#)  
Developing and Controlling the Project  
Schedule (2.0).....[proj 08 a03 bs enus](#)

**Project Cost Management (PMBOK – Fourth Edition aligned)**

Estimating and Budgeting Project  
Costs (2.0).....[proj 09 a01 bs enus](#)  
Controlling Costs (1.5).....[proj 09 a02 bs enus](#)

**Project Quality Management (PMBOK – Fourth Edition aligned)**

Project Quality Planning (2.0).....[proj 10 a01 bs enus](#)  
Quality Assurance and Quality Control (2.0).....[proj 10 a02 bs enus](#)

**Project Human Resources Management (PMBOK – Fourth Edition aligned)**

Planning Project Human Resources (2.0).....[proj 11 a01 bs enus](#)  
Managing Project Human Resources (2.0).....[proj 11 a02 bs enus](#)  
Planning and Managing Project Human Resources **SkillsSim** (0.5).....[PROJ011A](#)

**Project Communications Management (PMBOK – Fourth Edition aligned)**

Stakeholders and the Communication Management Plan (2.0).....[proj 12 a01 bs enus](#)  
Processes for Managing Project Communications (2.0).....[proj 12 a02 bs enus](#)  
Communicating Effectively with Project Stakeholders **SkillsSim** (0.5).....[PROJ012A](#)

**Project Risk Management (PMBOK – Fourth Edition aligned)**

Risk Management Planning (1.5).....[proj 13 a01 bs enus](#)  
Performing Risk Analysis (2.0).....[proj 13 a02 bs enus](#)  
Risk Response, Monitor, and Control (2.0).....[proj 13 a03 bs enus](#)  
Identifying Project Risks (2.0).....[proj 13 a04 bs enus](#)

**Project Procurement Management (PMBOK – Fourth Edition aligned)**

Planning Project Procurement (2.0).....[proj 14 a01 bs enus](#)  
Managing Procurements (2.0).....[proj 14 a02 bs enus](#)

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

The Role of Ethics in Project Management (1.5).....[proj 15 a01 bs enus](#)  
Core PMI Values and Ethical Standards (2.0).....[proj 15 a02 bs enus](#)

**TestPrep** Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned.....[pm proj a01 tp enus](#)

**TestPrep** Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned.....[pm capm a01 tp enus](#)

**KnowledgeCenter for Project Management PRINCE2-aligned is available**

Program Title (hours).....Product Number

**PRINCE2: 2009 Foundation**

**Mentoring** PRINCE2: Foundation.....[mntprince2f](#)  
Overview of Project Management (PRINCE2® 2009-aligned) (1.0).....[ib prin a01 it enus](#)  
Project Organization, Planning and Risk (PRINCE2® 2009-aligned) (1.0).....[ib prin a02 it enus](#)  
Project Quality, Change and Progress (PRINCE2® 2009-aligned) (1.0).....[ib prin a03 it enus](#)  
Starting Up, Initiating and Directing a Project (PRINCE2® 2009-aligned) (1.0).....[ib prin a04 it enus](#)  
Controlling, Managing and Closing a Project (PRINCE2® 2009-aligned) (1.0).....[ib prin a05 it enus](#)  
Tailoring PRINCE2 to a Project Environment (PRINCE2® 2009-aligned) (1.0).....[ib prin a06 it enus](#)  
**TestPrep** PRINCE2: Foundation.....[ib prin a01 tp enus](#)

**Managing Software Project Outsourcing**

\*4 titles (1.0)..... tbd

**IT Project Management Essentials**

Introduction to IT Project Management (1.0).....[proj 17 a01 bs enus](#)  
Initiating and Planning IT Projects (1.0).....[proj 17 a02 bs enus](#)  
Executing IT Projects (1.0).....[proj 17 a03 bs enus](#)  
Monitoring and Controlling IT Projects (1.0).....[proj 17 a04 bs enus](#)  
Managing Risks in an IT Project (1.0).....[proj 17 a05 bs enus](#)  
Testing Deliverables and Closing IT Projects (1.0).....[proj 17 a06 bs enus](#)

**IT Strategy Essentials**

\*3 titles (1.0)..... tbd

**Writing Skills for Technical Professionals**

Preparation and Planning (1.0).....[ib wstp a01 it enus](#)  
Effective Writing Techniques (2.0).....[ib wstp a02 it enus](#)  
\*3 titles in 2011 (1.0)..... tbd

**TEAM BUILDING**

**Optimizing Your Performance on a Team**

Being an Effective Team Member (1.0).....[team 02 a01 bs enus](#)  
Elements of a Cohesive Team (1.0).....[team 02 a02 bs enus](#)  
Effective Team Communication (1.0).....[team 02 a03 bs enus](#)  
Using Feedback to Improve Team Performance (1.0).....[team 02 a04 bs enus](#)  
Power and Politics in Matrixed Teams (1.0).....[team 02 a05 bs enus](#)

Program Title (hours).....Product Number

**Leading Teams**

- Launching a Successful Team (1.0).....team 03 a01 bs enus
Establishing Goals, Roles, and
Guidelines (1.0) ..... team 03 a02 bs enus
Developing the Team and its Culture (1.0) team 03 a03 bs enus
Building Trust and Commitment (1.0)..... team 03 a04 bs enus
Fostering Effective Communication and
Collaboration (1.0) ..... team 03 a05 bs enus
Motivating and Optimizing
Performance (1.0) ..... team 03 a06 bs enus
Dealing with Conflict (1.0) ..... team 03 a07 bs enus
Managing Virtual Teams (1.0)..... team 03 a08 bs enus
Building Trust Incrementally (a)..... pc bi lsbi004
Inspiring Your Team (a) ..... pc bi lsbi010
Support Your Leader (a) ..... pc bi pfb010
Choosing the Right Team Culture (a) ..... pc ch pfch006
Managing Communications in a Virtual Team (a)
..... pc bi mgbi001
Developing Self-Sufficient Teams (a) ..... pc ch mgch001
Building and Leading Teams (a)..... pc ch lach023

**Making Cross Functional Teams Work**

\*4 titles (1.0)..... tbd

**Making Teams Work: Capitalizing on Conflict**

- Team Conflict: The Seeds of Dissent (3.5)..... TEAM0211
Analyzing Workplace War Zones (2.5)..... TEAM0212
Getting Past Clashes: Valuing Team Diversity (2.5).. TEAM0213
Conquering Conflict through Communication (3.0) .. TEAM0214
The Path to Peace and Harmony (2.5) ..... TEAM0215
Manager’s Performance Guide – Team
Conflict Skills (1.5) ..... TEAM0216
Making Teams Work SkillSim (0.5) ..... TEAM0210
Using Conflicts to an Organization’s Advantage (a)
..... pc bi mgbi002
Mediating Project Team Conflict (a) ..... pc bi pfb010
Facilitating Work-related Conflict Discussions (a) pc bi pfb015

**BUSINESS ANALYSIS CURRICULUM**

**Certified Business Analysis Professional (CBAP) – BABOK Guide V2.0 Aligned**  
(exam CBAP)

- Introduction to Business Analysis and
Essential Competencies (2.0) ..... ib buap a01 it enus
Introduction to Business Analysis
Planning (2.5) ..... ib buap a02 it enus
Planning Business Analysis Communication
and Monitoring ..... ib buap a03 it enus
Business Analysis Requirements
Elicitation..... ib buap a04 it enus
Business Analysis Requirements
Management and Communication ..... ib buap a05 it enus
Enterprise Analysis..... ib buap a06 it enus
Introduction to Requirements Analysis..... ib buap a07 it enus
Verify and Validate Requirements..... ib buap a08 it enus
Solution Assessment and Validation..... ib buap a09 it enus

Program Title (hours).....Product Number

**SKILLSOFT LIVE LEARNING**

Live Learning is a derivative of traditional instructor-led technical training. But rather than gathering students in one physical locale, instructor lectures are Web-cast (audio, presentations, and app-shares) to participants anywhere via the internet.

Live Learning classes are taught in a “chunked” schedule with (generally) two three-hour lectures per week. A course taught by a traditional brick-and-mortar ILT provider for 5 contiguous days (lecture/lab) is presented via Live Learning over three weeks (6 3-hour lectures). Hands-on labs are performed by students independently between lectures, with 24x7 mentors (course dependent) accessible to assist, if needed.

Recorded versions of lectures are available 24x7 for review or if someone misses any scheduled live lecture or simply prefers the recorded form. Lectures are team taught, providing pace, diversity and spontaneity unavailable from a lone instructor. Various Live Learning courses are also supported by Online Student Guides, Class Notes, LabSims, Mentoring, and pre, post & practice assessments.

We refer to live-mode instruction as Expert Live and the recorded form instruction as Expert Encore. The curriculum is dynamic with courses updated and new courses continuously added at a rate of approximately 20 to 25 courses per year. Refer to the latest Live Learning Content Roadmap for available curricula and specific details at http://www.skillssoft.com/catalog/default.asp

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www.books24x7.com

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Books24x7 collections include the full contents of premium reference books, reports, vendor documents, white papers, expert summaries and other assets from industry publishers. New titles are added every week, ensuring the largest and most current online reference content. Professionals across all job functions rely on these collections to support them in their everyday activities, increasing their productivity and developing their knowledge. (as of 4/28/2011)

**50 LESSONS**

**STATISTICS (1,229 TITLES – 224 IMPRINTS)**

Online and downloadable video presentations in storytelling format which engage the business audience.

**ANALYSTPERSPECTIVES COLLECTION**

**STATISTICS (3,242 TITLES – 28 IMPRINTS)**

Fast Insight into the Research and Opinions of Leading Technology Analyst Firms.

**BUSINESSPRO COLLECTION**



### **STATISTICS (7,203 TITLES – 222 IMPRINTS)**

Key content on all aspects of business topics and professional skills and development.

### **ENGINEERINGPRO COLLECTION**

### **STATISTICS (3,054 TITLES – 92 IMPRINTS)**

The premier multidisciplinary engineering reference resource.

### **EXECBLUEPRINTS COLLECTION**

### **STATISTICS (1,020 TITLES)**

Need-to-read best practices providing insight and guidance on pressing strategic issues.

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### **STATISTICS (526 TITLES – 2 IMPRINTS))**

Quick insight into the best business ideas and practices of today's thought leaders

### **FINANCEPRO COLLECTION**

### **STATISTICS (1,255 TITLES – 81 IMPRINTS)**

A trusted resource for financial and accounting information.

### **GOVESSENTIALS COLLECTION**

### **STATISTICS (1,252 TITLES – 120 IMPRINTS)**

Provides a one-stop information resource on government-related issues unique to public sector workers and the private organizations that support them.

### **ITIL COLLECTION**

### **STATISTICS (16 TITLES)**

The most widely accepted approach to IT Service Management (ITSM) in the world.

### **ITPRO COLLECTION**

### **STATISTICS (10,136 TITLES – 171 IMPRINTS)**

Best-in-class technology content covering over 100 different topics.

### **LEADERSHIP DEVELOPMENT CHANNEL**

### **STATISTICS (1,885 TITLES – 138 IMPRINTS)**

Online, live and on-demand Video Learning Portfolio featuring best-selling business authors, experts and CEOs.

### **OFFICEESSENTIALS COLLECTION**

### **STATISTICS (572 TITLES – 36 IMPRINTS)**

The First Line of Support for Basic Computer Problems that Interrupt Daily Workflow

### **WELL-BEINGESENTIALS COLLECTION**

### **STATISTICS (1,224 TITLES – 78 IMPRINTS)**

The definitive resource to address the work-life and health concerns of the entire enterprise.

Collections now available in French, German, and Spanish. Ask your Account Representative for additional details.

### **GENERAL INFORMATION**

### **SKILLSOFT CLIENT COMMUNITY**

For Training Administrators: additional marketing materials and e-learning information is available in our **Client Community** Web Site. The materials available range from papers and articles on e-Learning, Pilot and Implementation Tools, Marketing Templates, Competency Maps, Course Descriptions, and so much more. If you do not yet have a user ID and password, contact your Learning Consultant.

### **COLLEGE CREDITS**

#### **American Council on Education (ACE)**

Several series/courses have been awarded a college credit recommendation.

For a current list of qualifying content visit the SkillSoft web at [http://www.skillsoft.com/about/credit\\_programs/academic\\_credit\\_programs/ace.asp](http://www.skillsoft.com/about/credit_programs/academic_credit_programs/ace.asp)

#### **Academic Partnerships**

We have direct relationships with specific schools that have agreed to accept SkillSoft courses for credit purposes. See the list and details at:

[http://www.skillsoft.com/about/credit\\_programs/academic\\_credit\\_programs/default.asp](http://www.skillsoft.com/about/credit_programs/academic_credit_programs/default.asp)

### **PROFESSIONAL CREDIT PROGRAMS**

Several professional organization have a relationship with SkillSoft to honor credits for completed courseware as education credits needed to maintain specific credentials. See the organizations and obtain details at [http://www.skillsoft.com/about/credit\\_programs/credential\\_programs/default.asp](http://www.skillsoft.com/about/credit_programs/credential_programs/default.asp)

### **CURRICULA MAPPINGS AVAILABLE**

Contact your SkillSoft Learning Consultant with your specific requests for competency curricula mappings – we have a mapping tool that you may use to address organizational specific training requirements.

### **OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECO)**

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

- > Leading Change
- > Leading People
- > Results Driven
- > Business Acumen
- > Building Coalitions/Communication

### **CLINGER-COHEN CIO COMPETENCIES**

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

- > Policy and Organizational
- > Leadership/Managerial
- > Process/Change Management
- > Information Resources Strategy and Planning
- > IT Performance Assessment: Models and Methods
- > Project/Program Management
- > Capital Planning and Investment Assessment
- > Acquisition
- > E-Government/Electronic Business/Electronic Commerce
- > IT Security/Information Assurance
- > Enterprise Architecture
- > Technical

### **GS-2210: INFORMATION TECHNOLOGY MANAGEMENT**

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

- > Policy and Planning
- > Security (INFOSEC)
- > Systems Analysis
- > Applications Software
- > Operating Systems
- > Network Services
- > Data Management
- > Internet
- > Systems Administration
- > Customer Support

### **NIST 800-16 INFORMATION TECHNOLOGY SECURITY LIBRARY MAPPING**

Suggested curricula for a large number of job roles. Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

### **CERTIFICATIONS SUPPORTED**

SkillSoft provides instructional content to **prepare** individuals for over 100 certification exams – *the actual certification exam needs to be taken via approved testing facilities*. We also provide a Certification Guide in the SkillSoft Client Community and Certification reference pages on our public web site ([click here](#)). Most tests can be scheduled through [www.vue.com](http://www.vue.com) and many of their testing centers are now on or near military facilities. The other national testing organization is [www.prometric.com](http://www.prometric.com).

If you have access to the SkillSoft Books24x7 library, you will also find several additional Certification texts to assist with test preparation. Suggest you use the Browse Topics search capability and look for the Certification drop down option or search by exam designation or number.