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

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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.

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.

SkillSoft courseware content described herein is for information purposes only and is subject to change without notice. SkillSoft has no obligation or commitment to develop or deliver any future release, upgrade, feature, enhancement or function described in this document except as specifically set forth in a written agreement.

SkillSoft has partnered with The Coalition to Salute America’s Heroes 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.
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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
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 pfbi003
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 pfbi008
Making Meetings Work (a)..................................................pc bi pfbi018
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 lach031
Managing Conflict (a)......................................................pc ch lach032
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 pfbi013
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 pfbi009

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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 en us
Communication Business Etiquette (2.5) comm 11 a02 bs en us
Etiquette at the Business Meeting (3.0) . comm 11 a03 bs en us
Business Etiquette for Supervisors (2.5). comm 11 a04 bs en us
Professionalism and Business Etiquette
  SkillSim (0.5)..................................................... COMM011A
Business Etiquette in Introductions (a) pc bi pbib001

Building Improved Work Relationships
Effective Interpersonal Relationships (2.5).......comm 12 a01 bs en us
Effective Intercultural Relationships (2.0)...........comm 12 a02 bs en us
Effective Intergender Relationships (2.0).......... comm 12 a03 bs en us
Effective Relationships with Customers (2.0)........comm 12 a04 bs en us
Effective Relationships with Business Partners (3.0).....comm 12 a05 bs en us
Building Improved Work Relationships
  SkillSim (0.5)..................................................... COMM012A

Getting Results without Direct Authority
Building Relationships and Credibility (1.0)........ comm 27 a01 bs en us
Persuasive Communication (1.0)................. comm 27 a02 bs en us
Reciprocity (1.0)............................................... comm 27 a03 bs en us
Influencing Your Boss (1.0)......................... comm 27 a04 bs en us
Influencing Key Decision Makers (a)............ pc bi labi015
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 en us
Addressing and Redistributing
  E-mail (1.0)............................................... comm 17 a02 bs en us
Managing Your E-mail (1.0)...................... comm 17 a03 bs en us

Telephone Essentials for Business
  Essential Skills for Professional Telephone Calls (1.0).... comm 18 a01 bs en us

Writing Under Pressure
*2 titles (1.0)..............................................................tbd

Business Writing Basics
Know Your Readers and Your Purpose (1.0).............. comm 19 a01 bs en us
How to Write Clearly and Concisely (1.0).............. comm 19 a02 bs en us
Editing and Proofreading (1.0)...................... comm 19 a03 bs en us

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

Business Grammar Basics
Parts of Speech (1.0).............................. comm 20 a01 bs en us
Working with Words (1.0).............................. comm 20 a02 bs en us
The Mechanics of Writing (1.0)...................... comm 20 a03 bs en us
Punctuation (1.0)........................................ comm 20 a04 bs en us
Sentence Construction (1.0)....................... comm 20 a05 bs en us
Common Usage Errors (1.0)....................... comm 20 a06 bs en us

Interpersonal Communication
Communicating with Confidence (1.0)........ comm 21 a01 bs en us
Targeting Your Message (1.0)....................... comm 21 a02 bs en us
Listening Essentials (1.0).............................. comm 21 a03 bs en us
Communicating Assertively (1.0)................. comm 21 a04 bs en us
Being Approachable (1.0).............................. comm 21 a05 bs en us
*Interpersonal Communication SkillSim (0.50).........tbd

Workplace Conflict
Recognizing and Responding to Conflict (1.0)....... comm 22 a01 bs en us
Strategies for Resolving Conflict (1.0)........ comm 22 a02 bs en us

Fundamentals of Working with Difficult People
Identifying Difficult People (1.0).................. comm 23 a01 bs en us
How to Work with Aggressive People (1.0)........ comm 23 a02 bs en us
How to Work with Negative People (1.0)........... comm 23 a03 bs en us
How to Work with Procrastinators (1.0)........ comm 23 a04 bs en us
How to Work with Manipulative People (1.0)....... comm 23 a05 bs en us
How to Work with Self-serving People (1.0)....... comm 23 a06 bs en us
Dealing with Micromanagers (1.0).................. comm 23 a07 bs en us

Fundamentals of Cross Cultural Communication
Culture and its Effect on Communication (1.0)....... comm 26 a01 bs en us
Communicating Across Cultures (1.0)........ comm 26 a02 bs en us
Improving Communication in Cross-cultural Relationships (1.0) comm 26 a03 bs en us
Communicating with a Cross-cultural Audience (a)................. pc bi pbib020
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 en us
Giving Constructive Criticism (1.0)........ comm 29 a02 bs en us
Receiving Feedback and Criticism (1.0)........ comm 29 a03 bs en us
Criticism in Context (a)................. pc bi pbib016
Giving Appropriate Feedback (a)................. pc ch lach006

Anger Management Essentials
Understanding Anger (1.0)...................... comm 30 a01 bs en us
Managing and Controlling Anger (1.0)........ comm 30 a02 bs en us
CUSTOMER SERVICE CURRICULUM

Knowledge Center 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_ctbi016
  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_ctbi100
  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) ............. mntiv3f
  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

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_ctbi11

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
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 fabi002
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 fabi001

FOUNDATION SKILLS CURRICULUM

Basic Business Math
*3 titles (1.0)...................................................................... tbd

Basic Business Math Skills
Whole Numbers, Fractions, and Equations (4.0)........ FNDT0101
Decimals and Percents (2.0)........................................ FNDT0102
Ratios and Averages (2.0)........................................ FNDT0103

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 Skills Sim (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

Whole Numbers, Fractions, and Equations (4.0)........ FNDT0101
Decimals and Percents (2.0)........................................ FNDT0102
Ratios and Averages (2.0)........................................ FNDT0103

SkillSoft program listing
SkillSoft Corporation ©2011 – Information subject to change.
Program Title (hours)...........................................Product Number

HRCI/PHR Certification Program
(exam PHR)
Mentoring Professional in Human Resources (PHR)................................................................. mntphr05ed

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 Organization Culture SkillSim (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 hrci001
Preventing High Turnover Rates: How to Keep The Best (a)................................. pc bi mgbi008
Disciplines of Organizational Learning: Personal Mastery (a)......................... pc bi plbi011

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
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 BLTLF015
- Fostering a Business Execution Culture (a) pc_bi_lsbi008
- Pave Your Own Path (a) pc_bi_lsbi009
- Performance Dashboard or Scorecard? (a) pc_bi_mgb012

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_mgb005
- Understanding the Motives of Millennials (a) pc_bi_mgb014
- 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_mgb016
- 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

SkillSoft Corporation ©2011 – Information subject to change.
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 SkilSim (0.5) MGMT002A
Developing Adaptable Managers (a) pc_bi_mgb013
Assessing Employees for Cultural Adaptability (a)
-------------------------------------------------------------------------- pc_ch_pch001
Considering Key Features of a Policy and Procedure Manual (a)
Employee Engagement (a) pc_ch_hrc003
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 SkilSim (0.5) MGMT003A
Leadership and Management SkilSim (0.5) MGMT004A
Adopting the Appropriate Management Style (a) pc_ch_mch005

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 SkilSim (0.5) MGMT005A
Dealing with Problem Performance SkilSim (0.5) MGMT005B
Underperforming Employee – Now What? (a) pc_bi_hrb010
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 SkilSim (0.5) MGMT007A
Delegating Appropriate Tasks (a) pc_bi_mgb007
Developing Employees through Delegation (a) pc_ch_lach017

Facilitation Essentials
*3 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 SkilSim (0.5) MGMT002A
Developing Adaptable Managers (a) pc_bi_mgb013
Assessing Employees for Cultural Adaptability (a)
-------------------------------------------------------------------------- pc_ch_pch001
Considering Key Features of a Policy and Procedure Manual (a)
Employee Engagement (a) pc_ch_hrc003
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 SkilSim (0.5) MGMT003A
Leadership and Management SkilSim (0.5) MGMT004A
Adopting the Appropriate Management Style (a) pc_ch_mch005

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 SkilSim (0.5) MGMT005A
Dealing with Problem Performance SkilSim (0.5) MGMT005B
Underperforming Employee – Now What? (a) pc_bi_hrb010
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 SkilSim (0.5) MGMT007A
Delegating Appropriate Tasks (a) pc_bi_mgb007
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 SkilSim (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 21st 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 SkilSim (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 SkilSim (0.5) MGMT011A
Preparing for Your Performance Approval (a) pc_bi_pfbo17
Selecting the Appropriate Performance-appraisal Method (a) pc_ch_hrc002

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_mgb015
Communicating Properly during Layoffs (a) pc_bi_hrb015
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_lach001

**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
- Managing Mix (1.0)................................. mgmt_20_a03_bs_enus

**Managing During Difficult Times**
- *4 titles (1.0)........................................ tbd

**Dismiss 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_mgb0006
- 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_lach006

**Strategic Brand Management**
- *4 titles (1.0)........................................ tbd

**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)................................. mnssgb**

**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 Measurements in Six Sigma (2.0)........ oper_12_a02 bs enus
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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
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_pmcch001
Scope Definition Tools and Techniques (a) ........................................... pc_ch_pmcch002
Ethics and Risks: Why They Matter in Project Success (a) ...................... pc_ch_pmcch003
Project Management Essentials (a) ........................................... pc_ch_lach041

Project Title (hours) ........................................... Product Number
Project Management Professional Exam PMP 4th 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 SkillsSim (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 Processional 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

  .............................................................. 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 Management
    (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 ........ BLTS0101
  Don’t Only Go for the Big Fish (a) .................. pc_bi_sph009
  Using Persuasion Techniques to Boost Sales (a) .. pc_bi_sph018

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_sph002
  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........ BLTS0121

SkillSoft program listing
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**SalesUniversity Sales Manufacturing: A Success Model**

- Identifying Sales Opportunities (5.0) SALE0421
- Sales Production (6.0) SALE0422
- Opportunity Development SkillsSim (0.5) SALE0420

**SalesUniversity Sales Communication 101**

- Sales Communications Foundations (7.0) SALE0431
- Sales Communications Essentials (7.0) SALE0432
- Telecommunications (6.0) SALE0433
- Sales Communication Techniques SkillsSim (0.5) SALE0430

**STRATEGIC PLANNING CURRICULUM**

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

- Thinking Strategically (2.0) stgy_01_a01 bs enus
- Sustaining Competitive Advantage (3.0) stgy_01_a02 bs enus
- The Imperatives of Innovation and Leadership in Strategy (2.5) stgy_01_a03 bs enus
- Planning and Implementing a Business Strategy (2.5) stgy_01_a04 bs enus
- Moving From an Operational Manager To a Strategic Thinker SkillsSim (0.5) STGY001A
- Leading Outside the Organization (a) pc bi lsbi005
- Effective Critical Analysis of Business Reports (a) pc bi pbi004
- Returning to Core Competencies (a) pc bi lsbi014
- External Consultants Can Help (a) pc ch mch004
- Competitive Awareness and Strategy (a) pc ch lach022

**Leading and Implementing Sustainable Green Business Strategies**

- Introduction to Green Business and Sustainability (2.0) stgy_04_a01 bs enus
- Green Business: Planning Sustainability Strategies (2.0) stgy_04_a02 bs enus
- Green Business: Implementing Sustainability Strategies (2.0) stgy_04_a03 bs enus

**Strategic IT Planning**

- Setting the Stage for IT Success (2.5) STGY0221
- Strategic Decision Making (1.5) STGY0222
- IT Challenges: Present and Future (2.5) STGY0223
- Strategic IT Planning SkillsSim (0.5) STGY0220

**Cloud Computing for Business Professionals**

- *2 titles (1.0) tbd

**Fundamentals of Globalization**

- *4 titles (1.0) tbd

**The Fundamentals of Globalization**

- Globalization and Our Changing World (1.5) STGY0351
- Globalization and Your Company (4.0) STGY0352
- The Process of Globalizing a Product or Service (3.5) STGY0353
- Managing from a Global Viewpoint (4.5) STGY0354
- The Fundamentals of Globalization SkillsSim (0.5) STGY0350
- Managing Expatriates’ Career Development (a) pc bi mbgi011
- The Etiquette of Cross-cultural Gift Giving (a) pc bi spbi015
- Evaluating Globalization Opportunities (a) pc ch lach019

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SkillSoft program listing
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**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_lsi004
- Inspiring Your Team (a) ............................................. pc_bi_lsi010
- Support Your Leader (a) ............................................ pc_bi_pfi010
- Choosing the Right Team Culture (a) .......................... pc_ch_pfi006
- Managing Communications in a Virtual Team (a) ............ pc_bi_mgbi001
- Developing Self-Sufficient Teams (a) ............................ pc_ch_mgbi001
- 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_pfi006
- Facilitating Work-related Conflict Discussions (a) pc_bi_pfi015
## LEGAL COMPLIANCE CURRICULA

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

### HR COMPLIANCE

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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) .......................... LCO0105
Attorney-Client Privilege (1.0) ................................ LCO0113
BIS Export Controls and Antibiocott
Provisions (1.5) .................................. lchr_01_a22_lc_enus
Documenting Discipline (2.5) .................................. HR0162
Doing Business on the Internet (1.5) .......................... LCO0114
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Equal Employment Opportunity and Discriminatory Practices in Hiring (1.0) ... lchr_01_a09_lc_enus
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FMLA Leave and More: An Overview of Legally Protected Leave (1.0) .......... lchr_01_a12_lc_enus
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Promoting a Substance-Free Workplace (1.0) .................. lchr_01_a14_lc_enus
Record Retention (1.0) .................................. LCO0119
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Sarbanes-Oxley: What You Need to Know (1.0) .................. lchr_01_a19_lc_enus
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### HIPAA

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### KnowledgeCenter for DoD 8570.1 is available

![KnowledgeCenter logo](image-url)
### ENVIRONMENTAL, SAFETY, AND HEALTH COMPLIANCE CURRICULA

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

#### ENVIRONMENTAL
- Environmental Management
  - System (EMS) (1.0) ..............................................
  - Environmental Regulations Overview (1.0) ..................
  - Hazardous Waste Generator (RCRA)(0.5) ....
  - Spill Prevention and Control (1.0) ....................
  - Spill Prevention Control and Countermeasure
    Plan (0.5) ..................................................
  - Storm Water Pollution Prevention (1.0) ..............
  - Universal Waste Rule Training (1.0) ...................
  - Used Oil Management (1.0) ................................

#### SAFETY AND HEALTH
- Access to Employee Medical and Exposure Records (0.5) ........
- Accident Investigation and Reporting (1.0) ..........
- Accident Investigation and Reporting SkillSim (0.5) ...
- Asbestos (0.5) .............................................
- Back Safety and Injury Prevention (0.5) ..............
- Behavior-Based Safety for Supervisors (1.0) .......
- Benzene Awareness .......................................
- Bloodborne Pathogen Awareness (0.5) .................
- Carcinogen Safety (1.0) ...................................
- Chemical Process Safety (1.0) ...........................
- Chlorine Safety (1.0) ......................................
- Cold Stress (1.0) ..........................................  
- Compressed Gas Safety (1.0) ............................
- Computer Ergonomics (1.0) ................................
- Confined Spaces (1.0) .....................................
- Construction Safety Orientation (1.5) .................
- Cryogenic Safety (1.0) ....................................
- Decontamination (HAZWOPER) (1.0) ....................
- Defensive Driving (1.0) ...................................
- Defensive Driving Fundamentals (1.0) .................
- Defensive Driving: Truck Safety (3.0) ..............
- Electrical Safety (0.5) ...................................
- Electrostatic Discharge Safety (1.5) ...................
- Emergency and Disaster Preparedness (0.5) ...........
- Emergency Response in the Workplace (0.5) .......
- Ergonomics in the Workplace (0.5) ........................
- Fall Protection (or Working at Heights) (0.5) .......
- Fire and Explosion Hazards (HAZWOPER) (1.0) ....
- Fire Safety and Prevention (0.5) ........................
- First Aid -- Automated External Defibrillator (0.5) ..
- First Aid -- Basic (1.0) ...................................
- First Aid -- CPR (1.0) .....................................
- First Aid -- Medical Emergencies (1.0) ..............
- Food Safety and Handling (1.0) ...........................
- Forklift Safety Awareness (0.5) ........................
- Hand and Power Tool Safety (1.0) ......................
- Hazard Communication: An Employee’s Right to Know
  (HAZWOPER) (1.0) ...........................................

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SkillSoft program listing
SkillSoft Corporation ©2011 – Information subject to change.
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....................................................tbd

Firefox 4 for End Users
*2 titles....................................................tbd

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

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

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..................mtt77881
Getting Started with Word 2010 (1.0)........mo.bwrd.a01.dt.enus
Formatting and Working with Text in
Word 2010 (1.0)......................................mo.bwrd.a02.dt.enus
Organizing and Arranging Text in
Word 2010 (1.0)......................................mo.bwrd.a03.dt.enus
Moving Around in Word 2010 (1.0).........mo.bwrd.a04.dt.enus
Structuring Word 2010 Documents (1.0).....mo.bwrd.a05.dt.enus
Reviewing Documents in
Word 2010 (1.0)......................................mo.bwrd.a06.dt.enus
Saving, Sharing, and Printing in
Word 2010 (1.0)......................................mo.bwrd.a07.dt.enus
Customizing the Behavior and
Appearance of Word 2010 (1.0)..............mo.bwrd.a08.dt.enus
Drawing and Inserting Graphics in
Word 2010 (1.0)......................................mo.bwrd.a09.dt.enus
Test Prep: exam 77-881 Word 2010.............mo.bwrd.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)..................................................................tbd

**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

**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 Autoresponses 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

SkillSoft program listing
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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) ...................................................
Creating Resources in Project 2010 (1.0).
  Resource Assignments with
  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

**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) ................................. mo nspe a01 dt enus
Microsoft Office Excel, PowerPoint, and
  Outlook 2007 (1.5) ................................. mo nspe a02 dt enus
Microsoft Access 2007 and Microsoft
  Publisher 2007 (1.0) ................................. mo nspe a03 dt enus
Sharing and Collaboration in Microsoft
  Office Enterprise 2007 (2.0) .................. mo nspe a04 dt enus

**Microsoft Office 2007: Beginning Word**
Mentoring Using Word 2007 ......................... mo bgwd a01 dt enus
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 ......................... mo bgwd a06 dt enus

**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 wdp a01 dt enus
Advanced Document Features in
  Word 2007 (1.0) ................................ mo wdp a02 dt enus
Collaborative Features in
  Word 2007 (1.3) ................................ mo wdp a03 dt enus
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<th>Program Title (hours)</th>
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<td>Protecting and Sharing Excel (1.9)</td>
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<td>Workbooks (1.9)</td>
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<td>Getting Started with PowerPoint (1.0)</td>
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<td>Adding Graphics to Presentations in PowerPoint (2.0)</td>
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<td>Adding Multimedia and Animations to Presentations (1.0)</td>
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<td>Distributing Presentations in PowerPoint (0.5)</td>
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<td>Getting Started with Outlook 2007 (1.5)</td>
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<td>Using the Calendar in Outlook (2.0)</td>
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<td>Configuring Rules, Alerts, and Junk E-mail Settings in Outlook (1.5)</td>
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<td>Working with SharePoint, Calendars, And Forms in Outlook (0.5)</td>
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<td>Accessing Work in Project (1.0)</td>
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<td>Specifying and Assigning Resources in Project (1.5)</td>
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<td>Tracking and Reporting Progress (2.7)</td>
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<td>Importing and Exporting Data and Data Presentation in Access 2007 (1.5)</td>
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<td>Advanced Data Management in Access 2007 (2.7)</td>
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<td>Tracking and Reporting Progress (0.5)</td>
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<td>Programmability and Administration In Access 2007 (1.3)</td>
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<td>Database Administration in Access 2007 (2.2)</td>
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SkillSoft program listing
SkillSoft Corporation ©2011 – Information subject to change.
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_psmp_a01_dt_enus
Planning Projects with Project
Server 2007 (2.0) ........................................ mo_psmp_a02_dt_enus
Managing Resource Capacity in
Project Server 2007 (2.5) ................................ mo_psmp_a03_dt_enus
Executing Projects with Project
Server 2007 (2.0) ........................................ mo_psmp_a04_dt_enus
Monitoring, Controlling, and Closing
Projects with Project Server 2007 (2.5)mo_psmp_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 Vision 2007
With Other Programs (1.5) ............................... mo_bgvs_a03_dt_enus

Microsoft Office 2007: 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) ............ 120606_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) .... 121645_eng

Microsoft Office 2003: Beginning Word
Mentoring Word 2003 ................................... mntwd2003c
Getting Started with Word 2003 (1.3) .............. 112907_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) .... 112908_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
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BUSINESS, REPORTING, AND RELATED TOOLS

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**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
- Troubleshooting Computers and Printers (2.0) | cs_apet_a06_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
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- Maintaining Operating Systems (Windows 7 update) (3.0) | cs_apit_a04_it_enus
- Troubleshooting Hardware (2.0) | cs_apit_a02_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
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- System Software (2.5) | cs_csvr_a02_it_enus
- Server Functions and Network Essentials (2.5) | cs_csvr_a03_it_enus
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- 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 Troubleshooting (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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- Mentoring 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional

Microsoft Windows XP Professional: Installation and Configuration I
- Installing Windows XP Professional (4.2) 113628_eng

Microsoft Windows XP Professional: Installation and Configuration II
- Managing Files, Folders, and Devices in 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

MICROSOFT SYSTEM CENTER

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*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
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- 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

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Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure (ACE=1)

( exam 70-293)

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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

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TestPrep 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure (ACE=1)

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Express Guide is available with SkillPort v6 - pc_eg_70297

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

Microsoft Windows Server 2003: Designing Security for Networks

( exam 70-298)

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TestPrep 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network
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Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services
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Microsoft Windows Server 2003: Internet Information Services
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MICROSOFT SERVERS

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Planning for Exchange Server 2010 (1.0) es_mesc_a01_it_enu
Installing and Configuring Exchange
Server 2010 (1.0)..............................................es_mesc_a02_it_enu
Exchange Server 2010 Administrative
Tools (1.5)..............................................es_mesc_a03_it_enu
Exchange Server 2010 Mailbox Server
Administration (2.0)..............................es_mesc_a04_it_enu
Exchange Server 2010 Public Folders and
Messaging Records Management (2.0)........es_mesc_a05_it_enu
Exchange Server 2010 Message
Transport (1.5)..............................................es_mesc_a06_it_enu
Exchange Server 2010 Transport Rules,
Message Compliance and Security (2.0) es_mesc_a07_it_enu
Client Access in Exchange Server
2010 (1.0)..............................................es_mesc_a08_it_enu
Exchange Server 2010 High
Availability (1.0)........................................es_mesc_a09_it_enu
Backup and Recovery in Exchange
Server 2010 (1.0)........................................es_mesc_a10_it_enu
Monitoring Exchange Server 2010 Mail
Flow and Performance (1.0)..................es_mesc_a11_it_enu
*TestPrep 70-662.................................................es_mesc_a01_tp_enu

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_enu
Installing and Transitioning to Exchange
Server 2007 (1.0)..............................es_mxsa_a02_it_enu
Managing Exchange Server 2007 (2.5)....es_mxsa_a03_it_enu
Managing Default, Custom, and Public
Folders in Exchange Server 2007 (1.5), es_mxsa_a04_it_enu
Connectors, Transport Rules, and
Message Compliance in Exchange
Server 2007 (1.5)..............................es_mxsa_a05_it_enu
Accessing Exchange Server 2007
Remotely (1.5)..............................es_mxsa_a06_it_enu
Data Protection in Exchange Server
2007 (2.0)..............................................es_mxsa_a07_it_enu
Disaster Recovery with Exchange
Server 2007 (1.0)..............................es_mxsa_a08_it_enu
Monitoring and Security in Exchange
Server 2007 (2.0)..............................es_mxsa_a09_it_enu
Configuring Outlook 2007 for Exchange
Server 2007 (1.0)..............................es_mxsa_a10_it_enu
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_enu
Core Configuration for SharePoint
2010 (1.5)..............................................es_msst_a02_it_enu
Upgrading to Microsoft SharePoint
2010 (2.5)..............................................es_msst_a03_it_enu
Configuring and Administering
SharePoint 2010 Search (2.0)..............es_msst_a04_it_enu
Configuring Web Applications for
SharePoint 2010 (1.0)..................es_msst_a05_it_enu
SharePoint Authentication and Web
Application Security Configuration (1.0) es_msst_a06_it_enu
Configuring SharePoint 2010 Site
Collections (2.0)..............................es_msst_a07_it_enu
Managing SharePoint 2010 Features and
Solutions (1.5)..............................es_msst_a08_it_enu
SharePoint 2010 Operational Health (2.5) es_msst_a09_it_enu
SharePoint 2010 Performance (1.5)........es_msst_a10_it_enu

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
## Microsoft Office SharePoint Server 2007 Administration

**Exam 70-630 TS**

**Mentoring 70-630 TS: Configuring Microsoft Office SharePoint Server 2007**
- Implementing Microsoft Office SharePoint Server 2007: ............................ 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 List Items 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 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

- 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): 216903_eng
- OracleAS Portal (3.1): 216940_eng
- Oracle Certificate Authority Management (1.4): 224539_eng

### Oracle Application Server 10g: Administration II

- 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
<table>
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<th>Program Title (hours)</th>
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<tr>
<td>UNIX: Operating System Fundamentals</td>
<td>78920_eng</td>
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<td>UNIX System Architecture</td>
<td>78924_eng</td>
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<td>UNIX: Shell Programming</td>
<td>83855_eng</td>
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<tr>
<td>UNIX Shell Scripting Basics</td>
<td>110852_eng</td>
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<td>UNIX Shell Programs</td>
<td>83877_eng</td>
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<td>UNIX: The User Environment</td>
<td>80536_eng</td>
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<tr>
<td>Working with UNIX Files and Directories</td>
<td>80533_eng</td>
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<td>Working with UNIX Programs</td>
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<td>UNIX System Administration</td>
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<td>UNIX User and Data Management</td>
<td>107822_eng</td>
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<td>Protecting UNIX Systems</td>
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**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**

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**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**

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<td>Messaging, User, and Role Security</td>
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<td>Public Key Infrastructure and Access Security</td>
<td>cs sety a05_it enus</td>
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<tr>
<td>Ports, Protocols, and Network Security</td>
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<td>Wi-Fi and Remote Access</td>
<td>cs sety a07_it enus</td>
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<tr>
<td>Auditing, Security Policies, and Disaster Recovery</td>
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**CompTIA Security+ 2011**

- *9 titles* tbd

**CompTIA Advanced Security+ 2011**

- *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) mntcissp

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 (2.7) 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) tpcissp_eng
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
Program Title (hours).............................................Product Number
CISCO
KnowledgeCenter for Cisco is available
Note: The following Cisco Express Guides are now available with SkillPort:
Express Guides
> IUC 1.0: Implementing Cisco IOS Unified Communications (640-460) Express Guide (37.5).................................................. pe eg 444128
> IINS 1.0: Implementing Cisco IOS Network Security (640-553) Express Guide (37.5) .................................. pe eg 444129
> Interconnecting Cisco Networking Devices Part 2 v1.0 (Exam 640-816) Express Guide (37.5).......................... pe eg 444112
> Interconnecting Cisco Networking Devices Part 1 v1.0 (Exam 640-822) Express Guide (37.5).......................... pe eg 444111
> Designing for Cisco Internet Solutions v2.0 (Exam 640-863) Express Guide (37.5) .................................. pe eg 444104
> IUC2 1.0: Implementing Cisco IOS Unified Communications Part 2 (Exam 642-145) Express Guide (37.5).......................... pe eg 444135
> TUC 1.0: Troubleshooting Cisco Unified Communications Systems (Exam 642-426) Express Guide (37.5)..........................pe eg 444122
> CVOICE 6.0: Cisco Voice Over IP (Exam 642-436) Express Guide (37.5).................................. pe eg 444127
> CIPT 1.0: Implementing Cisco Unified Communications Manager Part 1 (Exam 642-446) Express Guide (37.5).......................... pe eg 444125
> Implementing Cisco Voice Gateways and Gatekeepers v2.0 (Exam 642-453) Express Guide (37.5).......................... pe eg 444102
> CIPT 2.0: Implementing Cisco Unified Communications Manager Part 2 (Exam 642-456) Express Guide (37.5).......................... pe eg 444126
> SNRS 3.0: Securing Networks with Cisco Routers and Switches (Exam 642-504) Express Guide (37.5).......................... pe eg 444131
> SNA 1.0: Securing Networks with ASA Advanced (Exam 642-515) Express Guide (37.5).......................... pe eg 444133
> SNAF 1.0: Securing Networks with ASA Fundamentals (Exam 642-524) Express Guide (37.5).......................... pe eg 444132
> Implementing Cisco Intrusion Prevention Systems V6.0 (Exam 642-533) Express Guide (37.5).......................... pe eg 444101
> Cisco Wireless LAN Advanced Topics v1.0 (Exam 642-586, 642-587) Express Guide (30.0).......................... pe eg 444110
> Implementing Cisco MPLS v2.2 (Exam 642-611) Express Guide (37.5).................................. pe eg 444496
> IMPLS 2.2: Implementing Cisco Multi-Protocol Label Switching (Exam 642-611) Express Guide (37.5).......................... pe eg 444134
> Implementing Cisco QoS v2.2 (Exam 642-642) Express Guide (37.5).......................... pe eg 444491
Program Title (hours).......................................................... Product Number

> QoS 2.3: Implementing Cisco Quality of Service (Exam 642-642) Express Guide (37.5).................................................. pc_eg_444138
> Configuring BGP on Cisco Routers v3.2 (Exam 642-661) Express Guide (30.0)............. pc_eg_444487
> SWITCH 1.0: Implementing Cisco IP Switched Networks (Exam 642-813) Express Guide (37.5)................................. pc_eg_444141
> TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks (Exam 642-832) Express Guide (37.5)......................... pc_eg_444142
> Designing Cisco Network Service Architecture v2.0 (Exam 642-873) Express Guide (37.5).................................................. pc_eg_444113
> ROUTE 1.0: Implementing Cisco IP Routing (Exam 642-902) Express Guide (37.5)............ pc_eg_444140
> UCM70 v1.0: Implementing Cisco Unified Communications Manager v7.0 Features Express Guide (37.5)................................. pc_eg_444136

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

Cisco: Interconnecting Cisco Network Devices Part 2 (ICND2) v1.0
(exam 640-816, 640-802b)

Mentoring 640-816 Interconnecting Cisco Networking Devices Part 2 (ICND2)................. mnt640816
Small and Medium Network Implementations (1.5)............. 2544454_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)............................................. 254535_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)……………………mnt642813
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 icis a01_it enus
Planning Troubleshooting Processes for Networks (1.5)………………..cc icis a02_it enus
Maintenance, Troubleshooting Tools, and Applications (1.5)…………..cc icis a03_it enus
Troubleshooting VLANs, STP, and SVIs (1.5)………………………..cc icis a04_it enus
Troubleshooting FHRPs and Performance Issues (1.5)…………………..cc icis a05_it enus
Network Layer Connectivity, OSPF, and EIGRP (2.5)………………..cc icis a06_it enus
Route Redistribution, BGP, and Performance Issues (2.0)…………….cc icis a07_it enus
Maintaining and Troubleshooting Security Solutions (1.5)………………cc icis a08_it enus
eLT: Troubleshooting Performance Problems on Switches (1.0)………..CSCO0066EN07
eLT: Troubleshooting Wireless Integration (0.5)…………………………..CSCO0066EN08
eLT: Troubleshooting Voice over IP Integration (0.5)…………………..CSCO0066EN09
eLT: Troubleshooting Video Integration (0.5)……………………………..CSCO0066EN10
eLT: Troubleshooting NAT and PAT (1.0)………………………………CSCO0066EN11
eLT: Troubleshooting DHCP (2.0)……………………………………..CSCO0066EN12
eLT: Troubleshooting IPv6, OSPFv3, and RIPng (0.5)…………………..CSCO0066EN13
eLT: Troubleshooting Network Applications Services (1.5)……………..CSCO0066EN14
eLT: Troubleshooting Branch Office and Remote Worker Problems (1.5)………………………….CSCO0066EN15

TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)………………………….cc icis a01_tp enus

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

Cisco Certified Design Associate (CCDA)

Designing for Cisco Internetwork Solutions (DESGN v2.1) (exam 640-864)
Express Guide is available with SkillPort v6 - pc eg 444104

Mentoring 640-863 Designing for Cisco
Internetwork Solutions (DESGN)…………………………………………mnt640863
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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

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Cisco Certified Security Professional (CCSP)

Deploying Cisco ASA Solutions (VPN 1.0) (exam 642-647)
Express Guide is available with SkillPort v6 - pc eg 444116

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Cisco Certified Security Professional (CCSP) (exam 642-647)
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Securing Networks with Cisco Routers and Switches v1.0 (SECURE) (exam 642-637)
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Deploying Cisco ASA Firewall Solutions (FIREWALL v1.0) (exam 642-817)
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Cisco Certified Voice Professional (CCVP)

Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM v8.0) (exam 640-461)
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Implementing Cisco Unified Communications Manager Part 1 v8.0 (CIPT1 v8.0) (exam 642-447)
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Integrating Cisco Unified Communications Applications v8.0 (CAPPs v8.0) (exam 642-467)
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KnowledgeCenter for Java is available

Java Programming with Java SE 6.0

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KnowledgeCenter for Visual Basic is available

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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
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> Installation and Upgrade Enhancements (2.0) .... od_onfl_a04_it_enus
> ASM, Storage and Partitioning
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> Using Change Management Solutions (2.0)........ od_onfl_a04_it_enus
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> TestPrep 1Z0-050 Oracle Database 11g: New
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- **Oracle 11i E-Business Suite: System Administrator Fundamentals**
  - Express Guide is available with SkillPort v6 - pc eg 444470
  - Oracle 11i: Function Security and Data Security (2.7) ............... 234037 eng
  - Oracle 11i: Roles, Delegated Administration, Registration, and Auditing (3.3) ........................................ 234038 eng
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**MICROSOFT DATABASE SYSTEMS**

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<th>Program Title (hours)</th>
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- Creating and Modifying Table and Index Partitions in SQL Server 2008 (1.0) .................. md_mqbd_a02_it_enus
Running Queries and Manipulating Data in SQL Server 2008 (1.5) .................. md_mqbd_a03_it_enus
Performing Advanced Query Techniques in SQL Server 2008 (1.0) .................. md_mqbd_a04_it_enus
Creating and Implementing Programming
- Objects in SQL Server 2008 (2.0) .................. md_mqbd_a05_it_enus
- Querying and Managing XML Data in SQL Server 2008 (2.0) .................. md_mqbd_a06_it_enus
- Using SQL Server 2008 Messaging, Full-text Search, Scripts, and Triggers .................................. md_mqbd_a07_it_enus
- Gathering Performance Data in SQL Server 2008 (1.5) .................. md_mqbd_a08_it_enus
**TestPrep** 70-443 TS: Microsoft Server 2008, Database Development .................. md_mqbd_a01 tp_enus

Microsoft SQL Server 2008: Business Intelligence Development and Maintenance
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Implementing SQL Server 2008 Integration Services (1.5) .................. md_mqbm_a01_it_enus
Configuring SQL Server 2008 Integration Services Packages (2.0) .................. md_mqbm_a02_it_enus
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Managing SSIS Packages in SQL Server 2008 (1.5) .................. md_mqbm_a10_it_enus
Implementing SQL Server 2008 Reporting Services Solutions (3.0) .................. md_mqbm_a04_it_enus
Deploying and Delivering SQL Server 2008 Reporting Services Reports (2.0) .................. md_mqbm_a05_it_enus
Maintaining SQL Server 2008 Reporting Services (1.5) .................. md_mqbm_a06_it_enus
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Querying Cubes and Working with Data Mining in SASS (2.0) .................. md_mqbm_a08_it_enus
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Programming with SQL Server 2005 (2.3) .................. 256068 eng
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ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

Overview of SAP for Project Teams
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Financial Accounting of SAP (2.5)............. sa_ospt_a02_it_enus
SAP Logistics Modules (3.0).................. sa_ospt_a03_it_enus
SAP ERP Architecture (1.5).................. sa_ospt_a04_it_enus
SAP Administration (2.0)...................... sa_ospt_a05_it_enus
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(ERP) (2.5)........................................ sa_bseu_a01_dt_enus
SAP Customer Relationship
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
SAP Business One – Introduction for
End Users (2.0)................................. sa_boeu_a01_dt_enus

SAP Business Objects Business Intelligence
SAP Business Objects: Overview (1.5)........ sa_bobi_a01_dt_enus
SAP Business Objects: Crystal
Reports (1.5)...................................... sa_bobi_a02_dt_enus
SAP Business Objects: Web
Intelligence (1.5)............................... sa_bobi_a03_dt_enus
SAP Business Objects: Dashboards and
Analytics (1.0)................................. sa_bobi_a04_dt_enus
SAP Business Objects: InfoView (1.5)...... sa_bobi_a05_dt_enus
SAP Business Objects: Business
Intelligence (1.0)............................... sa_bobi_a06_dt_enus

IT BUSINESS

IT-BUSINESS

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

KnowledgeCenter for Call Center is available

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)............. mntv3f
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
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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
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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_iosa_a01_it_enus
Introduction to Event Management (3.5)........ ib_iosa_a02_it_enus
Introduction to Incident Management (2.5).... ib_iosa_a03_it_enus
Incident Management Interactions (3.0)...... ib_iosa_a04_it_enus
Introduction to Request Fulfillment (2.0)..... ib_iosa_a05_it_enus
Request Fulfillment Process Interfaces
And Challenges (2.5)............................... ib_iosa_a06_it_enus
Introduction to Problem Management (3.0).... ib_iosa_a07_it_enus
Problem Management Process Interfaces
And Challenges (2.5)............................... ib_iosa_a08_it_enus
Introduction to Access Management (3.0).... ib_iosa_a09_it_enus
Introduction to the Service Desk (2.0)......... ib_iosa_a10_it_enus
Service Desk Metrics and Outsourcing (1.5) ib_iosa_a11_it_enus
Introduction to Functions (2.5)..................... ib_iosa_a12_it_enus
Function Activities (1.5)............................ ib_iosa_a13_it_enus
Technology and Implementation
Considerations (2.5)............................... ib_iosa_a14_it_enus
TestPrep ITIL v3 Operational Support and
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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
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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
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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 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_pmc001
Scope Definition Tools and Techniques (a) pc_ch_pmc002
Ethics and Risks: Why They Matter in Project Success (a) pc_ch_pmc003
Project Management Essentials (a)......... pc_ch_lach041

Project Management Professional Exam PMP 4th 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

Note: The following CompTIA Express Guide is now available with SkillPort:
Express Guides
> CompTIA Project+ 2009 Express
  Guide (37.5)............................................. pc_eg_444139
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
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
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) ........................................ PROJ011A
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

Managing Software Project Outsourcing
*4 titles (1.0) ........................................................................................................ tbd

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

KnowledgeCenter for Project Management PRINCE2: 2009 Foundation
Management (1.0) ........................................................................................................ mntprince2f
Mentoring PRINCE2: Foundation ......................................................................................... ib_prin_a01_it_enus
Overview of Project Management (PRINCE2® 2009-aligned) (1.0) ........................................ ib_prin_a02_it_enus
Project Organization, Planning and Risk (PRINCE2® 2009-aligned) (1.0) ........................ ib_prin_a03_it_enus
Project Quality, Change and Progress (PRINCE2® 2009-aligned) (1.0) ........................ ib_prin_a04_it_enus
Starting Up, Initiating and Directing 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
### Program Title (hours) ........................................... Product Number

#### Leading Teams
- Launching a Successful Team (1.0) .................. team 03 a01 bs emus
- Establishing Goals, Roles, and Guidelines (1.0) .. team 03 a02 bs emus
- Developing the Team and its Culture (1.0).......... team 03 a03 bs emus
- Building Trust and Commitment (1.0) ............. team 03 a04 bs emus
- Fostering Effective Communication and Collaboration (1.0) .................. team 03 a05 bs emus
- Motivating and Optimizing Performance (1.0) .... team 03 a06 bs emus
- Dealing with Conflict (1.0) ........................... team 03 a07 bs emus
- Managing Virtual Teams (1.0) ....................... team 03 a08 bs emus
- Building Trust Incrementally (a) ..................... pc bi lshb004
- Inspiring Your Team (a) ............................... pc bi lshb010
- Support Your Leader (a) .............................. pc bi pbhb010
- Choosing the Right Team Culture (a) .............. pc ch pbhb006
- Managing Communications in a Virtual Team (a) .......................... pc ch pbhb001
- 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 mgch002
- Mediating Project Team Conflict (a) ............. pc bi pbhb006
- Facilitating Work-related Conflict Discussions (a) pc bi pbhb015

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

#### 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 www.skillsoft.com/catalog/default.asp

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