



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



Program Administration

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Access Information

Registration www.saluteheroes.org/career-network.html

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

Help Desk Information

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

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

THANK YOU FOR YOUR SERVICE.

Notes and Legends:

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

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SKILLSOFT ENTERPRISE LEARNING CONNECTION

CONNECTED LEARNING DEFINED

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

KNOWLEDGECENTER CONNECTION

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

- KnowledgeCenters are licensed individually

Business Professionals KnowledgeCenters

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

Desktop Skills KnowledgeCenters

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

IT Professionals KnowledgeCenters

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

IT Developers KnowledgeCenters

- Java
- Visual Basic
- Visual C#

KnowledgeCenter Customization Toolset

CONTENT DEVELOPMENT CONNECTION

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

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

BLENDED LEARNING CONNECTION

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

DIALOGUE CONNECTION

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

- Dialogue Design
- Dialogue Resource
- Dialogue Live

COMPLIANCE CONNECTION

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

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

ADMINISTRATIVE SOFTWARE TOOLS

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

NEW CONTENT TYPES

THE BUSINESS EXPLORATION SERIES

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

BUSINESS IMPACT SERIES

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

CHALLENGE SERIES

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

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

BUSINESS SKILLS CURRICULA

ADMINISTRATIVE SUPPORT CURRICULUM

Essential Skills for Administrative Support Professionals

Representing Your Boss (1.0)..... ad 01 a01 bs enus
Common Administrative Support

Tasks (1.0) ad 01 a02 bs enus
Maximizing Your Relationship with

Your Boss (1.0)..... ad 01 a03 bs enus

Interacting with Others (1.0)..... ad 01 a04 bs enus

Putting Your Best Foot Forward (1.0) ad 01 a05 bs enus

Essential Skills for Administrative

Support Professionals **SkillSim** (0.5)..... AD001A

BUSINESS ANALYSIS CURRICULUM

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

(exam CBAP)

Introduction to Business Analysis and

Essential Competencies (2.0) ib buap a01 it enus

Introduction to Business Analysis

Planning (2.5) ib buap a02 it enus

Planning Business Analysis Communication

and Monitoring ib buap a03 it enus

Business Analysis Requirements

Elicitation..... ib buap a04 it enus

Business Analysis Requirements

Management and Communication ib buap a05 it enus

Enterprise Analysis..... ib buap a06 it enus

Introduction to Requirements Analysis..... ib buap a07 it enus

Verify and Validate Requirements..... ib buap a08 it enus

Solution Assessment and Validation..... ib buap a09 it enus

BUSINESS LAW CURRICULUM

Business Law Essentials

*3 titles (1.0) tbd

COMMUNICATION CURRICULUM

How to Write an Effective Internal Business Case

Preparing a Business Case (2.5)..... comm 01 a01 bs enus

Writing a Business Case (2.5)..... comm 01 a02 bs enus

Presenting Your Case (2.5) comm 01 a03 bs enus

Preparing an Effective Internal

Business Case **SkillSim** (0.5)..... COMM001A

Communicating Effectively with the “C” Level

*2 titles (1.0) tbd

Listening Essentials

The Basics of Listening (1.0) comm 28 a01 bs enus

Improving Your Listening Skills (1.0)..... comm 28 a02 bs enus

Effective Listening (a) pc ch lach030

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

Difficult Conversations

*3 titles (1.0) tbd

Blame Backfires – Conquer Negative Thinking (a) pc bi 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 lsch003

Managing Conflict (a) pc ch lach009

Manager to Manager Conflict (a)..... pc ch mgch003

Negotiation Essentials

What is Negotiation? (1.0) comm 24 a01 bs enus

Planning for Negotiation (1.0) comm 24 a02 bs enus

Communicating (1.0)..... comm 24 a03 bs enus

Persuading (1.0)..... comm 24 a04 bs enus

Avoiding Pitfalls in Negotiation (1.0)..... comm 24 a05 bs enus

*Negotiation Essentials **SkillSim** (0.5)..... tbd

Effective Body Language in Negotiations (a) pc bi 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

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

Professional Networking Essentials

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

Professionalism and Business Etiquette

Standard Business Etiquette (2.5)[comm 11 a01 bs enus](#)
 Communication Business Etiquette (2.5) [comm 11 a02 bs enus](#)
 Etiquette at the Business Meeting (3.0) ...[comm 11 a03 bs enus](#)
 Business Etiquette for Supervisors (2.5)..[comm 11 a04 bs enus](#)
 Professionalism and Business Etiquette

SkillSim (0.5) [COMM011A](#)
 Business Etiquette in Introductions (a) [pc bi pfb001](#)

Building Improved Work Relationships

Effective Interfunctional
 Relationships (2.5).....[comm 12 a01 bs enus](#)
 Effective Intercultural
 Relationships (2.0).....[comm 12 a02 bs enus](#)
 Effective Intergender
 Relationships (2.0).....[comm 12 a03 bs enus](#)
 Effective Relationships with
 Customers (2.0)[comm 12 a04 bs enus](#)
 Effective Relationships with
 Business Partners (3.0).....[comm 12 a05 bs enus](#)
 Building Improved Work Relationships
SkillSim (0.5) [COMM012A](#)

Getting Results without Direct Authority

Building Relationships and
 Credibility (1.0)[comm 27 a01 bs enus](#)
 Persuasive Communication (1.0)[comm 27 a02 bs enus](#)
 Reciprocity (1.0).....[comm 27 a03 bs enus](#)
 Influencing Your Boss (1.0).....[comm 27 a04 bs enus](#)
 Influencing Key Decision Makers (a) [pc bi lsbi015](#)
 Influence and Persuasion (a) [pc ch lach016](#)

E-mail Essentials for Business

Using E-mail and Instant Messaging
 Effectively (1.0).....[comm 17 a01 bs enus](#)
 Addressing and Redistributing
 E-mail (1.0).....[comm 17 a02 bs enus](#)
 Managing Your E-mail (1.0).....[comm 17 a03 bs enus](#)

Telephone Essentials for Business

Essential Skills for Professional
 Telephone Calls (1.0)[comm 18 a01 bs enus](#)

Writing Under Pressure

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

Business Writing Basics

Know Your Readers and Your
 Purpose (1.0).....[comm 19 a01 bs enus](#)
 How to Write Clearly and
 Concisely (1.0).....[comm 19 a02 bs enus](#)
 Editing and Proofreading (1.0).....[comm 19 a03 bs enus](#)

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

Business Grammar Basics

Parts of Speech (1.0).....[comm 20 a01 bs enus](#)
 Working with Words (1.0)[comm 20 a02 bs enus](#)
 The Mechanics of Writing (1.0).....[comm 20 a03 bs enus](#)
 Punctuation (1.0)[comm 20 a04 bs enus](#)
 Sentence Construction (1.0).....[comm 20 a05 bs enus](#)
 Common Usage Errors (1.0)[comm 20 a06 bs enus](#)

Interpersonal Communication

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

Workplace Conflict

Recognizing and Responding to
 Conflict (1.0).....[comm 22 a01 bs enus](#)
 Strategies for Resolving Conflict (1.0)[comm 22 a02 bs enus](#)

Fundamentals of Working with Difficult People

Identifying Difficult People (1.0).....[comm 23 a01 bs enus](#)
 How to Work with Aggressive
 People (1.0).....[comm 23 a02 bs enus](#)
 How to Work with Negative
 People (1.0).....[comm 23 a03 bs enus](#)
 How to Work with Procrastinators (1.0)..[comm 23 a04 bs enus](#)
 How to Work with Manipulative
 People (1.0).....[comm 23 a05 bs enus](#)
 How to Work with Self-serving
 People (1.0).....[comm 23 a06 bs enus](#)
 Dealing with Micromanagers (1.0)[comm 23 a07 bs enus](#)

Fundamentals of Cross Cultural Communication

Culture and its Effect on
 Communication (1.0).....[comm 26 a01 bs enus](#)
 Communicating Across Cultures (1.0)....[comm 26 a02 bs enus](#)
 Improving Communication in
 Cross-cultural Relationships (1.0).....[comm 26 a03 bs enus](#)
 Communicating with a Cross-cultural Audience (a)
 [pc bi pfb020](#)
 Dispute Resolution in International Contracts (a) [pc ch lsch005](#)

Communicate with Diplomacy and Tact

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

Living and Working Abroad in the United States

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

Constructive Feedback and Criticism

Giving Feedback (1.0).....[comm 29 a01 bs enus](#)
 Giving Constructive Criticism (1.0).....[comm 29 a02 bs enus](#)
 Receiving Feedback and Criticism (1.0)..[comm 29 a03 bs enus](#)
 Criticism in Context (a) [pc bi pfb016](#)
 Giving Appropriate Feedback (a)..... [pc ch lach006](#)

Anger Management Essentials

Understanding Anger (1.0).....[comm 30 a01 bs enus](#)
 Managing and Controlling Anger (1.0)....[comm 30 a02 bs enus](#)

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

CUSTOMER SERVICE CURRICULUM

KnowledgeCenter for Call Center is available

Customer Focus

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

Customer Service Fundamentals

Building Rapport in Customer

Relationships (1.0).....[cust 09 a01 bs enus](#)

Customer Service in the Field (1.0)[cust 09 a02 bs enus](#)

Customer Service over the Phone (1.0)[cust 09 a03 bs enus](#)

Internal Customer Service (1.0)[cust 09 a04 bs enus](#)

Customer Service Confrontation and

Conflict (1.0)[cust 09 a05 bs enus](#)

Shaping the Direction of Customer

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

The Angry Caller: What's Your Plan? (a)[pc bi spbi016](#)

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

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

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

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

Determining Proper Expectation-management

Techniques (a)[pc ch ctch001](#)

Training Methods for CSRs in the Customer

Contact Industry (a)[pc ch ctch002](#)

Managing a Customer-focused Department

Identifying Your Customer's Expectations (4.5).....[CUST0171](#)

Using Surveys to Measure Customer

Satisfaction (3.0).....[CUST0172](#)

Bridge the Expectations Gap (4.5)[CUST0173](#)

Leading a Customer-focused Team (4.0).....[CUST0174](#)

Managing a Customer-focused Department

SkillSim (0.5)[CUST0170](#)

Creating a Customer-focused Organization (a) [pc ch lach020](#)

ITIL V3 Overview

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

Introduction to the ITIL V3

Framework (2.0)[ib ovvw a02 it enus](#)

Certification and Benefits (2.0)[ib ovvw a03 it enus](#)

IT Infrastructure Library (ITIL) v3 Foundation Syllabus v4.2

(exam EXO-101)

Mentoring ITIL V3 Foundation (ITV3F)..... [mntitv3f](#)

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

Service Strategy Fundamentals (2.0)[ib itlu a02 it enus](#)

Service Strategy Processes (1.0)[ib itlu a03 it enus](#)

Service Design Fundamentals (1.5)[ib itlu a04 it enus](#)

Service Design Processes (2.0)[ib itlu a05 it enus](#)

Service Transition Processes and

Principles (2.0).....[ib itlu a06 it enus](#)

Service Operation Principles and

Functions (1.0).....[ib itlu a07 it enus](#)

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

Continual Service Improvement

Fundamentals (1.0).....[ib itlu a09 it enus](#)

TestPrep ITIL V3 Foundation (ITV3F).....[TPITV3F ENG](#)

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

ITIL v3 Intermediate: Operational Support & Analysis (OSA)

(exam ITV3OSA)

Mentoring ITIL v3 Operational Support & Analysis.. [mntitv3osa](#)

Introduction to Operational Support and

Analysis (2.5).....[ib iossa a01 it enus](#)

Introduction to Event Management (3.5).....[ib iossa a02 it enus](#)

Introduction to Incident Management (2.5).....[ib iossa a03 it enus](#)

Incident Management Interactions (3.0)[ib iossa a04 it enus](#)

Introduction to Request Fulfillment (2.0)[ib iossa a05 it enus](#)

Request Fulfillment Process Interfaces

And Challenges (2.5).....[ib iossa a06 it enus](#)

Introduction to Problem Management (3.0) ..[ib iossa a07 it enus](#)

Problem Management Process Interfaces

And Challenges (2.5).....[ib iossa a08 it enus](#)

Introduction to Access Management (3.0).....[ib iossa a09 it enus](#)

Introduction to the Service Desk (2.0)[ib iossa a10 it enus](#)

Service Desk Metrics and Outsourcing (1.5)..[ib iossa a11 it enus](#)

Introduction to Functions (2.5).....[ib iossa a12 it enus](#)

Function Activities (1.5).....[ib iossa a13 it enus](#)

Technology and Implementation

Considerations (2.5)[ib iossa a14 it enus](#)

TestPrep ITIL v3 Operational Support and

Analysis[ib iossa a01 tp enus](#)

Call Center Management

Converting a Call Center to a Profit Center (a)[pc bi ctbi001](#)

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

Customer Service Training – The Interview and

Beyond (a)[pc bi ctbi004](#)

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

Preventing Agent Absenteeism through

Better Working Conditions (a).....[pc bi ctbi006](#)

Workforce Management Software – Is It

Worth It? (a)[pc bi ctbi009](#)

Prioritizing Rewards and Recognition in

Call Centers (a)[pc bi ctbi011](#)

Customer Service Representative, Professionalism

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

Support Center Services and Work

Environment (3.0).....[cust 06 a02 bs enus](#)

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

Customer Service Representative, Skills

Customer Interactions (3.5).....[cust 07 a01 bs enus](#)

Communication Skills (3.5)[cust 07 a02 bs enus](#)

Conflict, Stress, and Time

Management (3.5).....[cust 07 a03 bs enus](#)

Customer Service Representative, Process

Customer Service Processes and

Procedures (3.0).....[cust 08 a01 bs enus](#)

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

Support Center Tools, Technologies

and Metrics (3.0).....[cust 08 a03 bs enus](#)

Dealing with Irrational Customers

and Escalating Complaints (2.0)[cust 08 a04 bs enus](#)

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

FINANCE & ACCOUNTING CURRICULUM

KnowledgeCenter for Finance and Accounting is available

Thinking Like a CFO

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

Finance and Accounting Essentials for Non-financial Professionals

Principles of Accounting and Finance for

Non-financial Professionals (1.0).....[fin 02 a01 bs enus](#)

Cash Flow Management Essentials for

Non-financial Professionals (1.0).....[fin 02 a02 bs enus](#)

The Time Value of Money and Investment

Decisions for Non-financial

Professionals (1.0)[fin 02 a03 bs enus](#)

The Essentials of Budgeting for

Non-financial Professionals (1.0).....[fin 02 a04 bs enus](#)

Financial Statements for Non-financial

Professionals (1.0)[fin 02 a05 bs enus](#)

Analyzing Financial Statements for

Non-financial Professionals (1.0).....[fin 02 a06 bs enus](#)

Increasing Cash Flow in Times of Need (a)[pc bi fabi003](#)

What's Your Gross Profit Margin Really

Saying? (a)[pc bi fabi006](#)

Recognizing the Value of Intangible Assets (a)[pc bi fabi007](#)

Recession: How it Affects Business (a)[pc bi fabi008](#)

Assessing Nonrecurring Items in Income

Statements (a)[pc bi fabi009](#)

Deconstructing the Balance Sheet (a)[pc bi fabi010](#)

The Time Value of Money: Possible Pitfalls (a) ...[pc bi fabi011](#)

Depreciation Methods (a)[pc ch fach002](#)

Using Financial Analysis for Credit Decisions (a) [pc ch lach012](#)

Budgeting Essentials

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

Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget (3.5) [FIN0161](#)

The Ins and Outs of Capital Budgeting (3.5) [FIN0162](#)

Effective Budget Management (3.0) [FIN0163](#)

Accounting Fundamentals

Basic Accounting Principles and

Framework (1.0)[fin 03 a01 bs enus](#)

The Accounting Equation and Financial

Statements (1.0)[fin 03 a02 bs enus](#)

The Accounting Cycle and Accrual

Accounting (1.0)[fin 03 a03 bs enus](#)

Accounting Transactions and Books of

Account (1.0)[fin 03 a04 bs enus](#)

Trial Balance and Adjusting Entries (1.0)[fin 03 a05 bs enus](#)

The Income Statement (1.0)[fin 03 a06 bs enus](#)

The Balance Sheet (1.0)[fin 03 a07 bs enus](#)

The Cash Flow Statement (1.0)[fin 03 a08 bs enus](#)

Accounting for Companies' Stock

Transactions and Dividends (1.0)[fin 03 a09 bs enus](#)

Accounting for Sales Returns (a)[pc bi fabi005](#)

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

IFRS Primer

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

Auditing Essentials

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

Auditing: A Practical Approach

Introduction to Auditing (3.0) [FIN0231](#)

Introduction to Internal Auditing (4.5)..... [FIN0232](#)

Principles of Internal Auditing (3.0) [FIN0233](#)

Introduction to External Auditing (3.5) [FIN0234](#)

Principles of External Auditing (4.0) [FIN0235](#)

Using Audits to Help Prevent Business Fraud (a) . [pc bi fabi002](#)

Establishing the Role of the Audit Department (a) [pc ch fach001](#)

FOUNDATION SKILLS CURRICULUM

Basic Business Math

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

Basic Business Math Skills

Whole Numbers, Fractions, and Equations (4.0)..... [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 **SkillSim** (0.5)..... [HR002A](#)

Understanding Workplace Diversity (a) [pc bi hrbi002](#)

Instituting a Dress Code (a)[pc bi hrbi011](#)

Managing Diversity (a)[pc ch lach015](#)

Essentials of Interviewing and Hiring

Screening Applicants for Interviewing (1.0).....[hr 06 a01 bs enus](#)

Preparing to Interview (1.0)[hr 06 a02 bs enus](#)

Conducting an Effective Interview (1.0).....[hr 06 a03 bs enus](#)

Behavioral Interview Techniques (1.0).....[hr 06 a04 bs enus](#)

Selecting the Right Candidate (1.0)[hr 06 a05 bs enus](#)

Creating a Compelling Job Description (a) [pc bi hrbi015](#)

Conducting Interviews: Asking the Right

Questions (a)[pc bi hrbi014](#)

Hiring a New Employee (a)[pc ch lach028](#)

Screening Applicants for Emotional Intelligence (a)

.....[pc bi hrbi012](#)

Hiring Strategic Thinkers (a).....[pc ch lach011](#)

Guarding Against Interviewing Biases (a).....[pc bi hrbi003](#)

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

HRCI/PHR Certification Program

(exam PHR)

Mentoring Professional in Human

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

TestPrep Professional in Human

Resources (PHR) BOK 2005 Aligned	tpphr05ed_eng
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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
<u>Final Exam:</u> HRCI/SPHR	FE0028_eng

Recruitment and Retention Strategies

Recruiting Talent (2.0)	hr 05 a01 bs enus
Retaining Your Talent Pool (2.0)	hr 05 a02 bs enus
Creating a High-Retention Organizational Culture 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 hrch001
Preventing High Turnover Rates: How to Keep The Best (a)	pc bi mgbi008
Disciplines of Organizational Learning: Personal Mastery (a)	pc bi pfbi011

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

Organizational Behavior

*4 titles (1.0)tbd

INDUSTRY FOUNDATIONS CURRICULUM

Industry Overviews

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

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

LEADERSHIP CURRICULUM

KnowledgeCenter for Leadership is available

Leadership Essentials

Motivating Employees (1.0)..... lead 05 a01 bs enus
Communicating Vision (1.0)..... lead 05 a02 bs enus
Building Your Influence as a Leader (1.0) . lead 05 a03 bs enus
Leading with Emotional Intelligence (1.0) . lead 05 a04 bs enus
Leading Business Execution (1.0)..... lead 05 a05 bs enus
Leading Innovation (1.0)..... lead 05 a06 bs enus
Leading Change (1.0)..... lead 05 a07 bs enus
Creating Your Own Leadership

Development Plan (1.0)..... lead 05 a08 bs enus
Motivating Employees and Leading

Change **SkillSim** (0.5)..... LEAD005A
Communicating a Shared Vision (a)..... pc bi lsbi001
Leading Teams through Change (a)..... pc bi lsbi003
Taking Calculated Risks in Leadership (a)..... pc bi lsbi006
Wanted-Innovation Leaders (a)..... pc bi lsbi013
Developing a Business Execution Culture (a)..... pc ch lach001
Leading Change (a)..... pc ch lach004
Leader as Motivator (a)..... pc ch lach008
Leading Innovation (a)..... pc ch lach010
The Emotionally Intelligent Leader (a)..... pc ch lach014
Motivating Human Behavior (a)..... pc ch lsch002

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

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

Business Execution

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

Business Execution

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

Employee Engagement

The Benefits and Challenges of

Engaging Employees (1.0)..... lead 06 a01 bs enus

Maintaining an Engaging

Organization (1.0)..... lead 06 a02 bs enus

Managing an Aging Workforce (a)..... pc bi mgbi005

Understanding the Motives of Millennials (a)..... pc bi mgbi014

Developing the Next Generation (a)..... pc bi lsbi007

Developing a Learning Organization

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

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

Effective Succession Planning

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

Succession Planning (a)..... pc bi lsbi002

Succession Planning and Management Programs (a)

..... pc ch lsch004

MANAGEMENT CURRICULUM

KnowledgeCenter for Management is available

First Time Manager Essentials

Understanding a Manager's Role (1.0).... mgmt 16 a01 bs enus

Challenges (1.0)..... mgmt 16 a02 bs enus

Meeting Expectations (1.0)..... mgmt 16 a03 bs enus

Making the Move into Management (a)..... pc ch lach029

Management Essentials

Directing Others (1.0)..... mgmt 15 a01 bs enus

Delegating (1.0)..... mgmt 15 a02 bs enus

Developing Your Direct Reports (1.0).... mgmt 15 a03 bs enus

Confronting Difficult Employee

Behavior (1.0)..... mgmt 15 a04 bs enus

Managing a Diverse Team (1.0)..... mgmt 15 a05 bs enus

Treating your Direct Reports Fairly (1.0) mgmt 15 a06 bs enus

Caring about Your Direct Reports (1.0)... mgmt 15 a07 bs enus

Managing Fairly (a)..... pc bi mgbi016

Employee Dismissal (a)..... pc ch lach038

Creating a Positive Work Environment

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

Managing Experts

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

Effectively Managing Top Performers

Managing and Rewarding Top

Performers (2.5)..... mgmt 01 a01 bs enus

Managing Top Performers is Always

Easy...Right? (a)..... pc bi pfbi011

Recognizing Natural Leaders (a)..... pc ch lsch001

Advanced Management Skills

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

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

Advanced Management Skills

Managing in a Global Business
 Environment (3.0)..... [mgmt_02_a01_bs_enus](#)
 Managing Cross-Functions (3.0)..... [mgmt_02_a02_bs_enus](#)
 Managing for High Performance (4.0)..... [mgmt_02_a03_bs_enus](#)
 Managing Managers (3.5) [mgmt_02_a04_bs_enus](#)
 Managing Upward Relationships (3.0)..... [mgmt_02_a05_bs_enus](#)
 Advanced Management Skills **SkillSim** (0.5)..... [MGMT002A](#)
 Developing Adaptable Managers (a) [pc_bi_mgbi013](#)
 Assessing Employees for Cultural Adaptability (a) [pc_ch_pfch001](#)
 Considering Key Features of a Policy and
 Procedure Manual (a) [pc_ch_hrch003](#)
 Employee Engagement (a) [pc_ch_mgch006](#)
 Delivering Bad News Effectively (a)..... [pc_ch_lach033](#)

Moving Into Management

Taking on a Management Role (3.5) [mgmt_03_a01_bs_enus](#)
 Becoming a Manager: Responsibilities
 And Fears (3.5)..... [mgmt_03_a02_bs_enus](#)
 Becoming a Manager: Leading and
 Communicating (4.0)..... [mgmt_03_a03_bs_enus](#)
 A New Manager and the Company's
 Future (3.5) [mgmt_03_a04_bs_enus](#)
 Moving into a Management Role **SkillSim** (0.5) [MGMT003A](#)
 Leadership and Management **SkillSim** (0.5)..... [MGMT004A](#)
 Adopting the Appropriate Management Style (a) [pc_ch_mgch005](#)

Setting and Managing Organizational Priorities

*4 titles (1.0) tbd

Decisiveness

*2 titles (1.0) tbd

Problem Performance Management

Problem Performance Prevention (2.5).... [mgmt_05_a01_bs_enus](#)
 Problem Performance Identification (2.5) [mgmt_05_a02_bs_enus](#)
 Problem Performance Improvement (3.0) [mgmt_05_a03_bs_enus](#)
 Addressing Problem Performance (2.5).... [mgmt_05_a04_bs_enus](#)
 Avoiding Problem Performance **SkillSim** (0.5) [MGMT005A](#)
 Dealing with Problem Performance **SkillSim** (0.5) ..[MGMT005B](#)
 Underperforming Employee – Now What? (a) [pc_bi_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 **SkillSim** (0.5) [MGMT007A](#)
 Delegating Appropriate Tasks (a) [pc_bi_mgbi007](#)
 Developing Employees through Delegation (a).... [pc_ch_lach017](#)

Facilitation Essentials

*3 titles (1.0) tbd

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

Facilitating Successfully

The Facilitator Role (4.0) [mgmt_08_a01_bs_enus](#)
 Facilitative Fundamentals: Tools and
 Techniques (4.5) [mgmt_08_a02_bs_enus](#)
 Facilitating Meetings and Work
 Groups (4.5)..... [mgmt_08_a03_bs_enus](#)
 Facilitating Difficult Situations (5.0)..... [mgmt_08_a04_bs_enus](#)
 Facilitative Tools and Formats: Offering
 Options (4.5)..... [mgmt_08_a05_bs_enus](#)
 Facilitative Leadership (4.5)..... [mgmt_08_a06_bs_enus](#)
 Facilitating Successfully **SkillSim** (0.5) [MGMT008A](#)

Essential Mentoring Techniques

*4 titles (1.0) tbd

The Essentials of Mentoring

Mentoring Effectively (2.0)..... [mgmt_10_a01_bs_enus](#)
 Mentoring as a Manager (2.0)..... [mgmt_10_a02_bs_enus](#)
 Implementing a Mentoring Program for
 the Organization (2.5)..... [mgmt_10_a03_bs_enus](#)
 Mentoring Strategies for the 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
SkillSim (0.5) [MGMT010A](#)

Appraising Performance

Assessing Performance
 Continuously (3.0)..... [mgmt_11_a01_bs_enus](#)
 Performance Reviews (3.5) [mgmt_11_a02_bs_enus](#)
 Appraising Performance **SkillSim** (0.5) [MGMT011A](#)
 Preparing for Your Performance Approval (a) [pc_bi_pfb017](#)
 Selecting the Appropriate Performance-appraisal
 Method (a) [pc_ch_hrch002](#)

Managing Organizational Change

Understanding Change (1.0) [mgmt_13_a01_bs_enus](#)
 Building Positive Support for
 Change (1.0) [mgmt_13_a02_bs_enus](#)
 Dealing with Resistance to Change (1.0). [mgmt_13_a03_bs_enus](#)
 Sustaining Organizational Change (1.0) .. [mgmt_13_a04_bs_enus](#)
 Communicating Organizational Change (a) [pc_bi_mgbi015](#)
 Communicating Properly during Layoffs (a)..... [pc_bi_hrb005](#)
 Involving Employees in Corporate Change (a) [pc_bi_lsbi011](#)
 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_lsbi018](#)
 Coaching (a) [pc_ch_lach024](#)

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

Technical Management Essentials

Transitioning from Technical

Professional to Management (1.0) [mgmt 19 a01 bs enus](#)

Strategies for Transitioning to Technical

Management (1.0)..... [mgmt 19 a02 bs enus](#)

Managing Technical Professionals (1.0).. [mgmt 19 a03 bs enus](#)

Performance Appraisal Essentials

Planning for Appraisals (1.0) [mgmt 17 a01 bs enus](#)

Conducting Traditional Appraisals (1.0) . [mgmt 17 a02 bs enus](#)

360-degree Appraisals (1.0) [mgmt 17 a03 bs enus](#)

Talent Management Essentials

Basics (1.0) [mgmt 18 a01 bs enus](#)

Planning (1.0) [mgmt 18 a02 bs enus](#)

Acquiring Talent (1.0)..... [mgmt 18 a03 bs enus](#)

Developing and Engaging Talent (1.0)... [mgmt 18 a04 bs enus](#)

Retaining Talent (1.0)..... [mgmt 18 a05 bs enus](#)

Attracting and Retaining Talent (a)..... [pc ch lach021](#)

Workforce Generations

Introduction to Cross-generational

Employees (1.0)..... [mgmt 20 a01 bs enus](#)

Working with a Multi-generational

Team (1.0) [mgmt 20 a02 bs enus](#)

Working with the 21st-century

Generation Mix (1.0)..... [mgmt 20 a03 bs enus](#)

Managing During Difficult Times

*4 titles (1.0) tbd

Dismissing an Employee

*2 titles (1.0) tbd

The Fundamentals of Business Crisis Management

Preparing for Business Crises (2.0)..... [MGMT0171](#)

Responding to Business Crises (3.0)..... [MGMT0172](#)

Recovering from Business Crises (2.0)..... [MGMT0173](#)

Business Crises Management **SkillSim** (0.5) [MGMT0170](#)

Is Your Company Prepared for a Crisis? (a)..... [pc bi mgbi006](#)

Demonstrating Accountability in a Crisis

Situation (a) [pc ch lach007](#)

Perseverance and Flexibility in Times of Crisis (a)

..... [pc ch lach026](#)

Strategies for Successful Employee On-Boarding

*3 titles (1.0) tbd

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

MARKETING CURRICULUM

Marketing Essentials

Introduction to Marketing (1.0)..... [mkt 01 a01 bs enus](#)

Planning and People (1.0) [mkt 01 a02 bs enus](#)

Product and Price (1.0)..... [mkt 01 a03 bs enus](#)

Place (1.0) [mkt 01 a04 bs enus](#)

Promotion (1.0)..... [mkt 01 a05 bs enus](#)

Marketing and Ethics (1.0)..... [mkt 01 a06 bs enus](#)

Advertising Costs, PR Pays (a) [pc bi spbi008](#)

Sales and Marketing: Two Sides of the Same

Coin? (a) [pc bi spbi011](#)

Trade Show Marketing – Planning Ahead (a) [pc bi spbi013](#)

Increasing Competitiveness through

Collaboration (a)..... [pc ch lsch006](#)

Strategic Brand Management

*4 titles (1.0) tbd

Strategic Brand Management

Introduction to Brand Management (3.5) [MKT0211](#)

Building Brand Equity (3.5)..... [MKT0212](#)

Managing the Creative Elements of Brand (3.5) [MKT0213](#)

Promoting Your Brand to Consumers (3.0)..... [MKT0214](#)

Evaluating Brand Effectiveness (6.0) [MKT0215](#)

Managing and Maintaining Brand Equity (4.5)..... [MKT0216](#)

Using Blogs to Attract Customers (a) [pc bi spbi010](#)

Using Web Analytics to Increase Sales (a) [pc bi spbi012](#)

Using Online Strategies to Accelerate Sales

Performance (a) [pc ch spch001](#)

Competitive Marketing Strategies

*3 titles (1.0) tbd

Competitive Marketing Strategies

Competitive Strategies for a New Marketplace (2.5) [MKT0231](#)

Surpassing the Competition (3.0)..... [MKT0232](#)

Product Management Essentials

Designing Products to Fit the Channel (a) [pc bi spbi005](#)

OPERATIONS CURRICULUM

Managing Customer Driven Process Improvement

*7 titles (1.0) tbd

Managing Customer-Driven Process Improvement

Why Customer Driven? (2.5) [OPER0121](#)

Identifying What the Customer Wants (3.0)..... [OPER0122](#)

Translating Requirements into Process Goals (3.5)..... [OPER0123](#)

Understanding Processes (2.5) [OPER0124](#)

Implementing Improvements (2.5) [OPER0125](#)

Managing Process Improvements (3.0) [OPER0126](#)

Managing Customer-Driven Process Improvement

SkillSim (0.5) [OPER0120](#)

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

Fundamentals of Lean for Business Organizations

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

Operations Management

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

KnowledgeCenter for Six Sigma is available

Six Sigma Foundations

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

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

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

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

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

Six Sigma Green Belt: Define (ASQ)

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

Six Sigma Green Belt: Measurement (ASQ)

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

Six Sigma Green Belt: Analyze (ASQ)

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

Six Sigma Green Belt: Improve and Control (ASQ)

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

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

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

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

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

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

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

Six Sigma Black Belt (2007 BOK): Team Management

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

Six Sigma Black Belt (2007 BOK): Define

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

Six Sigma Black Belt (2007 BOK): Measure

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

Six Sigma Black Belt (2007 BOK): Analyze

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

Six Sigma Black Belt (2007 BOK): Improve

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

Six Sigma Black Belt (2007 BOK): Control

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

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

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

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

Six Sigma: Champion Training

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

Certified Manager of Quality/Organizational Excellence (exam CQM)

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

PERSONAL DEVELOPMENT CURRICULUM

KnowledgeCenter for Professional Foundations is available

Effective Time Management

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

Personal Productivity Improvement

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

Building and Maintaining Trust

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

Business Ethics

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

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

Business Ethics

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

Dealing with Organizational Change

Understanding Organizational Change (1.0) .	<u>pd 13 a01 bs enus</u>
Preparing for Organizational Change (1.0)....	<u>pd 13 a01 bs enus</u>
Embracing Organizational Change (1.0)	<u>pd 13 a01 bs enus</u>
Managing the Stress of Organizational Change (a)	
.....	<u>pc bi mgbi004</u>
The Importance of Flexibility in the Workplace (a)	<u>pc bi pfbi007</u>

Problem Solving and Decision Making Strategies

Problem Solving: The Fundamentals (1.0)	<u>pd 12 a01 bs enus</u>
Problem Solving: Determining and	
Building Your Strengths (1.0).....	<u>pd 12 a02 bs enus</u>
Problem Solving: Digging Deeper (1.0)	<u>pd 12 a03 bs enus</u>
Decision Making: The Fundamentals (1.0) ...	<u>pd 12 a04 bs enus</u>
Decision Making: Tools and	
Techniques (1.0).....	<u>pd 12 a05 bs enus</u>
Decision Making: Making Tough	
Decisions (1.0).....	<u>pd 12 a06 bs enus</u>
Turning Problems Around with Reverse	
Brainstorming (a).....	<u>pc bi lsbi017</u>
Playing the Devil’s Advocate in	
Decision Making (a)	<u>pc bi pfbi005</u>
Uncovering the Root Problem (a)	<u>pc ch lach003</u>

Doing Business Professionally

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

Doing Business Professionally

Working for Your Inner Boss: Personal	
Accountability (2.0).....	<u>pd 05 a01 bs enus</u>
Managing from Within: Self-empower-	
ment (2.0).....	<u>pd 05 a02 bs enus</u>
Goals and Setting Goal (2.0)	<u>pd 05 a03 bs enus</u>
Creating a Positive Attitude (2.0).....	<u>pd 05 a04 bs enus</u>
Pursuing Successful Lifelong Learning (2.0)	<u>pd 05 a05 bs enus</u>
Doing Business Professionally: SkillSim (0.5)	<u>PD005A</u>
Reframing Negative Situations (a).....	<u>pc bi hrbi008</u>
Managing Goals (a)	<u>pc ch lach027</u>
Disciplines of Organizational Learning:	
Personal Mastery (a).....	<u>pc bi pfbi011</u>
Safe Small Talk (a).....	<u>pc bi pfbi012</u>

Peer Relationships

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

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

Optimizing Your Work/Life Balance

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

Diversity on the Job

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

Telecommuting and the Remote Employee

Maximizing Productivity as a Remote	
Employee (1.0)	<u>pd 08 a01 bs enus</u>
Communication Strategies for the Remote	
Employee (1.0)	<u>pd 08 a02 bs enus</u>

Generating Creative and Innovative Ideas

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

Managing Your Career

Creating a Plan (1.0).....	<u>pd 10 a01 bs enus</u>
Getting on the Right Track (1.0)	<u>pd 10 a02 bs enus</u>
Professional Networking Essentials (1.0)	<u>pd 10 a03 bs enus</u>
You and Your Boss (1.0).....	<u>pd 10 a04 bs enus</u>
Leveraging the Performance Appraisal (1.0)	<u>pd 10 a05 bs enus</u>
Managing Your Relationship with Your	
Boss SkillSim (0.5)	<u>PD010A</u>
Conquering Career Stagnation (a).....	<u>pc bi pfbi019</u>
Developing Your Career (a)	<u>pc ch lach037</u>
Employee Exhaustion: Managing a Well-balanced	
Workload (a).....	<u>pc bi mgbi010</u>
Managing Workplace Stress (a).....	<u>pc bi hrbi006</u>

Risk Management

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

Working without a Net – The Business of Risk

Risk Basics (2.0).....	<u>PD0241</u>
Approaches to Risk Management (2.0)	<u>PD0242</u>
Decisions and Risk (2.0)	<u>PD0243</u>
Strategic Planning and Risk Management (2.5)	<u>PD0244</u>
Risk Strategies: The Cutting Edge (2.5)	<u>PD0245</u>
Working without a Net: Decisions SkillSim (0.5)	<u>PD0240</u>

Critical Thinking Essentials

What is Critical Thinking? (1.0)	<u>pd 14 a01 bs enus</u>
Applying Critical Thinking Skills (1.0)	<u>pd 14 a02 bs enus</u>
Critical Thinking (a).....	<u>pc ch lach025</u>

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

Performance Under Pressure

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

Perseverance and Resilience

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

Interviewing Strategies (for the Interviewee)

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

Campus to Corporate

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

PROGRAM MANAGEMENT CURRICULUM

Program Management Overview

Introduction to Program Management (1.5) [proj_16_a01_bs_enus](#)

Program Life Cycle and Benefits

Management (2.0).....[proj_16_a02_bs_enus](#)

PROJECT MANAGEMENT CURRICULUM

KnowledgeCenter for Project Management is available

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

Express Guides

> CompTIA Project+ 2009 Express

Guide (37.5)..... [pc_eg_444139](#)

Project Management for Non-Project Managers

Project Management Fundamentals (2.5)[proj_01_a01_bs_enus](#)

Transitioning into a Project Management

Role (3.0)[proj_01_a02_bs_enus](#)

Initiating and Planning a Project (2.0)[proj_01_a03_bs_enus](#)

Managing a Project (2.5).....[proj_01_a04_bs_enus](#)

Troubleshooting and Closing the

Project (2.0)[proj_01_a05_bs_enus](#)

Project Management for Non-Project

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

Managing Project without Direct Authority (a) ... [pc_bi_pmbi001](#)

Ensuring Management Buy-in on a Project (a) ... [pc_bi_pmbi002](#)

Managing Conflict in Project Teams (a) [pc_bi_pmbi003](#)

Managing Scope on a Project (a) [pc_bi_pmbi004](#)

Weighing the Costs of Project Change (a)..... [pc_bi_pmbi005](#)

Managing Vendor Relationships (a) [pc_bi_pmbi006](#)

Anticipating and Solving Problems as a

Project Champion (a)..... [pc_bi_pmbi007](#)

Addressing Stakeholder Conflicts (a) [pc_bi_pmbi008](#)

Portfolios, Programs, and Projects: What's

The Difference (a) [pc_bi_pmbi009](#)

Controlling Project Cost (a) [pc_bi_pmbi010](#)

Mitigating Risks when Improving Processes (a) . [pc_bi_pmbi011](#)

Handling a Change Request (a)..... [pc_ch_pmch001](#)

Scope Definition Tools and Techniques (a)..... [pc_ch_pmch002](#)

Ethics and Risks: Why They Matter in

Project Success (a)..... [pc_ch_pmch003](#)

Project Management Essentials (a) [pc_ch_lach041](#)

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

Project Management Professional Exam PMP 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 **SkillSim** (0.5)[PROJ011A](#)

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

Project Communications Management (PMBOK – Fourth Edition aligned)

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

Project Risk Management (PMBOK – Fourth Edition aligned)

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

Project Procurement Management (PMBOK – Fourth Edition aligned)

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

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

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

TestPrep Project Management Professional

(PMP) PMBOK Guide Fourth Edition
Alignedpm proj a01 tp enus

TestPrep Certified Associate in Project

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

KnowledgeCenter for Project Management PRINCE2-aligned is available

PRINCE2: 2009 Foundation

Mentoring PRINCE2: Foundation mntprince2f
Overview of Project Management
(PRINCE2® 2009-aligned) (1.0)ib prin a01 it enus
Project Organization, Planning and Risk
(PRINCE2® 2009-aligned) (1.0)ib prin a02 it enus
Project Quality, Change and Progress
(PRINCE2® 2009-aligned) (1.0)ib prin a03 it enus
Starting Up, Initiating and Directing a Project
(PRINCE2® 2009-aligned) (1.0)ib prin a04 it enus
Controlling, Managing and Closing a Project
(PRINCE2® 2009-aligned) (1.0)ib prin a05 it enus
Tailoring PRICE2 to a Project Environment
(PRINCE2® 2009-aligned) (1.0)ib prin a06 it enus

TestPrep PRINCE2: Foundationib 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 titlestbd

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 **SkillsSim** (0.5)SALE0100
Field Sales Skills Blended Learning ToolkitBLTSA010
Don't Only Go for the Big Fish (a) pc bi spbi009
Using Persuasion Techniques to Boost Sales (a) .. pc bi spbi018

Territorial Account Sales Skills

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

Inside Sales Skills

Preparing for Outbound Sales Calls (6.0)SALE0121
Initiating Outbound Sales Calls (3.5)SALE0122
Completing Outbound Sales Calls (5.0)SALE0123
Preparing for Inbound Sales Calls (5.0)SALE0124
Completing Inbound Sales Calls (5.0)SALE0125
Inside Sales Skills **SkillsSim** (0.5)SALE0120
Inside Sales Skills Blended Learning ToolkitBLTSA012

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

Strategic Account Sales Skills

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

Selling at the Executive Level

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

Sales Team Management

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

SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

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

SalesUniversity Sales Math 101: Developing a Sales Plan for Success

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

SalesUniversity Sales Manufacturing: A Success Model

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

SalesUniversity Sales Communication 101

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

STRATEGIC PLANNING CURRICULUM

Moving From an Operational Manager to a Strategic Thinker

Thinking Strategically (2.0)	<u>stgy 01 a01 bs enus</u>
Sustaining Competitive Advantage (3.0)....	<u>stgy 01 a02 bs enus</u>
The Imperatives of Innovation and Leadership in Strategy (2.5)	<u>stgy 01 a03 bs enus</u>
Planning and Implementing a Business Strategy (2.5)	<u>stgy 01 a04 bs enus</u>
Moving From an Operational Manager To a Strategic Thinker SkillSim (0.5).....	<u>STGY001A</u>
Leading Outside the Organization (a)	<u>pc bi lsbi005</u>
Effective Critical Analysis of Business Reports (a)	<u>pc bi pfbi004</u>
Returning to Core Competencies (a).....	<u>pc bi lsbi014</u>
External Consultants Can Help (a).....	<u>pc ch mgch004</u>
Competitive Awareness and Strategy (a).....	<u>pc ch lach022</u>

Leading and Implementing Sustainable Green Business Strategies

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

Strategic IT Planning

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

Cloud Computing for Business Professionals

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

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

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

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

TEAM BUILDING CURRICULUM

Optimizing Your Performance on a Team

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

Leading Teams

Launching a Successful Team (1.0) team 03 a01 bs enus
Establishing Goals, Roles, and
 Guidelines (1.0) team 03 a02 bs enus
Developing the Team and its Culture (1.0) team 03 a03 bs enus
Building Trust and Commitment (1.0)..... team 03 a04 bs enus
Fostering Effective Communication and
 Collaboration (1.0) team 03 a05 bs enus
Motivating and Optimizing
 Performance (1.0) team 03 a06 bs enus
Dealing with Conflict (1.0) team 03 a07 bs enus
Managing Virtual Teams (1.0) team 03 a08 bs enus
Building Trust Incrementally (a)..... pc bi lsbi004
Inspiring Your Team (a) pc bi lsbi010
Support Your Leader (a) pc bi pfbi010
Choosing the Right Team Culture (a) pc ch pfch006
Managing Communications in a Virtual Team (a)
 pc bi mgbi001
Developing Self-Sufficient Teams (a) pc ch mgch001
Building and Leading Teams (a)..... pc ch lach023

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

Making Cross Functional Teams Work

*4 titles (1.0) tbd

Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent (3.5)..... TEAM0211
Analyzing Workplace War Zones (2.5)..... TEAM0212
Getting Past Clashes: Valuing Team Diversity (2.5).. TEAM0213
Conquering Conflict through Communication (3.0) .. TEAM0214
The Path to Peace and Harmony (2.5) TEAM0215
Manager's Performance Guide – Team
 Conflict Skills (1.5) TEAM0216
Making Teams Work **SkillSim** (0.5) TEAM0210
Using Conflicts to an Organization's Advantage (a)
 pc bi mgbi002
Mediating Project Team Conflict (a) pc bi pfbi006
Facilitating Work-related Conflict Discussions (a) pc bi pfbi015

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

LEGAL COMPLIANCE CURRICULA

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

HR COMPLIANCE

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

ETHICS

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

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

HARASSMENT

Sexual Harassment Awareness for Supervisors and Managers

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

HIPAA

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

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

KnowledgeCenter for DoD 8570.1 is available

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

ENVIRONMENTAL, SAFETY, AND HEALTH COMPLIANCE CURRICULA

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

ENVIRONMENTAL

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

SAFETY AND HEALTH

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

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

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

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

Workplace Inspections (1.0) [esh sah a40 sh enus](#)
 Workplace Safety Orientation (1.0) [SAH0486](#)
 Workplace Security Awareness (1.0)..... [SAH0487](#)

HAZWOPER ANNUAL REFRESHER (8.0)

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

TRANSPORTATION

DOT Drug and Alcohol Awareness (2.0) ... [esh trns a01 sh enus](#)
 DOT Security for Shipment of
 Hazardous Materials (1.0) [esh trns a02 sh enus](#)
 DOT 1: Hazardous Materials Table (1.0) [TRNS0201](#)
 DOT 2: Packaging and Labeling (1.5) [TRNS0202](#)
 DOT 3: Shipping Papers (0.5) [TRNS0203](#)
 DOT 4: Loading and Storage (1.0) [TRNS0204](#)
 IATA 1: Hazard Class
 Identification/Classification (1.5)..... [TRNS0205](#)
 IATA 2: Marking and Labeling (1.0)..... [TRNS0206](#)
 IATA 3: Packaging (1.5) [TRNS0207](#)
 IATA 4: Documentation (1.0)..... [TRNS0208](#)
 IATA 5: Limitations and Shipment Review (1.0) [TRNS0209](#)

FUNDAMENTALS

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

SECURITY

NFPA 1600 Disaster/Emergency
 Management (1.0)..... [esh sec a01 sh enus](#)
 NFPA 1600 Business Continuity
 Programs (1.0) [esh sec a02 sh enus](#)

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

DESKTOP SKILLS CURRICULA

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

Information Security for End Users

*4 titles..... tbd

Information Security Best Practices for Business Users

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

MICROSOFT OPERATING SYSTEMS

Microsoft Windows 7: First Look for End Users

First Look for End Users (2.0) [mw mwfe a01 dt enus](#)

Microsoft Windows 7: End User

Getting Started with Windows 7 (1.5) ... [mw mweu a01 dt enus](#)
 Setting Up and Securing
 Windows 7 (2.0) [mw mweu a02 dt enus](#)
 Customizing Windows 7 (1.0) [mw mweu a03 dt enus](#)

Apple Mac OS X for End Users

*2 titles..... tbd

Microsoft Windows Vista for the End User

Getting Started with Windows Vista (1.2) [mv wveu a01 it enus](#)
 Work with Files, Programs and Printing
 In Windows Vista (1.8) [mv wveu a02 it enus](#)
 Navigating the Web and System
 Maintenance with Windows Vista (1.7) [mv wveu a03 it enus](#)

Microsoft Windows Vista: New Features

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

Microsoft Windows XP Getting Started

Introducing Windows XP (1.3) [112615 eng](#)

Microsoft Windows XP – New Features

Windows XP: Fundamentals (3.7) [112553 eng](#)
 Windows XP: Advanced (4.7) [112554 eng](#)

Microsoft Windows XP for Beginners

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

Home Networking with Microsoft Windows XP

Home Networking with Microsoft
 Windows XP (1.0) [66335 eng](#)

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

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.....[mnt77881](#)

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

Formatting and Working with Text in

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

Organizing and Arranging Text in

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

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

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

Reviewing Documents in

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

Saving, Sharing, and Printing in

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

Customizing the Behavior and

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

Drawing and Inserting Graphics in

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

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

Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds,

Watermarks, and Quick Parts in

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

Adding Tables of Contents, Footnotes,

Hyperlinks, and Bookmarks in

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

Forms, Fields, and Mail Merge in

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

Managing, Inspecting, and Recovering

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

Creating and Formatting Tables in

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

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

Embedding Charts and Tables in

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

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

Microsoft Office 2010: Beginning Excel

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

Microsoft Office 2010: Advanced Excel

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

Microsoft Office 2010: Power User Excel

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

Microsoft Office 2010: Beginning PowerPoint

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

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

Microsoft Office 2010: Advanced PowerPoint

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

Microsoft Office 2010: Beginning Outlook

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

Microsoft Office 2010: Advanced Outlook

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

Microsoft Office 2010: Beginning Access

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

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

Microsoft Office 2010: Advanced Access

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

Microsoft Office 2010: Beginning Project

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

Microsoft Office 2010: Advanced Project

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

Microsoft Office 2010: Beginning Visio

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

Microsoft SharePoint 2010: New Features for End Users

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

Microsoft SharePoint 2010 for End Users

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

Microsoft SharePoint 2010: New Features for Power Users

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

Microsoft SharePoint 2010 for Power Users

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

MICROSOFT OFFICE FOR MAC 2011

Microsoft Office for Mac 2011: Beginning Word

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

Microsoft Office for Mac 2011: Beginning Excel

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

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

Microsoft Office for Mac 2011: Beginning PowerPoint

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

Microsoft Office for Mac 2011: Beginning Outlook

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

MICROSOFT OFFICE 2007

(Microsoft Office exams are supported by mentoring)

KnowledgeCenter for Microsoft Office 2007 is available

Microsoft Office 2007: New Features

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

Microsoft Office 2007: Beginning Word

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

Microsoft Office 2007: Advanced Word

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

Microsoft Office 2007: Word for the Power User

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

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

Microsoft Office 2007: Beginning Excel

Mentoring Using Excel 2007.....[mntex2007](#)
 Getting Started with Excel 2007 (1.8).....[mo_bgex_a01_dt_enus](#)
 Manipulating and Formatting Data and
 Worksheets (3.5).....[mo_bgex_a02_dt_enus](#)
 Reviewing and Printing in Excel
 2007 (1.3).....[mo_bgex_a03_dt_enus](#)
 Excel 2007 Formulas and Functions (2.2) [mo_bgex_a04_dt_enus](#)
 Excel 2007 Charts, Pictures, Themes,
 And Styles (1.7).....[mo_bgex_a06_dt_enus](#)
TestPrep: Using Excel 2007.....[tpex2007_eng](#)

Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel
 2007 (2.3).....[mo_adex_a01_dt_enus](#)
 Advanced Data Management in
 Excel 2007 (1.7).....[mo_adex_a02_dt_enus](#)
 Advanced Customization in Excel
 2007 (1.9).....[mo_adex_a03_dt_enus](#)

Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007 (3.8).....[mo_expu_a01_dt_enus](#)
 Protecting and Sharing Excel 2007
 Workbooks (1.9).....[mo_expu_a02_dt_enus](#)
 Exchanging Data with Excel 2007 (2.8) [mo_expu_a03_dt_enus](#)

Microsoft Office 2007: Beginning PowerPoint

Mentoring: Using PowerPoint 2007.....[mntpp2007](#)
 Getting Started with PowerPoint
 2007 (1.0).....[mo_bgpp_a01_dt_enus](#)
 Adding Graphics to Presentations in
 PowerPoint 2007 (1.5).....[mo_bgpp_a02_dt_enus](#)
 Adding Multimedia and Animations to
 Presentations (1.0).....[mo_bgpp_a03_dt_enus](#)
TestPrep: Using PowerPoint 2007.....[tppp2007_eng](#)

Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in
 PowerPoint 2007 (0.5).....[mo_adpp_a01_dt_enus](#)
 Distributing Presentations in
 PowerPoint 2007 (0.5).....[mo_adpp_a02_dt_enus](#)

Microsoft Office 2007: Beginning Outlook

Mentoring Using Outlook 2007.....[mntol2007](#)
 Getting Started with Outlook 2007 (1.5) [mo_bgol_a01_dt_enus](#)
 Formatting and Managing E-mail in
 Outlook 2007 (1.5).....[mo_bgol_a02_dt_enus](#)
 Using the Calendar in Outlook
 2007 (1.9).....[mo_bgol_a03_dt_enus](#)
 Using Contacts, Tasks, Notes, and
 Customizing the Interface in Outlook
 2007 (2.8).....[mo_bgol_a04_dt_enus](#)
 Completing Searches, Printing Items,
 And Working with RSS Feeds in
 Outlook 2007 (1.5).....[mo_bgol_a05_dt_enus](#)
TestPrep: Using Outlook 2007.....[tpol2007_eng](#)

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

Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and
 Using the Journal (1.5).....[mo_adol_a01_dt_enus](#)
 Configuring Rules, Alerts, and Junk
 E-mail Settings in Outlook 2007 (1.5)..[mo_adol_a02_dt_enus](#)
 Working with SharePoint, Calendars,
 And Forms in Outlook 2007 (0.5).....[mo_adol_a03_dt_enus](#)

Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working
 Offline in Outlook 2007 (2.5).....[mo_olpu_a01_dt_enus](#)
 Instant, Text, and Unified Messaging
 In Outlook 2007 (0.5).....[mo_olpu_a02_dt_enus](#)
 Business Contact Manager with
 Outlook 2007 (2.0).....[mo_olpu_a03_dt_enus](#)

Microsoft Office 2007: Beginning Access

Mentoring Using Access 2007.....[mntac2007](#)
 Getting Started with Access 2007 (1.3)..[mo_bgac_a01_dt_enus](#)
 Basic Access 2007 Tables (1.8).....[mo_bgac_a02_dt_enus](#)
 Basic Access 2007 Forms (1.5).....[mo_bgac_a03_dt_enus](#)
 Queries and reports in Access 2007 (2.2)[mo_bgac_a04_dt_enus](#)
TestPrep: Using Access 2007.....[tpac2007_eng](#)

Microsoft Office 2007: Advanced Access

Importing and Exporting Data and
 Data Presentation in Access 2007 (1.5)[mo_adax_a01_dt_enus](#)
 Advanced Data Management in
 Access 2007 (2.7).....[mo_adax_a02_dt_enus](#)

Microsoft Office 2007: Access for the Power User

Programmability and Administration
 In Access 2007 (1.3).....[mo_acpu_a01_dt_enus](#)
 Database Administration in
 Access 2007 (2.2).....[mo_acpu_a02_dt_enus](#)

Microsoft Office 2007: Beginning Project

Creating and Designing a Project (3.3)..[mo_bgpr_a01_dt_enus](#)
 Specifying and Assigning Resources
 In Project 2007 (2.5).....[mo_bgpr_a02_dt_enus](#)
 Tracking and Reporting Progress (2.7)....[mo_bgpr_a03_dt_enus](#)

Microsoft Office 2007: Advanced Project

Advanced Customization (2.0).....[mo_adpr_a01_dt_enus](#)
 Project Data Management and
 Performance (3.0).....[mo_adpr_a02_dt_enus](#)

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

Microsoft Office Project Server 2007 Managing Projects
(exam 70-633)

Mentoring Microsoft Office Project Server 2007,
Managing Projects [mnt70632](#)
Initiating Projects with Project
Server 2007 (2.5) [mo_psmpr a01 dt enus](#)
Planning Projects with Project
Server 2007 (2.0) [mo_psmpr a02 dt enus](#)
Managing Resource Capacity in
Project Server 2007 (2.5) [mo_psmpr a03 dt enus](#)
Executing Projects with Project
Server 2007 (2.0) [mo_psmpr a04 dt enus](#)
Monitoring, Controlling, and Closing
Projects with Project Server 2007 (2.5) [mo_psmpr 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 SharePoint Server 2007 End User

SharePoint 2007 Essentials (2.8) [250450_eng](#)
Creating and Managing Personal Sites and
Searches in SharePoint 2007 (2.7) [250463_eng](#)

Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Collaborating with Groove and
Communicator (2.0) [mo_ncmg a01 dt enus](#)
Sharing Information with
OneNote 2007 (0.5) [mo_ncmg a02 dt enus](#)

Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007 (2.0) .. [mo_otwa a01 dt enus](#)
Outlook Web Access 2007 Advanced
Features (1.0) [mo_otwa a02 dt enus](#)

Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live
Meeting (1.0) [mo_lmeu a01 dt enus](#)
Hosting a Microsoft Office 2007 Live
Meeting (1.5) [mo_lmeu a02 dt enus](#)

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

MICROSOFT OFFICE 2003

(Microsoft Office exams supported by mentoring)

KnowledgeCenter for Microsoft Office 2003 is available

Microsoft Office 2003: New Features

New Features for End Users (2.3) [117529_eng](#)
New Features for Outlook Users (2.3) [126060_eng](#)
New Features for Advanced Users (4.0) [117530_eng](#)
New Applications (1.0) [117531_eng](#)

Microsoft Office 2003: Getting Started

Introduction to Microsoft Office 2003 (3.0) [121587_eng](#)
Formatting and Printing Files in Office 2003 (2.7) [121643_eng](#)

Microsoft Office 2003: Beginning Word

Mentoring Word 2003 [mntwd2003c](#)
Getting Started with Word 2003 (1.3) [112997_eng](#)
Working with Text and Paragraphs in
Word 2003 (2.0) [124981_eng](#)
Structuring, Editing, Saving, and Opening
Documents in Word 2003 (2.3) [123383_eng](#)
Printing, Help, and Automated Formatting in
Word 2003 (3.0) [116299_eng](#)
Working with Documents in Word 2003 (2.3) [112998_eng](#)
Working with Tables and Media Features in
Word 2003 (3.3) [116894_eng](#)

Microsoft Office 2003: Advanced Word

Mentoring Word 2003 Expert [mntwd2003e](#)
Advanced Formatting in Word 2003 (2.0) [113095_eng](#)
Advanced Document Navigation in
Word 2003 (1.3) [126778_eng](#)
Advanced Data Manipulation Features in
Word 2003 (2.0) [113114_eng](#)
Using Tables, Charts, and Graphics in
Word 2003 (1.7) [126789_eng](#)
Advanced Documents Features in
Word 2003 (2.0) [121072_eng](#)
Collaborative Features in Word 2003 (3.7) [113139_eng](#)

Microsoft Office 2003: Beginning Excel

Mentoring Excel 2003 [mntex2003c](#)
Basic Features of Excel 2003 (3.3) [113187_eng](#)
Formatting Data in Excel 2003 (2.0) [119827_eng](#)
Printing and Collaborating in Excel 2003 (2.0) [122518_eng](#)
Excel 2003 Formulas and Functions (2.7) [113221_eng](#)
Excel 2003 Chart and Multimedia Features (3.3) [119828_eng](#)

Microsoft Office 2003: Advanced Excel

Mentoring Excel 2003 Expert [mntex2003e](#)
Advanced Customization in Excel 2003 (2.7) [119829_eng](#)
Advanced Formatting in Excel 2003 (2.0) [125656_eng](#)
Advanced Data Management in Excel 2003 (2.3) ... [113262_eng](#)
Advanced Data Analysis in Excel 2003 (3.0) [113309_eng](#)
Advanced Validation and Collaboration in
Excel 2003 (3.3) [121344_eng](#)
Advanced Data Exchange in Excel 2003 (3.7) [119748_eng](#)

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

Microsoft Office 2003: Beginning Access

<u>Mentoring</u> Access 2003	<u>mmtac2003c</u>
Getting Started with Access 2003 (2.7)	<u>125937 eng</u>
Basic Access 2003 Tables (3.0)	<u>125947 eng</u>
Basic Access 2003 Forms (2.7)	<u>125956 eng</u>
Using Queries and Reports in Access 2003 (3.7).....	<u>125964 eng</u>
Personalizing and Maintaining Access 2003(1.3)....	<u>125984 eng</u>

Microsoft Office 2003: Advanced Access

Enhancing Tables, Forms, and Reports in Access 2003 (2.3)	<u>126934 eng</u>
Advanced Querying in Access 2003 (1.7)	<u>126944 eng</u>
Working with Data and Presentation in Access 2003 (2.0)	<u>126950 eng</u>
Access 2003 and the Web (1.3)	<u>126959 eng</u>
Access 2003 Programmability (1.3).....	<u>126965 eng</u>
Database Administration in Access 2003 (2.0).....	<u>126973 eng</u>

Microsoft Office 2003: Beginning PowerPoint

<u>Mentoring</u> PowerPoint 2003.....	<u>mntpp2003c</u>
Creating Basic Presentations using PowerPoint 2003 (2.7)	<u>121838 eng</u>
Slide Layout and Design in PowerPoint 2003 (1.6)	<u>123164 eng</u>
Using Visuals in PowerPoint 2003 Presentations (2.0)	<u>125933 eng</u>
Finalizing PowerPoint 2003 Presentations (2.0).....	<u>123167 eng</u>

Microsoft Office 2003: Advanced PowerPoint

Customizing PowerPoint 2003 Presentations (2.0)..	<u>121956 eng</u>
Preparing PowerPoint 2003 Presentations for Effective Delivery (1.7)	<u>125830 eng</u>
Running, Broadcasting, and Reviewing PowerPoint 2003 (2.7)	<u>124997 eng</u>
Settings, Customization, and Office 2003 Integration with PowerPoint 2003 (2.0).....	<u>121957 eng</u>

Microsoft Office 2003: Beginning Outlook

<u>Mentoring</u> Outlook 2003	<u>mmtol2003c</u>
Sending and Receiving Messages in Outlook 2003 (2.7)	<u>113430 eng</u>
Formatting and Managing Messages in Outlook 2003 (2.7).....	<u>128879 eng</u>
Scheduling Events, Appointments, and Meetings in Outlook 2003 (3.0).....	<u>128880 eng</u>
Using Tasks Lists, Contacts Lists, and Notes in Outlook 2003 (2.3)	<u>128881 eng</u>

Microsoft Office 2003: Advanced Outlook

Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003 (3.3).....	<u>131326 eng</u>
Tracking, Categorizing, Searching, and Printing in Outlook 2003 (3.7).....	<u>131341 eng</u>
Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003 (2.7).....	<u>113469 eng</u>
Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003 (3.3)	<u>129976 eng</u>

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

Microsoft Office 2003: Outlook for the Power User

Data Security in Outlook 2003 (2.7)	<u>132613 eng</u>
Archiving and Storing Data, and Using IRM in Outlook 2003 (1.3).....	<u>206606 eng</u>
Working in Outlook 2003 from Multiple Locations (3.3)	<u>132614 eng</u>
Newsreaders, Online Meetings, Instant Messaging, and Faxing Information in Outlook 2003 (2.7).....	<u>132615 eng</u>
Customizing Toolbars and Commands and Creating Forms in Outlook 2003 (3.3)	<u>132616 eng</u>
Outlook 2003 and the Business Contact Manager (3.7).....	<u>132617 eng</u>

Microsoft Office 2003: Beginning FrontPage

Getting Started with FrontPage 2003 (2.3).....	<u>121449 eng</u>
Working with Graphics, Hyperlinks, and Tables in FrontPage 2003 (3.0).....	<u>131714 eng</u>
Working with Web Sites in FrontPage 2003 (2.3)	<u>122475 eng</u>
Organizing Content Using Templates and Frames in FrontPage 2003 (2.3).....	<u>122481 eng</u>
Structuring and Publishing Web Sites in FrontPage 2003 (2.3).....	<u>122092 eng</u>

Microsoft Office 2003: Advanced FrontPage

Working with Code in FrontPage 2003 (2.3)	<u>122120 eng</u>
Importing and Working with Data in FrontPage 2003 (4.3).....	<u>121653 eng</u>
Enhancing Web Sites with Advanced FrontPage 2003 Features (3.0)	<u>122099 eng</u>
Administering Web Sites in FrontPage 2003 (1.7).....	<u>122100 eng</u>
Using Windows SharePoint Services and FrontPage 2003 (2.3).....	<u>131456 eng</u>

Microsoft Office 2003: Beginning Project Professional

Creating and Defining a Project (4.0).....	<u>132490 eng</u>
Specifying and Assigning Resources (2.7).....	<u>132510 eng</u>
Tracking and Reporting Progress (3.3).....	<u>132504 eng</u>

Microsoft Office 2003: Advanced Project Professional

Advanced Customization (2.3).....	<u>132661 eng</u>
Sharing Project Data and Working with Macros (2.0)	<u>132659 eng</u>
Organizing and Managing Project Information (3.0)	<u>205433 eng</u>
Working Collaboratively (2.3)	<u>201354 eng</u>
Enterprise Project Management (2.0).....	<u>201357 eng</u>
Advanced Analysis of Your Project (2.7).....	<u>206372 eng</u>

Microsoft Office 2003: Visio for Beginners

Creating Diagrams with Visio 2003 (3.3).....	<u>132531 eng</u>
Developing Diagrams with Visio 2003 (3.7).....	<u>132532 eng</u>
Visio 2003 and Other Programs (2.0)	<u>132533 eng</u>

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

Microsoft Office 2003: Publisher

Getting Started with Publisher 2003 (2.3)	204924_eng
Working with Text Boxes, Text, and Tables in Publisher 2003 (2.0)	207503_eng
Printing and Working with Graphics and Objects in Publisher 2003 (2.7)	204925_eng
Working with E-mail and Web Sites in Publisher 2003 (2.7)	204927_eng
Working with Mail and Catalog Merges in Publisher 2003 (1.0)	207309_eng
Advanced Design Techniques and Printing with Publisher 2003 (3.3)	204928_eng

MICROSOFT OFFICE XP

(Microsoft Office exams supported by mentoring)

KnowledgeCenter for Microsoft Office XP is available

Common Features Across Office Applications

Common Features in Microsoft Office XP (2.8)	115172_eng
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Beginning Word 2002

Mentoring Word 2002.....	mntwd2002c
Creating Documents in Word 2002 (3.6).....	114325_eng
Working with Documents in Word 2002 (2.0).....	114346_eng

Advanced Word 2002

Mentoring Word 2002 Expert.....	mntwd2002e
Advanced Formatting and Navigation in Word 2002 (2.6)	114968_eng
Advanced Document Features in Word 2002 (4.1)....	114983_eng
Collaborative Features in Word 2002 (2.9)	115008_eng

Beginning Excel 2002

Mentoring Excel 2002.....	mntex2002c
Basic Features of Excel 2002 (3.4)	115096_eng
Optimizing Excel 2002 (4.3)	115117_eng

Advanced Excel 2002

Mentoring Excel 2002 Expert.....	mntex2002e
Advanced Data Management in Excel 2002 (4.8).....	114461_eng
Advanced Data Manipulation and Analysis in Excel 2002 (4.1)	114635_eng

Beginning Access 2002

Mentoring Access 2002	mntac2002c
Introduction to Access 2002 (4.4)	117147_eng
Intermediate Access 2002 (3.8).....	117172_eng

Advanced Access 2002

Advanced Database Design in Access 2002 (5.8).....	116022_eng
Advanced Database Features in Access 2002 (6.3)....	116051_eng

Beginning PowerPoint 2002

Mentoring PowerPoint 2002.....	mntpp2002c
Creating Presentations using PowerPoint 2002 (5.4) .	115027_eng

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

Advanced PowerPoint 2002

Customizing, Running, and Broadcasting PowerPoint Presentations (3.0)	116195_eng
PowerPoint 2002 Customization and Office XP Integration (2.1)	116211_eng

Beginning FrontPage 2002 (z)

FrontPage 2002 Basics (4.0)	114938_eng
Enhancing and Managing Web Sites with FrontPage 2002 (2.1)	114955_eng

Advanced FrontPage 2002

Building and Modifying Web Sites in FrontPage 2002 (5.1)	115955_eng
Enhancing and Publishing Web Sites in FrontPage 2002 (4.5)	115977_eng

Beginning Outlook 2002

Mentoring Outlook 2002	mntol2002c
Introducing Outlook 2002 (4.4)	115146_eng

Advanced Outlook 2002

Managing Outlook 2002 (4.8).....	114389_eng
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New Features for Advanced Users

Office XP for the Advanced User (2.6)	116275_eng
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New Features for End-Users

New and Enhanced Features for End-Users in Office XP (3.8)	116224_eng
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New Office-wide Features

New Features Review of Microsoft Office XP (1.8) ..	116084_eng
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Beginning Visio 2002

Creating Diagrams in Visio 2002 (3.3).....	117077_eng
Working with Diagrams in Visio 2002 (2.0)	117090_eng

Microsoft Project 2002: Beginners

Mentoring Microsoft Project 2002 Comprehensive...	mntpr2002c
Getting Started with Project 2002 (1.7)	117545_eng
Up and Running with Project 2002 (2.0)	117554_eng
Tracking and Reporting with Project 2002 (1.7)	117565_eng

Microsoft Project 2002: Advanced

Data Sources, Templates, and Customization in Project 2002 (2.8)	117348_eng
Workgroup, Collaboration and Advanced Reporting Options in Project 2002 (3.0)	117361_eng

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

BUSINESS, REPORTING, AND RELATED TOOLS

SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning
(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](#)

SAP Crystal Reports 2010

*1 title..... tbd

Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI (2.1).....[234748 eng](#)
Managing Data and Distributing Reports with
Crystal Reports XI (2.9).....[234758 eng](#)

Adobe Reader 9

Adobe Reader 9 (1.5).....[at rean a01 dt enus](#)

Adobe Reader 8.0

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

Adobe Acrobat 9

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

Adobe Acrobat 8.0

Creating and Working with PDFs in
Adobe Acrobat 8 (2.5).....[at adab a01 dt enus](#)
Editing and Reviewing in Adobe
Acrobat 8 (1.0).....[at adab a02 dt enus](#)
Forms and Document Security in
Adobe Acrobat 8 (1.4).....[at adab a03 dt enus](#)
Advanced Features of Adobe
Acrobat 8 (2.0).....[at adab a04 dt enus](#)

QuickBooks Pro 2009 Fundamentals

Getting Started (3.0).....[hp iqbs a01 dt enus](#)

Adobe Photoshop CS4

Getting Started (2.0).....[at pcsf a01 it enus](#)
Beyond the Basics (3.0).....[at pcsf a02 it enus](#)

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

Adobe Photoshop CS3

Photoshop CS3 Basics (3.0).....[at pcst a01 it enus](#)
Selections and Layers in Photoshop
CS3 (2.0).....[at pcst a02 it enus](#)
Advanced Tools in Photoshop CS3 (2.5).....[at pcst a03 it enus](#)
Photoshop CS3 Animation and
Automation (1.5).....[at pcst a04 it enus](#)

Adobe Illustrator CS4

Getting Started (2.5).....[at icsf a01 it enus](#)
Beyond the Basics (2.5).....[at icsf a02 it enus](#)

Adobe Illustrator CS3

Getting Started with Illustrator CS3 (3.0).....[at icst a01 it enus](#)
Coloring Objects and Using Brushes in
Illustrator CS3 (2.5).....[at icst a02 it enus](#)
Manipulating Objects in Illustrator CS3 (2.5).....[at icst a03 it enus](#)
Using Type and Symbols in Illustrator
CS3 (2.5).....[at icst a04 it enus](#)
Importing and Tracing Images, and
Applying Effects in Illustrator CS3 (2.5).....[at icst a05 it enus](#)
Exporting and Printing Artwork in
Illustrator CS3 (2.5).....[at icst a06 it enus](#)

Adobe Dreamweaver CS4

Setting up a Site and Adding Content
in Dreamweaver CS4 (2.5).....[at dcsf a01 it enus](#)
Adding Links and Images
in Dreamweaver CS4 (1.5).....[at dcsf a02 it enus](#)
Tables, Accessibility, and Standards
in Dreamweaver CS4 (1.5).....[at dcsf a03 it enus](#)
Reusing Content in Dreamweaver CS4 (2.0).....[at dcsf a04 it enus](#)
Creating Interactive Web Pages in
Dreamweaver CS4 (2.5).....[at dcsf a05 it enus](#)
Cascading Style Sheets in Dreamweaver
CS4 (2.5).....[at dcsf a06 it enus](#)
Dreamweaver CS4 Site Maintenance and
Advanced Concepts.....[at dcsf a07 it enus](#)

Adobe Dreamweaver CS3

Setting up a Site and Adding Content
in Dreamweaver CS3 (2.5).....[at dcst a01 it enus](#)
Adding Links, Images, and Flash Objects
in Dreamweaver CS3 (3.0).....[at dcst a02 it enus](#)
Tables, Accessibility, and Standards
in Dreamweaver CS3 (2.0).....[at dcst a03 it enus](#)
Reusing Content in Dreamweaver CS3 (1.5).....[at dcst a04 it enus](#)
Creating Interactive Web Pages in
Dreamweaver CS3 (2.0).....[at dcst a05 it enus](#)
Cascading Style Sheets in
Dreamweaver CS3 (2.0).....[at dcst a06 it enus](#)
Dreamweaver CS3 Site Maintenance
and Advanced Concepts (1.5).....[at dcst a07 it enus](#)

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

Adobe Flash CS4

Introduction to Adobe Flash CS4
Professional (2.0).....at fcsf a01 it enus
Drawing and Working with Images in
Flash CS4 (2.5).....at fcsf a02 it enus
Using Flash CS4 Libraries, Text, and
Components (3.0).....at fcsf a03 it enus
Animation in Flash CS4 (2.5).....at fcsf a04 it enus
ActionScript and Multimedia in Flash
CS4 (2.0).....at fcsf a05 it enus
Workflow and Adobe Integration in Flash
CS4 (2.0).....at fcsf a06 it enus
Creating Navigation and Publishing Movies
in Flash CS4 (1.5).....at fcsf a07 it enus

Adobe Flash CS3

Introduction to the Features of Flash
CS3 (2.0).....at fcst a01 it enus
Drawing and Working with Symbols in
Flash CS3 (2.5).....at fcst a02 it enus
Using Text and Components in Flash
CS3 (2.0).....at fcst a03 it enus
Animation in Flash CS3 (1.5).....at fcst a04 it enus
ActionScript, Sound, and Video in Flash
CS3 (2.0).....at fcst a05 it enus
Workflow and Program Integration in
Flash CS3 (1.5).....at fcst a06 it enus
Creating Navigation and Publishing Movies
in Flash CS3 (1.5).....at fcst a07 it enus

Adobe AIR for Flash Developers

Adobe AIR for Flash Developers (1.0).....at aafd a01 it enus

Adobe Fireworks CS4

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

Adobe Captivate 4

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

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

IT PROFESSIONAL SKILLS CURRICULA

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OPERATING SYSTEM AND SERVER FUNDAMENTALS

CompTIA A+ 2009 Essentials

(CompTIA exam 220-701)

Mentoring 220-701 A+ Essentialsmmt220701

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

Configuring Displays, Peripherals,

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

Installing Windows Operating Systems

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

Using and Managing Windows

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

Troubleshooting Computers and

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

Security and Network Fundamentals

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

Operational Procedures and Preventative

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

TestPrep 220-701 A+ Essentialscs apet a01 tp enus

CompTIA A+ 2009 Practical Application

(CompTIA exam 220-702)

Mentoring 220-702 A+ Practical Application.....mmt220702

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

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

Maintaining Operating Systems

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

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

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

TestPrep 220-702 A+ Techniciancs apit a01 tp enus

CompTIA Server+ 2009

(exam SK0-003)

Mentoring SK0-003 Server+ 2009mmtsk0003

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

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

Server Functions and Network

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

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

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

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

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

Network and Storage Trouble-

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

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

CompTIA Strata Green IT

(exam FC0-GR1)

*? titles.....tbd

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

MICROSOFT CERTIFIED DESKTOP SUPPORT TECHNICIAN (MCDST)

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

Supporting Users and Troubleshooting a Windows XP Operating System (exam 70-271)

Mentoring: 70-271 Supporting Users and
Troubleshooting a Microsoft Windows XP
Operating System[mmt70271](#)
Installing Windows XP (1.8).....[216119_eng](#)
Managing and Troubleshooting Resources (2.3).....[216128_eng](#)
Managing and Troubleshooting Desktop
Storage and Settings (1.8).....[216150_eng](#)
Managing and Troubleshooting Devices,
Drivers, Local Security, and User Logon (2.2).....[216159_eng](#)
Managing and Troubleshooting Network Protocols
and Operating System Performance (2.4).....[216170_eng](#)
TestPrep: 70-271 Supporting Users and
Troubleshooting a Microsoft Windows XP
Operating System[tp70271_eng](#)

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

Mentoring: 70-272 Supporting Users and
Troubleshooting Desktop Applications on a
Microsoft Windows XP Operating System[mmt70272](#)
Resolving Issues with the Operating System
and Office Applications (2.0).....[214710_eng](#)
Resolving Issues with Outlook and Outlook
Express (2.3).....[214818_eng](#)
Resolving Issues with Hardware and Network
Connectivity (2.0).....[214830_eng](#)
Resolving Issues with Internet Explorer, Application
Security, and Security Incidents (2.3).....[214839_eng](#)
TestPrep: 70-272 Supporting Users and
Troubleshooting Desktop Applications on a
Microsoft Windows XP Operating System[tp70272_eng](#)

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

Mentoring: Windows 7: Enterprise Desktop
Support Technician.....[mmt70685](#)
Identifying and Resolving Windows 7
Application Issues (1.5).....[mw_mwet_a01_it_enus](#)
Management and Maintenance of
Windows 7 Client Systems (2.0).....[mw_mwet_a02_it_enus](#)
Troubleshooting Logon and Resource
Access Issues in Windows 7 (2.0).....[mw_mwet_a03_it_enus](#)
Resolving Windows 7 Network
Connectivity Issues (2.0).....[mw_mwet_a04_it_enus](#)
Troubleshooting IE8 and Encryption
Issues in Windows 7 (2.0).....[mw_mwet_a05_it_enus](#)
Protecting Windows 7 against Malware
and Vulnerabilities (1.5).....[mw_mwet_a06_it_enus](#)
TestPrep: Windows 7: Enterprise Desktop
Support Technician.....[mw_mwet_a01_tp_enus](#)

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

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

Mentoring: Windows 7: Enterprise Desktop
Administrator.....[mmt70686](#)
Planning for Windows 7
Deployment (2.0).....[mw_mwda_a01_it_enus](#)
Determining Application Compatibility
for Windows 7 (1.5)[mw_mwda_a02_it_enus](#)
Creating a Standard Image to Deploy
Windows 7 (1.0)[mw_mwda_a03_it_enus](#)
Deploying Windows 7 Using WDS
and USMT (2.0).....[mw_mwda_a04_it_enus](#)
Deploying Windows 7 Using
Lite-Touch Installation (1.0)[mw_mwda_a05_it_enus](#)
Deploying Windows 7 Using
Zero-Touch Installation (1.5)[mw_mwda_a06_it_enus](#)
Designing Windows 7Client
Configuration (2.5).....[mw_mwda_a07_it_enus](#)
Troubleshooting Windows 7 Client
Configuration (2.0).....[mw_mwda_a08_it_enus](#)
Designing Application and Update
Deployments for Windows 7 (2.0).....[mw_mwda_a09_it_enus](#)
TestPrep: Windows 7: Enterprise Desktop
Administrator.....[mw_mwda_a01_tp_enus](#)

MICROSOFT WINDOWS 7

Microsoft Windows 7: First Look for IT Professionals

First Look for IT Professionals (1.5).....[mw_mwfp_a01_it_enus](#)

Microsoft Windows 7: Configuration (exam 70-680)

Mentoring: 70-680 Windows 7: Configuring.....[mmt70680](#)
Installing, Upgrading, and Migrating to
Windows 7 (1.5)[mw_mwgcg_a01_it_enus](#)
Deploying Windows 7 (1.5).....[mw_mwgcg_a02_it_enus](#)
Configuring Hardware and Applications
in Windows 7 (1.5).....[mw_mwgcg_a03_it_enus](#)
Configuring Network Connectivity
in Windows 7 (2.0).....[mw_mwgcg_a04_it_enus](#)
Configuring Access to Resources in
Windows 7 (2.0).....[mw_mwgcg_a05_it_enus](#)
Configuring Mobile Computing in
Windows 7 (1.5)[mw_mwgcg_a06_it_enus](#)
Monitoring, Backing Up, and Restoring
Windows 7 Systems (2.5).....[mw_mwgcg_a07_it_enus](#)
TestPrep: 70-680 Windows 7:
Configuring.....[mw_mwgcg_a01_tp_enus](#)

CLOUD COMPUTING

Cloud Computing for IT Professionals

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

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

VMWARE

VMWare Overview

Virtualization with VMWare: An

Overview (2.0).....[vi vmwo a01 it enus](#)

VMWare Desktop Overview (2.5).....[vi vmwo a02 it enus](#)

VMWare Server Overview (1.0).....[vi vmwo a03 it enus](#)

VMWare Datacenter Overview (2.0).....[vi vmwo a04 it enus](#)

VM Workstation 7

Getting Started with Virtual Machines (3.0) [vi vmst a01 it enus](#)

Managing Virtual Machines (3.0)..... [vi vmst a02 it enus](#)

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

*1 title (1.0) tbd

MICROSOFT WINDOWS VISTA

Mentoring 70-621 PRO: Upgrading your MCDST

Certification to MCITP Enterprise Support[mmt70621](#)

Microsoft Windows Vista Client Configuration

(exam 70-620)

Mentoring 70-620 TS: Configuring Windows Vista

Client[mmt70620](#)

Installing Windows Vista (2.0)[mv wvcc a01 it enus](#)

Configure Windows Vista

Environments (0..5).....[mv wvcc a02 it enus](#)

Windows Vista Users and Groups (1.0)[mv wvcc a03 it enus](#)

Security in Windows Vista (2.0).....[mv wvcc a04 it enus](#)

Windows Vista Network

Connectivity (2.0).....[mv wvcc a05 it enus](#)

Configuring Windows Vista

Applications (1.5).....[mv wvcc a06 it enus](#)

Windows Vista Maintenance and

Optimization (2.0)[mv wvcc a07 it enus](#)

Windows Vista Mobile Computing

and Troubleshooting (2.5).....[mv wvcc a08 it enus](#)

TestPrep 70-620 TS: Configuring Windows

Vista Client[tp70620 eng](#)

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

Microsoft Windows Vista Client for Enterprise Support Technicians

(exam 70-622)

Mentoring 70-622 PRO: Supporting and

Troubleshooting Applications on a Microsoft

Windows Vista Client for Enterprise Support

Technicians[mmt70622](#)

Deploying Windows Vista (2.0).....[mv mvvet a01 it enus](#)

Troubleshooting Windows Vista

Deployments (2.5).....[mv mvvet a02 it enus](#)

Configuring and Troubleshooting

Windows Vista Security (2.5)[mv mvvet a03 it enus](#)

Configuring and Troubleshooting User

Access on Windows Vista (2.0)[mv mvvet a04 it enus](#)

Managing and Troubleshooting

Windows Vista Systems (2.0)[mv mvvet a05 it enus](#)

Troubleshooting Windows Vista

Performance and Reliability (2.0)[mv mvvet a06 it enus](#)

Configuring and Troubleshooting

Windows Vista Networking (2.5).....[mv mvvet a07 it enus](#)

Maintaining and Supporting

Applications on Windows Vista (1.5) ..[mv mvvet a08 it enus](#)

TestPrep 70-622 PRO: Supporting and

Troubleshooting Applications on a Microsoft

Windows Vista Client for Enterprise Support

Technicians[tp70622 eng](#)

TestPrep 70-621 PRO: Upgrading your MCDST

Certification to MCITP Enterprise Support [TP70621 eng](#)

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

MICROSOFT WINDOWS XP

Installing, Configuring, and Administering Microsoft Windows XP Professional

(exam 70-270)

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

Microsoft Windows XP Professional: Installation and Configuration I

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

Microsoft Windows XP Professional: Installation and Configuration II

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

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

Microsoft Windows XP Professional: Installation and Configuration III

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

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

TestPrep 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional[tp70270_eng](#)

MICROSOFT SYSTEM CENTER

Microsoft System Center Essentials

*5 titles.....[tbd](#)

MICROSOFT WINDOWS SERVER 2008

KnowledgeCenter for Microsoft Enterprise Solutions 2008 is available

Microsoft Windows Server 2008: Update to R2

Active Directory Domain Services in Windows Server 2008 R2 (1.5)[ws_mwur_a01_it_enus](#)

Management Improvements in Windows Server 2008 R2 (2.0)[ws_mwur_a02_it_enus](#)

Improvements to Role Services in Windows Server 2008 R2 (2.5)[ws_mwur_a03_it_enus](#)

Access Control in Windows Server 2008 R2 (1.0)[ws_mwur_a04_it_enus](#)

Microsoft Windows Server 2008: New Features

Introducing Windows Server 2008 (2.0)[ws_wsfl_a01_it_enus](#)

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

Microsoft Windows Server 2008 Configuring Active Directory

Mentoring 83-640 TS: Windows Server 2008

Active Directory, Configuring.....[mnt83640](#)
The Active Directory Infrastructure in

Windows Server 2008 (2.5)[ws_mwcd_a01_it_enus](#)
Additional Active Directory Server Roles

in Windows Server 2008 (1.5)[ws_mwcd_a02_it_enus](#)
Active Directory Objects in

Windows Server 2008 (2.0)[ws_mwcd_a03_it_enus](#)
Group Policy Objects Strategy in

Windows Server 2008 (1.5)[ws_mwcd_a04_it_enus](#)
Configuring DNS in Windows

Server 2008 (2.0)[ws_mwcd_a05_it_enus](#)
Active Directory Certificate Services in

Windows Server 2008 (2.0)[ws_mwcd_a06_it_enus](#)
Communications and Security in

Windows Server 2008 (1.0)[ws_mwcd_a07_it_enus](#)
Monitoring, Backups, and Recovery in

Windows Server 2008 (2.0)[ws_mwcd_a08_it_enus](#)
TestPrep 83-640 TS: Windows Server 2008

Active Directory Configuring.....[ws_mwcd_a01_tp_enus](#)

Microsoft Windows Server 2008 Configuring Network Infrastructure

(exam 70-642)

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

Configure IP Addressing and Windows Services in Windows Server 2008 (2.0)..[ws_mwci_a01_it_enus](#)

Configure, Manage, and Maintain IP Services in Windows Server 2008 (2.0)..[ws_mwci_a02_it_enus](#)

Name Resolution in Windows Server 2008 (1.5)[ws_mwci_a03_it_enus](#)

Configure Network Access in Windows Server 2008 (2.0)[ws_mwci_a04_it_enus](#)

DNS Zones and Replication in Windows Server 2008 (2.0)[ws_mwci_a05_it_enus](#)

Network Access Security in Windows Server 2008 (1.5)[ws_mwci_a06_it_enus](#)

Configure File and Print Services in Windows Server 2008 (2.0)[ws_mwci_a07_it_enus](#)

Monitor Network Infrastructure in Windows Server 2008 (2.0)[ws_mwci_a08_it_enus](#)

TestPrep 70-642 TS: Windows Server 2008
Network Infrastructure Configuring....[ws_mwci_a01_tp_enus](#)

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

Microsoft Windows Server 2008 Configuring Applications Infrastructure

(exam 70-643)

Mentoring 70-643 TS: Windows Server 2008

Applications Infrastructure Configuring mnt70643

Deploying Windows Server 2008

Servers (0.5).....ws_mwcf_a01_it_enus

Configure Windows Server 2008

Availability (1.5)ws_mwcf_a02_it_enus

Configure Terminal Services in

Windows Server 2008 (2.0)ws_mwcf_a03_it_enus

Terminal Services Resource Access in

Windows Server 2008 (1.5)ws_mwcf_a04_it_enus

Configuring Windows Server 2008

Hyper-V and Virtual Machines (1.5).....ws_mwcf_a05_it_enus

Configuring Web Services and Security in

Windows Server 2008 (2.0)ws_mwcf_a06_it_enus

Managing IIS in Windows Server

2008 (1.5).....ws_mwcf_a07_it_enus

Configuring Web Service Protocols in

Windows Server 2008 (2.0)ws_mwcf_a08_it_enus

Configuring Network Application

Services in Windows Server 2008 (2.5)..ws_mwcf_a09_it_enus

TestPrep 70-643 TS: Windows Server 2008

Applications Infrastructure Configuring.....ws_mwcf_a01_tp_enus

Microsoft Windows Server 2008: Server Administration

(exam 70-646)

Mentoring 70-646 PRO: Windows Server 2008

Server Administrator mnt70646

Planning Windows Server 2008

Deployment (2.0).....ws_wsad_a01_it_enus

Planning Active Directory and Group

Policy for Windows Server 2008 (2.0)ws_wsad_a02_it_enus

Windows Server 2008 Management and

Delegation (1.5).....ws_wsad_a03_it_enus

Managing File Servers and Data

Provisioning in Windows Server

2008 (2.5).....ws_wsad_a04_it_enus

Windows Server 2008 Application Server

Management and Application

Provisioning (2.5)ws_wsad_a05_it_enus

Windows Server 2008 Application

Servers and Services (1.0).....ws_wsad_a06_it_enus

Patch Management and Securing and

Monitoring Servers in Windows

Server 2008 (2.0)ws_wsad_a07_it_enus

Certificate Services, SANs, and High

Availability in Windows Server

2008 (2.0).....ws_wsad_a08_it_enus

Accessing Windows Networks Remotely

in Windows Server 2008 (1.0)ws_wsad_a09_it_enus

Windows Server 2008 Backup and

Recovery (2.0)ws_wsad_a10_it_enus

TestPrep 70-646 PRO: Windows Server 2008

Server Administratorws_wsad_a01_tp_enus

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

Microsoft Windows Server 2008: Enterprise Administration

(exam 70-647)

Mentoring 70-647 PRO: Windows Server 2008

Enterprise Administrator mnt70647

Planning Name Resolution and IP

Addressing in Microsoft Windows

Server 2008 (2.5) ws_mwse_a01_it_enus

Network Access in Microsoft Windows

Server 2008 (2.0) ws_mwse_a02_it_enus

Application Access and Delivery in

Microsoft Windows Server 2008 (2.0) .. ws_mwse_a03_it_enus

Server and Application Virtualization in

Microsoft Windows Server 2008 (2.0) .. ws_mwse_a04_it_enus

Designing the Active Directory

Infrastructure in Microsoft Windows

Server 2008 (2.5) ws_mwse_a05_it_enus

Active Directory Administration in

Microsoft Windows Server 2008 (2.5) .. ws_mwse_a06_it_enus

Existing Infrastructure and Branch

Deployments in Microsoft Windows

Server 2008 (3.0) ws_mwse_a07_it_enus

The Certificate Services Infrastructure in

Microsoft Windows Server 2008 (2.5) .. ws_mwse_a08_it_enus

Software Updates and Compliance

Management in Microsoft Windows

Server 2008 (1.5) ws_mwse_a09_it_enus

Designing Data Security and High

Availability in Microsoft Windows

Server 2008 (2.0) ws_mwse_a10_it_enus

TestPrep 70-647 PRO: Windows Server 2008

Enterprise Administrator ws_mwse_a01_tp_enus

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

MICROSOFT (.NET) WINDOWS SERVER 2003

KnowledgeCenter for Microsoft MCSA/MCSE is available

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

Express Guides

- > Managing and Maintaining a Microsoft Windows Server 2003 Environment (Exam 70-290) Express Guide (25.0) [pc_eg_70290](#)
- > Implementing, Managing, Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291) Express Guide (25.0) [pc_eg_70291](#)
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Microsoft Windows Server 2003: Introduction

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

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

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

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

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

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

(exam 70-290)

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- Mentoring** 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment [mnt70290](#)
- Basic Concepts (1.3) [124011_eng](#)
- Managing Users, Groups, and Computers (2.7) [123546_eng](#)
- Managing Resource Access (3.0) [123572_eng](#)
- Managing Hardware, Disks, and Logical Devices (2.7) [123582_eng](#)
- Managing the Server Environment (3.7) [123605_eng](#)
- Managing Disaster Recovery (2.3) [123583_eng](#)
- TestPrep** 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment [tp70290_eng](#)

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

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Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	mnt70291
Implementing, Managing, and Maintaining TCP/IP (2.3).....	125865_eng
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Implementing, Managing, and Maintaining Name Resolution (3.7)	125926_eng
Implementing, Managing, and Maintaining Network Security (4.0).....	125927_eng
Implementing, Managing, and Maintaining Remote Access (2.7).....	125928_eng
Implementing, Managing, and Maintaining Routing (3.7).....	126092_eng
Maintaining a Network Infrastructure (2.0).....	125929_eng
TestPrep 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	tp70291_eng

Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure (ACE=1)
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Implementing Routing and Remote Access (3.0).....	127971_eng
Planning for Network Availability (2.0).....	128023_eng
Planning Server Roles and Server Security (2.7)	128052_eng
Planning a Security Infrastructure (3.0).....	128064_eng
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(exam 70-294)

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Mentoring 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure	mnt70294
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Planning Active Directory Services (2.7)	126378_eng
Active Directory Sites, Replication, and Trusts (3.7).....	126379_eng
Implementing Active Directory Users and Groups (2.7).....	126380_eng
Planning and Implementing Group Policy (2.3).....	126381_eng
Configuring and Troubleshooting Group Policy (2.7).....	130201_eng
TestPrep 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure	tp70294_eng

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Mentoring 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure.....	mnt70297
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Designing RAS Services for the Network Infrastructure (3.3).....	116411_eng
Network Infrastructure and Active Directory Physical Design (4.0).....	116122_eng
Network Infrastructure Physical Design II – Internet Connectivity (2.0)	116412_eng
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Mentoring 70-298 Designing Security for a Microsoft Windows Server 2003 Network.....	mnt70298
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Logical Network Security (2.3).....	201402_eng
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Securing Clients (2.0).....	201405_eng
IIS Security and Firewalls (2.3)	201412_eng
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Microsoft Windows Server 2003: Implementing and Administering Security for Networks
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Mentoring 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network.....	mnt70299
Managing System Security in Windows Server 2003 (3.3).....	209128_eng
Securing Access to Resources in Windows Server 2003 (2.0).....	209131_eng
Securing Wireless and Remote Communications in Windows Server 2003 (2.0)	209129_eng
Managing IPSec in Windows Server 2003 (2.0)	209130_eng
Managing Certificates in Windows Server 2003 (2.3).....	209132_eng
TestPrep 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network.....	tp70299_eng

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

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

Microsoft Windows Server 2003: Internet Information Services

IIS 6.0 Fundamentals (2.3) [207483 eng](#)
 Administering IIS 6.0 Sites and Services (3.3) [207484 eng](#)
 IIS 6.0 Security (2.0) [207485 eng](#)
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Microsoft Exchange Server 2010 Configuration

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 Planning for Exchange Server 2010 (1.0)..... [es mesc a01 it enus](#)
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 Managing Exchange Server 2007 (2.5).... [es mxsa a03 it enus](#)
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Microsoft SharePoint Server 2010: Administration

(exam 70-668)
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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

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Microsoft Office SharePoint Server 2007 Administration

(exam 70-630 TS)

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SharePoint Server 2007 [mnt70630](#)

Implementing Microsoft Office SharePoint

Server 2007 (3.6) [251962_eng](#)

Configuring Microsoft Office SharePoint

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Managing Microsoft Office SharePoint

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Upgrading to Microsoft Office SharePoint

Server 2007 (2.0) [252030_eng](#)

TestPrep 70-630 TS: Configuring Microsoft

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Microsoft Office SharePoint Server 2007 Application Development

(Exam 70-542)

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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](#)

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MOSS 2007 (2.0) [es_ssad_a06_it_enus](#)

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> Oracle Application Server 10g: Administration I Express Guide Volume II (37.5) [pc_eg_orc015](#)

> Oracle Application Server 10g: Administration I Express Guide Volume III (37.5) [pc_eg_orc016](#)

> Oracle Application Server 10g: Administration I Express Guide Volume IV (37.5) [pc_eg_orc017](#)

> Oracle Application Server 10g R2: Administration I Express Guide Volume I (22.5) [pc_eg_444497](#)

> Oracle Application Server 10g R2: Administration I Express Guide Volume II (15.0) [pc_eg_444498](#)

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> Oracle Application Server 10g: New Features

for Administrators Express Guide (37.5) [pc_eg_orc008](#)

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ment Express Guide Volume I (37.5) [pc_eg_orc011](#)

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ment Express Guide Volume II (37.5) [pc_eg_orc019](#)

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> 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

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Solaris 9 System Administration (7.3).....	<u>71585 eng</u>
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Partitions, File Systems, and Disk Quotas (1.5).....	<u>259933 eng</u>
Hardware Requirements (1.5).....	<u>259934 eng</u>
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Linux Networking Services (2.75).....	<u>221157 eng</u>
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Linux System Customization and Automation (2.3).....	<u>221197 eng</u>
Linux Troubleshooting (2.2).....	<u>221186 eng</u>

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Linux Advanced System Administration

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Linux Kernel Compilation and Linux Startup (2.5).....	<u>lu lalp a03 it enus</u>
Linux File Sharing and Filesystem Management (2.5).....	<u>lu lalp a04 it enus</u>
Linux Network Configuration (2.0).....	<u>lu lalp a05 it enus</u>
Linux Network Services (2.5).....	<u>lu lalp a06 it enus</u>
Linux System Maintenance and Hardware Configuration (2.5).....	<u>lu lalp a07 it enus</u>
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UNIX: The User Environment

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 Working with UNIX Files and Directories (4.3).....[80533 eng](#)
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 Services (1.3).....[113993 eng](#)
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 UNIX Systems Management (3.0).....[211846 eng](#)

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 Cryptography (2.0).....[cs sety a02 it enus](#)
 Authentication Methods (2.0).....[cs sety a03 it enus](#)
 Messaging, User, and Role Security (3.0)[cs sety a04 it enus](#)
 Public Key Infrastructure and Access
 Security (3.5).....[cs sety a05 it enus](#)
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TestPrep SY0-201 Security+ 2008.....[tpsy0201 eng](#)
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 Security and Architecture Design (2.3).....[243975 eng](#)
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 Application Security (2.0).....[243998 eng](#)
 Operations Security (2.3)[244020 eng](#)
 Cryptography (2.0).....[244031 eng](#)
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 Legal, Regulations, Compliance and
 Investigations (2.3).....[244096 eng](#)
TestPrep Certified Information Systems
 Security Professional (CISSP)[tpciissp eng](#)

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

Certified Information Systems Security Professional (CISSP) 2nd Edition

(ISC2 exam CISSP)

Mentoring Certified Information Systems

Security Professional (CISSP) mntciissp

Access Control (2.0).....sp cssp a01 it enus

Application Development Security (2.0).....sp cssp a02 it enus

Business Continuity and Disaster

Recovery Planning (1.5).....sp cssp a03 it enus

Cryptography (2.0).....sp cssp a04 it enus

Information Security Governance and

Risk Management (2.5).....sp cssp a05 it enus

*5 more titles tbd

***TestPrep Certified Information Systems**

Security Professional (CISSP) sp cssp a01 tp enus

CISA: Certified Internet Security Associate (ISACA)

*10 titles tbd

CISM: Certified Information Security Manager

(ISACA exam CISM)

Information Security Governance:

Overview (2.0)..... sp cism a01 it enus

Information Security Governance:

Strategies and Goals (2.0) sp cism a02 it enus

Information Security Governance:

Developing an Action Plan (2.0)..... sp cism a03 it enus

Information Risk Management: Program

Framework and Risk Assessment (2.0) sp cism a04 it enus

Information Risk Management: Analysis,

Mitigation, and Monitoring (2.0)..... sp cism a05 it enus

Information Security Program Development:

Introduction and Roadmap (2.0) sp cism a06 it enus

Information Security Program Development:

Resources (2.0)..... sp cism a07 it enus

Information Security Program Development:

Metrics and Implementation (2.0)..... sp cism a08 it enus

Information Security Program Management:

Introduction and Framework (2.0) sp cism a09 it enus

Information Security Program Management:

Resources and Implementation (2.5)..... sp cism a10 it enus

Incident Management and Response:

Introduction and Resources (2.5) sp cism a11 it enus

Incident Management and Response:

Planning and Testing (2.0) sp cism a12 it enus

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

Countering IT Security Threats: Ethical Hacking

(exam 312-50)

Mentoring 312-50 Certified Ethical Hacker (CEH) mnt31250

Ethical Hacking and the Need for

Penetration Testing (2.0) sp etih a01 it enus

Footprinting, Scanning, and

Enumeration (2.5)..... sp etih a02 it enus

System Hacking and Malicious

Content (2.0) sp etih a03 it enus

Social Engineering and Sniffing (1.5)..... sp etih a04 it enus

Deterring Electronic Intrusions (1.0)..... sp etih a05 it enus

Denial of Service and Session

Hacking (1.5)..... sp etih a06 it enus

Linux Hacking (1.0) sp etih a07 it enus

Cryptography (2.0)..... sp etih a08 it enus

Internet-based and Database-based

Attacks (2.0)..... sp etih a09 it enus

Wireless Attacks and

Countermeasures (2.0)..... sp etih a10 it enus

Physical Security (2.0) sp etih a11 it enus

TestPrep 312-50 Certified Ethical

Hacker (CEH)..... sp etih a01 tp enus

SSCP: Systems Security Certified Practitioner (ISC(2))

*7 titles tbd

INTERNETWORKING

CompTIA Network+ 2009

(CompTIA Network+ exam N10-004)

Mentoring N10-004 Network+ 2009 mntn10004

Network Fundamentals (2.0)..... cs cntn a01 it enus

Network Components (1.5)..... cs cntn a02 it enus

Network Devices (1.5) cs cntn a03 it enus

Network Protocols (3.0) cs cntn a05 it enus

Wide Area Networks (1.5) cs cntn a06 it enus

Wireless Networks (1.5)..... cs cntn a07 it enus

Network Addressing (1.5)..... cs cntn a08 it enus

Routing (1.0)..... cs cntn a09 it enus

Managing and Monitoring the Network (2.0) cs cntn a10 it enus

Troubleshooting the Network (2.0)..... cs cntn a11 it enus

Network Security (2.5)..... cs cntn a12 it enus

TestPrep N10-004 Network+ 2009 cs cntn a01 tp enus

TestPrep BR0-002 Network+ Bridge cs cntn a02 tp enus

DATA COMMUNICATIONS

IPv6 and Future Applications

IPv6 (4.4) 80284 eng

Introduction to Voice Over IP

PSTN and VoIP Fundamentals (2.0) dt voce a01 it enus

VoIP Technologies (3.0) dt voce a02 it enus

VoIP Quality and Security (1.5)..... dt voce a03 it enus

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

Lightweight Directory Access Protocol (LDAP)

LDAP Fundamentals (3.0)[85776 eng](#)
 Designing and Maintaining LDAP Directory
 Services (3.7)[84923 eng](#)

Understanding and Evaluating RFID Technology for your Business

RFID Technology and Business Applications (2.0) ...[232047 eng](#)
 RFID Applications Management (2.4)[232057 eng](#)

WIRELESS COMMUNICATIONS

Advanced Wireless Technologies

Beyond 3G (B3G) (2.6)[219522 eng](#)
 4G Communication Systems (2.3)[219523 eng](#)
 4G Implementations (2.2)[221229 eng](#)
 Non-Cellular Wireless Technology (2.5)[219524 eng](#)

NETWORK PROTOCOLS

TCP/IP: Mobile IP and IP Mobility

Mobile IP (1.8)[211788 eng](#)
 IP Mobility (2.2)[211789 eng](#)

TCP/IP: Protocols for Securing Web Transactions

Digital Payments (2.8)[212561 eng](#)

TCP/IP: Network Management Protocols

SNMP, MIBs and RMON (2.3)[210670 eng](#)

EMC

Storage Technology Foundations (EMCPA)

Introduction to Storage Technology (1.5)[240031 eng](#)
 Storage System Architecture (1.3)[240039 eng](#)
 Physical Disks and RAID Arrays (2.0)[240047 eng](#)
 Intelligent Storage Systems (1.5)[240056 eng](#)
 Network Storage Systems (2.0)[240062 eng](#)
 Fiber Channel Storage Attached Networks (2.5)[240072 eng](#)
 IP SANs and Content Addressed Storage (1.8)[240082 eng](#)
 Information Availability (2.5)[240092 eng](#)
 Replication and Business Continuity (2.5)[241020 eng](#)
 Monitoring and Managing the Data Center (2.5)[241031 eng](#)
 Securing Storage (2.3)[254190 eng](#)
 Storage Virtualization Technologies (2.3)[254207 eng](#)
 Storage Security (1.5)[dt ismt a01 it enus](#)
 Storage Virtualization (1.0)[dt ismt a02 it enus](#)
 Storage Technologies Update (1.5)[dt ismt a03 it enus](#)
 EMC Storage Products (1.5)[dt ismt a04 it enus](#)

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

CISCO

KnowledgeCenter for Cisco is available

Note: The following Cisco Express Guides are now available with SkillPort:

Express Guides

> IIUC 1.0: Implementing Cisco IOS Unified Communications (640-460) Express Guide (37.5)[pc eg 444128](#)
 > IINS 1.0: Implementing Cisco IOS Network Security (640-553) Express Guide (37.5)[pc eg 444129](#)
 > Interconnecting Cisco Networking Devices Part 2 v1.0 (Exam 640-816) Express Guide (37.5)[pc eg 444112](#)
 > Interconnecting Cisco Networking Devices Part 1 v1.0 (Exam 640-822) Express Guide (37.5)[pc eg 444111](#)
 > Designing for Cisco Internet Solutions v2.0 (Exam 640-863) Express Guide (37.5)[pc eg 444104](#)
 > IIUC2 1.0: Implementing Cisco IOS Unified Communications Part 2 (Exam 642-145) Express Guide (37.5)[pc eg 444135](#)
 > TUC 1.0: Troubleshooting Cisco Unified Communications Systems (Exam 642-426) Express Guide (37.5)[pc eg 444122](#)
 > CVOICE 6.0: Cisco Voice Over IP (Exam 642-436) Express Guide (37.5)[pc eg 444127](#)
 > CIPT1 6.0: Implementing Cisco Unified Communications Manager Part 1 (Exam 642-446) Express Guide (37.5)[pc eg 444125](#)
 > Implementing Cisco Voice Gateways and Gatekeepers v2.0 (Exam 642-453) Express Guide (37.5)[pc eg 444102](#)
 > CIPT2 6.0: Implementing Cisco Unified Communications Manager Part 2 (Exam 642-456) Express Guide (37.5)[pc eg 444126](#)
 > SNRS 3.0: Securing Networks with Cisco Routers and Switches (Exam 642-504) Express Guide (37.5)[pc eg 444131](#)
 > SNAA 1.0: Securing Networks with ASA Advanced (Exam 642-515) Express Guide (37.5)[pc eg 444133](#)
 > SNAF 1.0: Securing Networks with ASA Fundamentals (Exam 642-524) Express Guide (37.5)[pc eg 444132](#)
 > Implementing Cisco Intrusion Prevention Systems V6.0 (Exam 642-533) Express Guide (30.0)[pc eg 444110](#)
 > Cisco Wireless LAN Advanced Topics v1.0 (Exam 642-586, 642-587) Express Guide (30.0)[pc eg 444108](#)
 > Implementing Cisco MPLS v2.2 (Exam 642-611) Express Guide (37.5)[pc eg 444496](#)
 > IMPLS 2.2: Implementing Cisco Multi-Protocol Label Switching (Exam 642-611) Express Guide (37.5)[pc eg 444134](#)
 > Implementing Cisco QoS v2.2 (Exam 642-642) Express Guide (37.5)[pc eg 444491](#)

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

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

Cisco: Interconnecting Cisco Network Devices Part 2 (ICND2) v1.0

(exam 640-816, 640-802b)

Mentoring 640-816 Interconnecting Cisco Network Devices Part 2 (ICND2).....	mnt640816
Small and Medium Network Implementations (1.5) ..	254454 eng
Improving Switched Networks and VLAN Performance (2.5).....	254464 eng
Routing Fundamentals, Subnetting, and VLSMs (1.5).....	254475 eng
Single-Area OSPF Implementation (1.5).....	254483 eng
EIGRP Implementation (1.5)	254490 eng
Transitioning to IPv6 (1.5).....	254735 eng
Access Control Lists (2.0).....	254717 eng
Address Space Management (1.5)	254727 eng
VPN and Point-to-Point WAN Connections (1.0).....	254741 eng
Extending the LAN to a WAN (1.5).....	254748 eng
TestPrep 640-816 Interconnecting Cisco Networking Devices Part 2 (ICND1).....	tp640816 eng

TestPrep 640-802 Cisco Certified Network Associate (CCNA)..... [tp640802 eng](#)

Cisco Certified Network Professional (CCNP)

Cisco ROUTE 1.0: Implementing Cisco IP Routing

(exam 642-902)

Express Guide is available with SkillPort v6 – pc eg 444492

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)	mnt642902
Routing Services for Converged Networks (1.0).....	cc icir a01 it enus
EIGRP Implementation for the Enterprise (2.5)	cc icir a02 it enus
EIGRP Authentication and Advanced Feature Implementation (1.0).....	cc icir a03 it enus
The OSPF Routing Protocol (1.5).....	cc icir a04 it enus
Implementing an OSPF-Based Solution (2.0) ..	cc icir a05 it enus
Configuring and Verifying Route Redistribution (2.0).....	cc icir a06 it enus
Implementing Path Control (1.0)	cc icir a07 it enus
Connecting the Enterprise to ISPs (1.0).....	cc icir a08 it enus
Configuring and Verifying BGP Operations (2.0).....	cc icir a09 it enus
eLT: Implementing Path Control (0.5)	CSCO0064EN07
eLT: IPv6 Addressing and Unicast (2.0)	CSCO0064EN08
eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6 (2.5).....	CSCO0064EN09
eLT: IPv6 Transition Techniques (1.5).....	CSCO0064EN10
eLT: NAT and PAT with IPv6 (1.0).....	CSCO0064EN11
eLT: Routing for Branch Offices and Mobile Workers (2.5).....	CSCO0064EN12
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)	cc icir a01 tp enus

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

SWITCH 1.0: Implementing Cisco IP Switched Networks

(exam 642-813)

Express Guide is available with SkillPort v6 – pc_eg 444141

Mentoring 642-813 Implementing Cisco

IP Switched Networks (SWITCH)..... mnt642812

Analyzing Campus Network Designs (1.0) ... cc icis a01 it enus

Implementing VLANs in Campus

Networks (2.0)..... cc icis a02 it enus

Implementing Spanning-Tree (2.0)..... cc icis a03 it enus

Inter-VLAN Routing (1.5) cc icis a04 it enus

Highly Available Networks (1.5)..... cc icis a05 it enus

Configuring Layer 3 High Availability (1.5) cc icis a06 it enus

Minimizing Service Loss and Data

Theft (2.0)..... cc icis a07 it enus

Accommodating Voice and Video in

Campus Networks (1.2.0)..... cc icis a08 it enus

Integrating Wireless LANs into a Campus

Network (1.0)..... cc icis a09 it enus

TestPrep 642-813 Implementing Cisco

IP Switched Networks (SWITCH)..... cc icis a01 tp enus

TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

(exam 642-832)

Express Guide is available with SkillPort v6 – pc_eg 444142

Mentoring 642-832 Troubleshooting and

Maintaining Cisco IP Networks (TSHOOT)..... mnt642832

Planning Maintenance for Complex

Networks (1.5)..... cc icit a01 it enus

Planning Troubleshooting Processes for

Networks (1.5)..... cc icit a02 it enus

Maintenance, Troubleshooting Tools,

and Applications (1.5) cc icit a03 it enus

Troubleshooting VLANs, STP,

and SVIs (1.5)..... cc icit a04 it enus

Troubleshooting FHRPs and Performance

Issues (1.5)..... cc icit a05 it enus

Network Layer Connectivity, OSPF,

and EIGRP (2.5)..... cc icit a06 it enus

Route Redistribution, BGP, and

Performance Issues (2.0)..... cc icit a07 it enus

Maintaining and Troubleshooting Network

Security Solutions (1.5)..... cc icit a08 it enus

eLT: Troubleshooting Performance

Problems on Switches (1.0)..... 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 icit a01 tp enus

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

Cisco Certified Design Associate (CCDA)

Designing for Cisco Internetwork Solutions (DESN v2.1)

(exam 640-864)

*? titles..... tbd

Designing for Cisco Internetwork Solutions (DESN 2.0)

(exam 640-863)

Express Guide is available with SkillPort v6 - pc_eg 444104

Mentoring 640-863 Designing for Cisco

Internetwork Solutions (DESN) mnt640863

Network Design Methodology (2.3)..... 250733 eng

Structuring and Modularizing the Network (2.4) 250773 eng

Multilayer Campus Design (2.3)..... 250908 eng

Designing Enterprise WANs (2.0) 250918 eng

IP Address and Routing Protocol Design (2.4)..... 250927 eng

Network Security Solutions (2.4)..... 250967 eng

Voice Networking (2.6)..... 250980 eng

Wireless Networking (2.8) 250993 eng

TestPrep 640-863 Designing for Cisco

Internetwork Solutions (DESN) tp640863 eng

Cisco Certified Design Professional (CCDP)

Designing Cisco Network Service Architectures (ARCH 2.0)

(exam 642-873)

Express Guide is available with SkillPort v6 - pc_eg 444113

Mentoring 642-873 Designing Cisco Network

Service Architectures (ARCH)..... mnt642873

Cisco SONA and Cisco Enterprise Architecture

Design (2.5) 253553 eng

Advanced Addressing and Routing Design (2.3) 253554 eng

Advanced WAN Services Design (1.5) 253555 eng

Enterprise Data Center Design (1.8) 253556 eng

Storage Area Network Design Considerations (1.5) .. 253557 eng

E-Commerce Module Design (1.8) 253558 eng

Security Services Design (2.0) 253559 eng

IPSec and SSL VPN Design (1.8)..... 253560 eng

IP Multicast Design (1.8) 253561 eng

Voice Over WLAN Design (1.8) 253562 eng

Network Management with Cisco IOS Software (1.8) 253563 eng

TestPrep 642-873 Designing Cisco Network

Service Architectures (ARCH) tp642873 eng

Cisco Certified Security Professional (CCSP)

Deploying Cisco ASA Solutions (VPN 1.0)

(exam 642-647)

*10 titles..... tbd

Implementing Cisco Intrusion Prevention System v7.0 (IPS v7.0)

(exam 642-627)

*10 titles..... tbd

Securing Networks with Cisco Routers and Switches v1.0 (SECURE)

(exam 642-637)

*10 titles..... tbd

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

Deploying Cisco ASA Firewall Solutions (FIREWALL v1.0)
(exam 642-817)
*10 titles..... tbd

Cisco Certified Voice Professional (CCVP)

Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM v8.0)
(exam 640-461)
*10 titles..... tbd

Implementing Cisco Unified Communications Manager Part 1 v8.0 (CIPT1 v8.0)
(exam 642-447)
*10 titles..... tbd

Implementing Cisco Unified Communications Manager Part 2 v8.0 (CIPT2 v8.0)
(exam 642-457)
*10 titles..... tbd

Integrating Cisco Unified Communications Applications v8.0 (CAPPS v8.0)
(exam 642-467)
*10 titles..... tbd

Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0)
(exam 642-427)
*10 titles..... tbd

Implementing Cisco Unified Wireless Networking Essentials (IUWNE 1.0)
(exam 640-721)

Mentoring Implementing Cisco Unified
Wireless Networking Essentials (IUWNE)..... mnt640721
Wireless Fundamentals (1.5) cc iuwn a01 it enus
Wireless Antennae and Spread Spectrum
Technologies (1.5) cc iuwn a02 it enus
Wireless Regulation Bodies, Standards,
and Certifications (1.5) cc iuwn a03 it enus
Wireless Media Access, Technologies,
and the Frame Journey (2.0) cc iuwn a04 it enus
Unified Wireless Network Basic
Architecture (2.0) cc iuwn a05 it enus
Access Point Management (2.5) cc iuwn a06 it enus
Wireless Clients (2.5) cc iuwn a07 it enus
WLAN Security Basics (1.5) cc iuwn a08 it enus
WLAN Authentication and
Encryption (2.5) cc iuwn a09 it enus
Introducing, Installing, and
Administering WCS (1.5) cc iuwn a10 it enus
Managing and Monitoring WCS (1.5) cc iuwn a11 it enus
WLAN Maintenance and
Troubleshooting (1.5) cc iuwn a12 it enus
TestPrep Implementing Cisco Unified
Wireless Networking Essentials
(IUWNE) cc iuwn a01 tp enus

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

Implementing Cisco IOS Network Security (IINS 1.0 Security)
(exam 640-553)
Mentoring 640-553 Implementing Cisco IOS
Network Security (IINS) mnt640553
Network Security Principles I (2.0) cc iins a01 it enus
Network Security Principles II (2.0) cc iins a02 it enus
Perimeter Security (1.5) cc iins a03 it enus
Network Security using Cisco IOS
Firewalls (2.5) cc iins a04 it enus
Cryptography, Encryption, and Digital
Signatures (2.5) cc iins a05 it enus
IP Security Site-to-Site Virtual Private
Networks (1.5) cc iins a06 it enus
Network Security using Cisco IOS IPS (1.5) cc iins a07 it enus
LAN, SAN, Voice, and Endpoint
Security (2.0) cc iins a08 it enus
Mitigating Layer 2 Attacks (1.0) cc iins a09 it enus
TestPrep 640-553 Implementing Cisco IOS
Network Security (IINS) cc iins a01 tp enus

SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

Software Programming Fundamentals
*3 titles..... tbd

Software Programming Fundamentals
Getting Started with Programming (3.0) 78978 eng
Designing Programs (3.2) 78995 eng

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

Best Practices for Software Programming
General Coding Best Practices (3.6) 219736 eng
Maintaining Quality Code (1.8) 219763 eng
Object-oriented Coding Best Practices (2.3) 219750 eng
Programming Techniques and Strategies (2.1) 219722 eng

Developing a User-Centered Software Design Approach
Introducing User-Centered Design (2.0) 231413 eng
Developing an Application Using User-Centered
Design (2.6) 231423 eng
The Iterative Process in User-Centered
Design (2.3) 231434 eng
Practical Examples of User-Centered Design (1.0) 231444 eng

Agile Software Development
Introducing Agile Software
Development (2.0) sd agsd a01 it enus
Planning an Agile Software
Development Project (2.0) sd agsd a02 it enus
Managing Agile Software
Development (1.5) sd agsd a03 it enus
Agile Programming and Testing (2.0) sd agsd a04 it enus

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

Software Testing Foundations

(exam ISEB-SWT1)

Fundamentals of Software Testing (2.5).....[sd sftf a01 it enus](#)

Testing Throughout the Software Life

Cycle (2.0)[sd sftf a02 it enus](#)

Static Techniques and Test Design in

Software Testing (1.5).....[sd sftf a03 it enus](#)

Black-Box Software Testing

Techniques (1.5)[sd sftf a04 it enus](#)

White-Box Software Testing

Techniques (1.0)[sd sftf a05 it enus](#)

Software Test Management (2.0).....[sd sftf a06 it enus](#)

Configuration Management, Risks, and

Incidents in Software Testing (1.0).....[sd sftf a07 it enus](#)

Tool Support in Software Testing (1.5)[sd sftf a08 it enus](#)

SOFTWARE DEVELOPMENT TOOLS

JAVA

[KnowledgeCenter for Java is available](#)

Java Programming with Java SE 6.0

Mentoring CX-310-065 Sun Certified Programmer

for the Java 2 Platform, Standard Edition 6.0.....[mmt310065](#)

Getting Started with Java (2.0).....[252344 eng](#)

Operators and Flow Control in Java (2.3).....[252345 eng](#)

Creating Classes in Java (2.9)[252346 eng](#)

Working with Classes in Java (2.6).....[252347 eng](#)

Generics and Annotations (3.0).....[252348 eng](#)

Reference Types and Threading (2.3).....[252349 eng](#)

Exception Handling and Assertions (2.2)[252350 eng](#)

Java Utilities (3.5).....[252351 eng](#)

Java I/O (1.5)[252352 eng](#)

Basic GUI Development in Java (2.0)[252353 eng](#)

Java Applets (1.7).....[252354 eng](#)

TestPrep CX-310-065 Sun Certified Programmer

for the Java 2 Platform, Standard Edition 6.0.....[TP310065 eng](#)

Java Programming with J2SE 5.0

(exam 310-055)

Mentoring CX-310-055 Sun Certified Programmer

for the Java 2 Platform, Standard Edition 5.0.....[mmt310055](#)

Getting Started with Java (2.0).....[220915 eng](#)

Operators and Flow Control in Java (2.3).....[220916 eng](#)

Creating Classes in Java (2.9)[220917 eng](#)

Working with Classes in Java (2.6).....[220918 eng](#)

Generics and Annotations (3.0).....[222163 eng](#)

Reference Types and Threading (2.3).....[220919 eng](#)

Exception Handling and Assertions (2.2)[220920 eng](#)

Java Utilities (3.7).....[220921 eng](#)

Java I/O (1.8)[222157 eng](#)

Basic GUI Development in Java (2.4)[220922 eng](#)

Java Applets (1.9).....[220923 eng](#)

TestPrep CX-310-055 Sun Certified Programmer

for the Java 2 Platform, Standard Edition 5.0.....[tp310055 eng](#)

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

MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS

[KnowledgeCenter for Visual Basic is available](#)

[KnowledgeCenter for Visual C# is available](#)

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

Mentoring: 70-515 VB – TS: Web

Applications Development with .NET 4[mmt70515vb](#)

Web Applications with Visual Studio

2010 and Visual Basic 2010 (2.0)[sd masp a01 it enus](#)

Web Form Controls with VB 2010 (3.0).....[sd masp a02 it enus](#)

Data Integration with VB 2010 (3.0).....[sd masp a03 it enus](#)

Client-Side Scripting and AJAX

with VB 2010 (1.5).....[sd masp a04 it enus](#)

ASP.NET MVC 2 with VB 2010 (1.5).....[sd masp a05 it enus](#)

Configuring and Deploying Web

Applications with VB 2010 (2.5)[sd masp a06 it enus](#)

Debugging, Tracing and Monitoring Web

Applications with VB 2010 (2.0)[sd masp a07 it enus](#)

Web Application Optimization and

Customization with VB 2010 (2.0).....[sd masp a08 it enus](#)

TestPrep: 70-515 VB – TS: Web

Applications Development with .NET 4.....[sd masp a01 tp enus](#)

Web Applications Development with Microsoft .NET Framework 4 using C#

(exam 70-515)

*5 titles.....[tdb](#)

Accessing Data with Microsoft .NET Framework 4 for C# Developers

(exam 70-516)

*8 titles.....[tdb](#)

Windows Applications Development in C# with Microsoft .NET Framework 4

(exam 70-511)

*8 titles.....[tdb](#)

Windows Applications Development in VB with Microsoft .NET Framework 4

(exam 70-511)

*7 titles.....[tdb](#)

Windows Communication Foundation Development in C# with Microsoft .NET Framework 4

(exam 70-513)

*8 titles.....[tdb](#)

Windows Communication Foundation Development in VB with Microsoft .NET Framework 4

(exam 70-513)

*8 titles.....[tdb](#)

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

Microsoft .NET Framework 3.5 and Visual Studio 2008 – First Look

Introducing .NET 3.5 and Visual Studio 2008 (1.0)vs_vsfl_a01_it_enus
Building .NET 3.5 Applications with Visual Studio 2008 (2.0).....vs_vsfl_a02_it_enus

Microsoft .NET Framework 3.5: ADO.NET Application Development with Visual Basic 2008

(exam 70-561)

Mentoring 70-561 VB - TS: Microsoft .NET Framework 3.5, ADO.NET Application Development.....mnt70561vb
Getting Started with ADO.NET Connections and Commands (2.0).....sd_mand_a01_it_enus
Managing ADO.NET Connections and Commands with VB 2008 (3.0).....sd_mand_a02_it_enus
Getting Started with DataSets using Visual Basic 2008 (2.0).....sd_mand_a03_it_enus
Viewing and Navigating Data with ADO.NET DataSets using Visual Basic 2008 (1.5).....sd_mand_a04_it_enus
Updating ADO.NET DataSets with Visual Basic 2008 (2.0).....sd_mand_a05_it_enus
Using Query Notifications and Synchronizing Data with Visual Basic 2008 (2.0).....sd_mand_a06_it_enus
The ADO.NET Entity Framework and LINQ (2.5).....sd_mand_a07_it_enus

TestPrep 70-561 VB - TS: Microsoft .NET Framework 3.5, ADO.NET Application Development.....sd_mand_a01_tp_enus

Microsoft .NET Framework 3.5: ASP .NET Application Development with Visual Basic 2008

(exam 70-562)

Mentoring 70-562 TS: Microsoft .NET Framework3.5 ASP.NET Application Development.....mnt70562
Developing Web Applications with Visual Basic 2008 and ASP.NET 3.5 (3.0).....sd_adad_a01_it_enus
Creating and Consuming Server Controls with Visual Basic 2008 and ASP.NET 3.5 (3.0).....sd_adad_a02_it_enus
Data and Services Integration with Visual Basic 2008 and ASP.NET 3.5 (2.5).....sd_adad_a03_it_enus
ASP.NET AJAX and Client-Side Scripting with Visual Basic 2008 and ASP.NET 3.5 (1.5).....sd_adad_a04_it_enus
XML and Mobile Applications with Visual Basic 2008 and ASP.NET 3.5 (2.0).....sd_adad_a05_it_enus
Configuring and Deploying Web Applications with Visual Basic 2008 and ASP.NET 3.5 (2.0).....sd_adad_a06_it_enus
Debugging, Tracing, and Monitoring ASP.NET Applications with Visual Basic 2008 (2.0).....sd_adad_a07_it_enus

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

Optimization and Customization with Visual Basic 2008 and ASP.NET 3.5 (2.0).....sd_adad_a08_it_enus
TestPrep 70-562 VB – TS: Microsoft .NET Framework 3.5, ASP.NET Application Development.....sd_adad_a01_tp_enus

Microsoft .NET Framework 3.5: Windows Presentation Application Development Foundation with Visual Basic 2008
(exam 70-502)

Mentoring 70-502 VB – TS: Microsoft .NET Framework 3.5, Windows Presentation Foundation Application Development.....mnt70502vb
Creating WPF Applications with Visual Basic 2008 (2.0).....sd_mwvs_a01_it_enus
Creating User Interfaces with WPF and Visual Basic 2008 (2.0).....sd_mwvs_a02_it_enus
WPF Content Creation and Management with Visual Basic 2008 (2.5).....sd_mwvs_a03_it_enus
WPF Databinding with Visual Basic 2008 (2.0).....sd_mwvs_a04_it_enus
Customizing and Deploying WPF Applications with Visual Basic 2008 (2.5).....sd_mwvs_a05_it_enus
TestPrep 70-502 VB – TS: Microsoft .NET Framework 3.5, Windows Presentation Foundation Application Development.....sd_mwvs_a01_tp_enus

Microsoft .NET Framework 3.5: Windows Communication Foundation with VB 2008

(exam 70-503vb)

Mentoring 70-503 VB: Microsoft .NET Framework3.5 Windows Communication Foundation Application Development.....mnt70503vb
Getting Started with WCF (2.5).....sd_adwc_a01_it_enus
WCF Contracts, Behaviors, and Data Management (2.5).....sd_adwc_a02_it_enus
Securing and Managing a WCF Application (2.0).....sd_adwc_a03_it_enus
TestPrep 70-503 VB - TS: Microsoft .NET Framework3.5 Windows Communication Foundation Application Development.....sd_adwc_a01_tp_enus

Microsoft .NET Framework 3.5: Windows Workflow Foundation Application Development with Visual Basic 2008
(exam 70-504)

Mentoring 70-504 VB – TS: Microsoft .NET Framework 3.5, Workflow Foundation Application Development.....mnt70504vb
Creating, Hosting, and Communication in WF with Visual Basic 2008 (3.0).....sd_mwvb_a01_it_enus
Activities, Rules, and Conditions in WF with Visual Basic 2008 (2.0).....sd_mwvb_a02_it_enus
Transactions, Compensations, and Runtime Services in WF with Visual Basic 2008 (2.5).....sd_mwvb_a03_it_enus
TestPrep 70-504 VB - TS: Microsoft .NET Framework3.5 Workflow Foundation Application Development.....sd_mwvb_a01_tp_enus

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

Microsoft .NET Framework 3.5: Windows Forms

Applications with Visual Basic 2008

(exam 70-505)

Mentoring 70-505 VB – TS: Microsoft

.NET Framework 3.5, Windows Forms

Application Development [mnt70505vb](#)

Windows Forms Creation with Visual

Basic 2008 (2.0).....[sd_adwf_a01_it_enus](#)

Data Integration with Visual

Basic 2008 (2.0).....[sd_adwf_a02_it_enus](#)

Printing, MDI Forms, and Usability

with Visual Basic 2008 (3.0).....[sd_adwf_a03_it_enus](#)

Custom Controls and Asynchronous

Programming with Visual

Basic 2008 (1.5).....[sd_adwf_a04_it_enus](#)

Application Configuration and Deployment

with Visual Basic 2008 (1.5).....[sd_adwf_a05_it_enus](#)

Database Environments and XML

Handling with Visual Basic 2008 (2.5)..[sd_adwf_a06_it_enus](#)

TestPrep 70-505 VB – TS: Microsoft

.NET Framework 3.5, Windows Forms

Application Development.....[sd_adwf_a01_tp_enus](#)

Microsoft .NET Framework 3.5: Application Development with Visual Basic

(exam 70-xxx)

Visual Basic: System Types and

Collections (2.0)[sd_adfv_a01_it_enus](#)

Visual Basic: Serialization and I/O (1.5) ...[sd_adfv_a02_it_enus](#)

Visual Basic: Customized

Programming (2.0).....[sd_adfv_a03_it_enus](#)

Visual Basic: Security (2.0).....[sd_adfv_a04_it_enus](#)

Visual Basic: Threading, Service

Processing, and Application

Domains (2.0).....[sd_adfv_a05_it_enus](#)

Visual Basic: Diagnostics and

Management (2.0).....[sd_adfv_a06_it_enus](#)

Microsoft Visual Studio 2010

*10 titles (?) tbd

Microsoft Visual Studio 2005 and the .NET Framework 2.0: An Introduction

Visual Studio 2005 and the .NET

Framework 2.0 (2.8)[243229_eng](#)

Microsoft .NET Framework 2.0: New Features for Developers Using Visual Basic 2005

Visual Studio 2005 with Visual Basic (3.0).....[235804_eng](#)

Visual Basic 2005, the Console Class, and

Security (2.3)[235803_eng](#)

ADO.NET 2.0, Data Binding, and

ASP.NET 2.0 with Visual Basic (2.3)[235805_eng](#)

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

Microsoft .NET Framework 2.0: Application Development Foundation with Visual Basic 2005

Mentoring 70-536 VB – TS: Microsoft .NET

Framework 2.0 – Application Development

Foundation[mnt70536vb](#)

Visual Basic 2005: System Types and

Collections (2.8)[236802_eng](#)

Visual Basic 2005: Serialization and I/O (2.7)[236815_eng](#)

Visual Basic 2005: Customized Programming (2.8)..[236829_eng](#)

Visual Basic 2005: Security (2.8)[236843_eng](#)

Visual Basic 2005: Threading, Service Processing,

And Application Domains (3.0).....[236856_eng](#)

Visual Basic 2005: Diagnostics and

Management (3.0).....[236870_eng](#)

TestPrep 70-536 VB – TS: Microsoft .NET

Framework 2.0 – Application Development

Foundation[tp70536vb_eng](#)

Microsoft .NET Framework 2.0: Developing Web-based Client Applications with Visual Basic 2005 and ASP.NET 2.0

Mentoring 70-528 VB – TS: Microsoft .NET

Framework 2.0 – Web-based Client Development.....[mnt70528vb](#)

Web-form Creation with Visual Basic 2005

And ASP.NET 2.0 (4.0)[237307_eng](#)

Data Integration with Visual Basic 2005 and

ASP.NET 2.0 (2.7)[237308_eng](#)

Custom Controls and Security with Visual

Basic 2005 and ASP.NET 2.0 (2.3).....[237309_eng](#)

Web-application Deployment, Optimization, and

Customization with Visual Basic 2005 and

ASP.NET 2.0 (3.7)[237310_eng](#)

XML and Mobile Web Applications with

Visual Basic 2005 and ASP.NET 2.0 (2.7)[237311_eng](#)

TestPrep 70-528 VB – TS: Microsoft .NET

Framework 2.0 – Web-based Client

Development.....[tp70528vb_eng](#)

Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with Visual Basic 2005

Mentoring 70-526 VB – TS: Microsoft .NET

Framework 2.0 – Windows-based Client

Development).....[mnt70526vb](#)

Windows Forms Creation and Configuration

with Visual Basic 2005 (2.8).....[244011_eng](#)

Data Integration, Database Environments,

and XML Handling with Visual Basic 2005 (3.8) [244012_eng](#)

Windows Forms Controls and Usability

with Visual Basic 2005 (2.5).....[244013_eng](#)

Asynchronous Programming and Deployment

with Visual Basic 2005 (1.9).....[244014_eng](#)

TestPrep 70-526 VB – TS: Microsoft .NET

Framework 2.0 – Windows-based Client

Development[tp70526vb_eng](#)

Microsoft .NET Framework 2.0: New Features for Developers Using C# 2005

Visual Studio 2005 with C# (3.3).....[239189_eng](#)

C# 2005, the Console Class, and Security (2.3)[239190_eng](#)

ADO.NET 2.0, Data Binding, and

ASP.NET 2.0 with C# (2.3)[239191_eng](#)

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

Microsoft .NET Framework 2.0: Application Development Foundation with C# 2005

Mentoring 70-536 C# – TS: Microsoft .NET Framework 2.0 – Application Development Foundation.....	mnt70536cs
C# 2005: System Types and Collections (2.8).....	241291_eng
C# 2005: Serialization and I/O (2.7).....	241292_eng
C# 2005: Customized Programming (2.8).....	241293_eng
C# 2005: Security (2.8).....	241294_eng
C# 2005: Threading, Service Processing, and Application Domains (3.0).....	241295_eng
C# 2005: Diagnostics and Management (3.0).....	241296_eng
TestPrep 70-536 C# – TS: Microsoft .NET Framework 2.0 – Application Development Foundation.....	tp70536cs_eng

Microsoft .NET Framework 2.0: Developing Web-based Client Applications with C# 2005 and ASP.NET 2.0

Mentoring 70-528 C# – TS: Microsoft .NET Framework 2.0 – Web-based Client Development.....	mnt70528cs
Web-form Creation with C# 2005 and ASP.NET 2.0 (4.0).....	241467_eng
Data Integration with C# 2005 and ASP.NET 2.0 (2.7).....	241468_eng
Custom Controls and Security with C# 2005 And ASP.NET 2.0 (2.3).....	241469_eng
Web-applications Deployment, Optimization, And Customization with C# 2005 and ASP.NET 2.0 (3.7).....	241470_eng
XML and Mobile Web Applications with C# 2005 and ASP.NET 2.0 (2.7).....	241496_eng
TestPrep 70-528 C# – TS: Microsoft .NET Framework 2.0 – Web-based Client Development.....	tp70528cs_eng

Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with C# 2005

Mentoring 70-526 C# - TS: Microsoft .NET Framework 2.0 – Windows-based Client Development.....	mnt70526cs
Windows Forms Creation and Configuration with C# 2005 (2.8).....	246608_eng
Data Integration, Database Environments, and XML Handling with C# 2005 (3.8).....	246609_eng
Windows Forms Controls and Usability with C# 2005 (2.5).....	246610_eng
Asynchronous Programming and Deployment With C# 2005 (1.9).....	246611_eng
TestPrep 70-526 C# - TS: Microsoft .NET Framework 2.0 – Windows-based Client Development.....	tp70526cs_eng

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

Microsoft .NET Framework 2.0: Distributed Application Development with Visual Basic 2005

Mentoring 70-529 VB - TS: Microsoft .NET Framework 2.0 – Distributed Application Development.....	mnt70529vb
Web Services with Visual Basic 2005 (2.7).....	246186_eng
Remoting with Visual Basic 2005 (2.3).....	246187_eng
Serviced Components and Messaging with Visual Basic 2005 (3.3).....	246189_eng
WSE Implementation with Visual Basic 2005 (2.7).....	246188_eng
TestPrep 70-529 VB - TS: Microsoft .NET Framework 2.0 – Distributed Application Development.....	tp70529vb_eng

Microsoft .NET Framework 2.0: Distributed Application Development with C# 2005

Mentoring 70-529 C# - TS: Microsoft .NET Framework 2.0 – Distributed Application Development.....	mnt70529cs
Web Services with C# 2005 (2.8).....	254285_eng
Remoting with C# 2005 (2.3).....	254296_eng
WSE Implementation with C# 2005 (2.8).....	254306_eng
Serviced Components and Messaging with C# 2005 (3.3).....	254318_eng
TestPrep 70-529 C# - TS: Microsoft .NET Framework 2.0 – Distributed Application Development.....	tp70529cs_eng

LANGUAGES

ANSI C Programming (ACE=2)

Introducing C (4.0).....	116604_eng
Data Representation (3.3).....	116654_eng
Functions (5.3).....	116670_eng
Expressions (3.6).....	116697_eng
Flow Control (2.7).....	116731_eng
Text Processing (4.0).....	116752_eng
Processing Records (4.0).....	116781_eng
Pointers (2.8).....	116826_eng
The Standard Library and Preprocessor (3.3).....	116840_eng
Final Exam: ANSI C Programming	FE0016_eng

C++ Programming (ACE=1)

Structured Programming (3.7).....	116671_eng
Classes and Data Abstraction (4.0).....	116672_eng
Manipulating Objects (3.3).....	116673_eng
Overloading (3.7).....	116674_eng
Files and Streams (2.7).....	116675_eng
Programming Techniques (3.0).....	116676_eng
Final Exam: C++ Programming	FE0015_eng

Perl Programming Fundamentals

Perl Language Fundamentals (3.2).....	235060_eng
Starting to Program with Perl (3.0).....	235075_eng

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

WEB DESIGN AND DESKTOP PUBLISHING

Web Site Design – Principles

Web Development Fundamentals (2.0)[wd_dshw_a01_it_enus](#)
 Internet Site Development (2.0).....[wd_dshw_a02_it_enus](#)
 Web 2.0 Fundamentals (2.0)[wd_dshw_a03_it_enus](#)

Introduction to Ajax Development

Ajax Basics (2.5)[wt_ajax_a01_it_enus](#)
 Ajax API Essentials (2.0)[wt_ajax_a02_it_enus](#)
 Ajax Applications and Server
 Communication (2.0).....[wt_ajax_a03_it_enus](#)

Intermediate Ajax

*4 titles tbd

ADOBE DESIGN TOOLS

Adobe Dreamweaver CS5

*6 titles tbd

Adobe Dreamweaver CS4

Setting up a Site and Adding Content
 in Dreamweaver CS4 (2.5).....[at_dcsf_a01_it_enus](#)
 Adding Links and Images
 in Dreamweaver CS4 (1.5).....[at_dcsf_a02_it_enus](#)
 Tables, Accessibility, and Standards
 in Dreamweaver CS4 (1.5).....[at_dcsf_a03_it_enus](#)
 Reusing Content in Dreamweaver CS4 (2.0).[at_dcsf_a04_it_enus](#)
 Creating Interactive Web Pages in
 Dreamweaver CS4 (2.5).....[at_dcsf_a05_it_enus](#)
 Cascading Style Sheets in Dreamweaver
 CS4 (2.5).....[at_dcsf_a06_it_enus](#)
 Dreamweaver CS4 Site Maintenance and
 Advanced Concepts[at_dcsf_a07_it_enus](#)

Adobe Dreamweaver CS3

Setting up a Site and Adding Content
 in Dreamweaver CS3 (2.5).....[at_dcst_a01_it_enus](#)
 Adding Links, Images, and Flash Objects
 in Dreamweaver CS3 (3.0).....[at_dcst_a02_it_enus](#)
 Tables, Accessibility, and Standards
 in Dreamweaver CS3 (2.0).....[at_dcst_a03_it_enus](#)
 Reusing Content in Dreamweaver CS3 (1.5).[at_dcst_a04_it_enus](#)
 Creating Interactive Web Pages in
 Dreamweaver CS3 (2.0).....[at_dcst_a05_it_enus](#)
 Cascading Style Sheets in
 Dreamweaver CS3 (2.0).....[at_dcst_a06_it_enus](#)
 Dreamweaver CS3 Site Maintenance
 and Advanced Concepts (1.5)[at_dcst_a07_it_enus](#)

Adobe Flash CS5

*6 titles tbd

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

Adobe Flash CS4

Introduction to Adobe Flash CS4
 Professional (2.0).....[at_fcsf_a01_it_enus](#)
 Drawing and Working with Images in
 Flash CS4 (2.5).....[at_fcsf_a02_it_enus](#)
 Using Flash CS4 Libraries, Text, and
 Components (3.0).....[at_fcsf_a03_it_enus](#)
 Animation in Flash CS4 (2.5)[at_fcsf_a04_it_enus](#)
 ActionScript and Multimedia in Flash
 CS4 (2.0).....[at_fcsf_a05_it_enus](#)
 Workflow and Adobe Integration in Flash
 CS4 (2.0).....[at_fcsf_a06_it_enus](#)
 Creating Navigation and Publishing Movies
 in Flash CS4 (1.5).....[at_fcsf_a07_it_enus](#)

Adobe Flash CS3

Introduction to the Features of Flash
 CS3 (2.0).....[at_fcst_a01_it_enus](#)
 Drawing and Working with Symbols in
 Flash CS3 (2.5).....[at_fcst_a02_it_enus](#)
 Using Text and Components in Flash
 CS3 (2.0).....[at_fcst_a03_it_enus](#)
 Animation in Flash CS3 (1.5)[at_fcst_a04_it_enus](#)
 ActionScript, Sound, and Video in Flash
 CS3 (2.0).....[at_fcst_a05_it_enus](#)
 Workflow and Program Integration in
 Flash CS3 (1.5).....[at_fcst_a06_it_enus](#)
 Creating Navigation and Publishing Movies
 in Flash CS3 (1.5).....[at_fcst_a07_it_enus](#)

Macromedia Flash 8

Introduction to the Features of Flash 8 (3.7).....[234939_eng](#)
 Using Text and Components in Flash 8 (2.0)[234940_eng](#)
 Animation in Flash (1.8)[234941_eng](#)
 ActionScript, Sound, and Video in Flash 8 (1.8).....[234942_eng](#)
 Workflow, Navigation, and Publishing in
 Flash 8 (3.1).....[234943_eng](#)

Adobe AIR for Flash Developers

Adobe AIR for Flash Developers (1.0).....[at_aafd_a01_it_enus](#)

Adobe Fireworks CS4

Fundamentals (2.0).....[at_fwcs_a01_it_enus](#)

Adobe Captivate 4

Adobe Captivate 4 (1.5)[at_capv_a01_it_enus](#)

Adobe InDesign CS4

Fundamentals (2.0).....[at_idcs_a01_it_enus](#)

Adobe Reader 9

Adobe Reader 9 (1.5)[at_rean_a01_dt_enus](#)

Adobe Reader 8.0

Using Adobe Reader 8 (2.5).....[at_adar_a01_dt_enus](#)

Adobe Acrobat 9

Fundamentals (2.0).....[at_adan_a01_it_enus](#)

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

Adobe Acrobat 8.0

Creating and Working with PDFs in
 Adobe Acrobat 8 (2.5).....[at adab a01 dt enus](#)
 Editing and Reviewing in Adobe
 Acrobat 8 (1.0).....[at adab a02 dt enus](#)
 Forms and Document Security in
 Adobe Acrobat 8 (1.4).....[at adab a03 dt enus](#)
 Advanced Features of Adobe
 Acrobat 8 (2.0).....[at adab a04 dt enus](#)

Adobe Illustrator CS4

Getting Started (2.5).....[at icsf a01 it enus](#)
 Beyond the Basics (2.5).....[at icsf a02 it enus](#)

Adobe Illustrator CS3

Getting Started with Illustrator CS3 (3.0).....[at icst a01 it enus](#)
 Coloring Objects and Using Brushes in
 Illustrator CS3 (2.5).....[at icst a02 it enus](#)
 Manipulating Objects in Illustrator CS3 (2.5) [at icst a03 it enus](#)
 Using Type and Symbols in Illustrator
 CS3 (2.5).....[at icst a04 it enus](#)
 Importing and Tracing Images, and
 Applying Effects in Illustrator CS3 (2.5).....[at icst a05 it enus](#)
 Exporting and Printing Artwork in
 Illustrator CS3 (2.5).....[at icst a06 it enus](#)

Adobe Photoshop CS5

*2 titles tbd

Adobe Photoshop CS4

Getting Started (2.0).....[at pcsf a01 it enus](#)
 Beyond the Basics (3.0).....[at pcsf a02 it enus](#)

Adobe Photoshop CS3

Photoshop CS3 Basics (3.0).....[at pcst a01 it enus](#)
 Selections and Layers in Photoshop
 CS3 (2.0).....[at pcst a02 it enus](#)
 Advanced Tools in Photoshop CS3 (2.5).....[at pcst a03 it enus](#)
 Photoshop CS3 Animation and
 Automation (1.5)[at pcst a04 it enus](#)

OTHER DESIGN TOOLS

OTHER SCRIPTING LANGUAGES

HTML5

*3 titles tbd

JavaScript Fundamentals

JavaScript: Language Basics (2.0).....[sl jasc a01 it enus](#)
 Objects and Object-oriented (2.5).....[sl jasc a02 it enus](#)
 Functions and Regular Expressions (2.0)[sl jasc a03 it enus](#)
 Browser Scripting Fundamentals (1.5).....[sl jasc a04 it enus](#)
 Advanced Browser Scripting and
 DHTML (2.5)[sl jasc a05 it enus](#)

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

DHTML Basics

DHTML and Cascading Style Sheets (3.3)[110402 eng](#)
 Making Content Dynamic with DHTML (3.0)[109372 eng](#)

XML Essentials

*5 titles tbd

Advanced XML

(exam IBM142)
 Structuring XML with Schemas (1.4).....[213606 eng](#)
 Advanced Schemas (2.3).....[215282 eng](#)
 Transforming and Formatting XML (2.7)[213612 eng](#)
 Querying, Navigating, and Linking XML Data (1.5).....[213638 eng](#)
 XML APIs (1.7).....[213609 eng](#)
 Extending XML (2.5).....[213614 eng](#)

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

Database Fundamentals

An Introduction to Database Systems (3.0)[80740 eng](#)
 Relational Databases (3.3).....[80751 eng](#)
 Database Data Management (2.0).....[80761 eng](#)

Database Design

An Overview of Database Design (0.7).....[78565 eng](#)
 The Database Design Methodology (4.0)[78580 eng](#)

ORACLE DATABASE SYSTEMS

Note: Some courses to support older releases remain available upon request.

KnowledgeCenter for Oracle is available

The following Oracle Express Guides are now available with SkillPort :

Express Guides

- > Oracle Database 10g: 2 Day DBA Express Guide (15.0).....[pc eg orc002](#)
- > Oracle Database 10g: Administration Workshop I R2 Express Guide (37.5).....[pc eg 444103](#)
- > Oracle Database 10g: Administration Workshop II Express Guide (37.5)[pc eg orc007](#)
- > Oracle Database 10g: New Features for Administrators Express Guide (37.5).....[pc eg orc005](#)
- > Oracle Database 10g: New Features Overview Express Guide (15.0).....[pc eg orc001](#)
- > Oracle Database 10g: SQL Fundamentals I Express Guide (30.0)[pc eg orc003](#)
- > Oracle Database 10g: SQL Fundamentals II Express Guide (15.0).....[pc eg orc004](#)
- > Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume I (22.5)[pc eg orc010](#)
- > Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume II (22.5).....[pc eg orc018](#)

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

> Oracle 11i Order to Cash Fundamentals Express Guide Volume I (37.5)	pc eg 444471
> Oracle 11i Order to Cash Fundamentals Express Guide Volume II (37.5)	pc eg 444478
> Oracle 11i Order to Cash Fundamentals Express Guide Volume III (37.5)	pc eg 444479
> Oracle 11i Project Foundation Fundamentals Express Guide Volume I (37.5)	pc eg 444469
> Oracle 11i Project Foundation Fundamentals Express Guide Volume II (37.5)	pc eg 444476
> Oracle 11i System Administrator Fundamentals Express Guide Volume I (37.5)	pc eg 444470
> Oracle 11i System Administrator Fundamentals Express Guide Volume II (37.5)	pc eg 444477
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume I (37.5)	pc eg 444472
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume II (37.5)	pc eg 444480

ORACLE 11G

Oracle Database 11g: New Features for Administrators Release 2

Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators	mnt1z0050
Installation and Oracle Restart (2.0)	od onft a01 it enus
ASM, Storage and Partitioning Enhancements (2.0)	od onft a02 it enus
Oracle Partitioning and Security Features (2.0)	od onft a03 it enus
Using Change Management Solutions (2.0)	od onft a04 it enus
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SAP Overview for Project Teams

SAP Overview (2.5).....	<u>234171 eng</u>
mySAP Finance Modules (1.8).....	<u>234268 eng</u>
mySAP Logistics Modules (2.8).....	<u>234277 eng</u>
mySAP ERP Architecture (1.7).....	<u>234278 eng</u>
SAP R/3 Administration (2.7).....	<u>234279 eng</u>
Planning and Implementing SAP Projects (2.3).....	<u>234280 eng</u>
SAP NetWeaver (1.8).....	<u>234281 eng</u>

SAP ABAP Programming Fundamentals

ABAP Fundamentals (2.5).....	<u>235539 eng</u>
ABAP Programming I (3.4).....	<u>235540 eng</u>
ABAP Programming II (2.7).....	<u>235541 eng</u>

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

SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP) (2.5).....	<u>sa bseu a01 dt enus</u>
SAP Customer Relationship Management (CRM) (2.0).....	<u>sa bseu a02 dt enus</u>
SAP Product Lifecycle Management (2.0).....	<u>sa bseu a03 dt enus</u>
SAP Supply Chain Management (2.0).....	<u>sa bseu a04 dt enus</u>
SAP Supplier Relationship Management (1.5).....	<u>sa bseu a05 dt enus</u>

SAP Business One for End Users

SAP Business One – Introduction for End Users (2.0).....	<u>sa boeu a01 dt enus</u>
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SAP Business Objects Business Intelligence

SAP Business Objects: Overview (1.5).....	<u>sa bobi a01 dt enus</u>
SAP Business Objects: Crystal Reports (1.5).....	<u>sa bobi a02 dt enus</u>
SAP Business Objects: Web Intelligence (1.5).....	<u>sa bobi a03 dt enus</u>
SAP Business Objects: Dashboards and Analytics (1.0).....	<u>sa bobi a04 dt enus</u>
SAP Business Objects: InfoView (1.5).....	<u>sa bobi a05 dt enus</u>
SAP Business Objects: Business Intelligence (1.0).....	<u>sa bobi a06 dt enus</u>

IT BUSINESS

IT-BUSINESS

Strategic IT Planning

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

KnowledgeCenter for Call Center is available

ITIL V3 Overview

Creating a Service Culture (2.0).....	<u>ib ovvw a01 it enus</u>
Introduction to the ITIL V3 Framework (2.0).....	<u>ib ovvw a02 it enus</u>
Certification and Benefits (2.0).....	<u>ib ovvw a03 it enus</u>

**IT Infrastructure Library (ITIL) v3 Foundation Syllabus
v4.2**

(exam EXO-101) Mentoring ITIL V3 Foundation (ITV3F).....	<u>mntitv3f</u>
ITIL and the Service Lifecycle (1.5).....	<u>ib itlu a01 it enus</u>
Service Strategy Fundamentals (2.0).....	<u>ib itlu a02 it enus</u>
Service Strategy Processes (1.0).....	<u>ib itlu a03 it enus</u>
Service Design Fundamentals (1.5).....	<u>ib itlu a04 it enus</u>
Service Design Processes (2.0).....	<u>ib itlu a05 it enus</u>
Service Transition Processes and Principles (2.0).....	<u>ib itlu a06 it enus</u>
Service Operation Principles and Functions (1.0).....	<u>ib itlu a07 it enus</u>
Service Operation Processes (1.5).....	<u>ib itlu a08 it enus</u>
Continual Service Improvement Fundamentals (1.0).....	<u>ib itlu a09 it enus</u>
TestPrep ITIL V3 Foundation (ITV3F).....	<u>TPITV3F ENG</u>

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

ITIL v3 Intermediate: Operational Support & Analysis (OSA)

(exam ITV3OSA)

Mentoring ITIL v3 Operational Support & Analysis.. mntitv3osa
Introduction to Operational Support and

Analysis (2.5).....ib ios a01 it enus
Introduction to Event Management (3.5).....ib ios a02 it enus
Introduction to Incident Management (2.5).....ib ios a03 it enus
Incident Management Interactions (3.0).....ib ios a04 it enus
Introduction to Request Fulfillment (2.0).....ib ios a05 it enus
Request Fulfillment Process Interfaces

And Challenges (2.5).....ib ios a06 it enus
Introduction to Problem Management (3.0) ..ib ios a07 it enus
Problem Management Process Interfaces

And Challenges (2.5).....ib ios a08 it enus
Introduction to Access Management (3.0).....ib ios a09 it enus
Introduction to the Service Desk (2.0).....ib ios a10 it enus
Service Desk Metrics and Outsourcing (1.5).....ib ios a11 it enus
Introduction to Functions (2.5).....ib ios a12 it enus
Function Activities (1.5).....ib ios a13 it enus
Technology and Implementation

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

TestPrep ITIL v3 Operational Support and

Analysisib ios a01 tp enus

Customer Service Representative, Professionalism

The Customer Service Representative (3.5) cust 06 a01 bs enus
Support Center Services and Work

Environment (3.0).....cust 06 a02 bs enus
Team and Customer Relationships (3.0).....cust 06 a03 bs enus

Customer Service Representative, Skills

Customer Interactions (3.5).....cust 07 a01 bs enus
Communication Skills (3.5).....cust 07 a02 bs enus
Conflict, Stress, and Time
Management (3.5).....cust 07 a03 bs enus

Customer Service Representative, Process

Customer Service Processes and
Procedures (3.0).....cust 08 a01 bs enus
Quality in a Support Center (3.5).....cust 08 a02 bs enus
Support Center Tools, Technologies
and Metrics (3.0).....cust 08 a03 bs enus
Dealing with Irrational Customers
and Escalating Complaints (2.0).....cust 08 a04 bs enus

PROJECT MANAGEMENT

KnowledgeCenter for Project Management is available

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

Express Guides

> CompTIA Project+ 2009 Express
Guide (37.5).....pc eg 444139

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

Project Management for Non-Project Managers

Project Management Fundamentals (2.5)proj 01 a01 bs enus
Transitioning into a Project Management

Role (3.0).....proj 01 a02 bs enus
Initiating and Planning a Project (2.0).....proj 01 a03 bs enus
Managing a Project (2.5).....proj 01 a04 bs enus
Troubleshooting and Closing the

Project (2.0).....proj 01 a05 bs enus

Project Management for Non-Project

Managers **SkillSim** (0.5).....PROJ001A

Managing Project without Direct Authority (a) ... pc bi pmbi001
Ensuring Management Buy-in on a Project (a) ... pc bi pmbi002
Managing Conflict in Project Teams (a)..... pc bi pmbi003
Managing Scope on a Project (a) pc bi pmbi004
Weighing the Costs of Project Change (a)..... pc bi pmbi005
Managing Vendor Relationships (a) pc bi pmbi006
Anticipating and Solving Problems as a

Project Champion (a)..... pc bi pmbi007
Addressing Stakeholder Conflicts (a) pc bi pmbi008
Portfolios, Programs, and Projects: What's

The Difference (a) pc bi pmbi009
Controlling Project Cost (a) pc bi pmbi010
Mitigating Risks when Improving Processes (a) .. pc bi pmbi011
Handling a Change Request (a)..... pc ch pmch001
Scope Definition Tools and Techniques (a)..... pc ch pmch002
Ethics and Risks: Why They Matter in

Project Success (a)..... pc ch pmch003
Project Management Essentials (a)..... pc ch lach041

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

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

Project Time Management (PMBOK – Fourth Edition aligned)

Defining and Sequencing Project
Activities (2.0).....[proj 08 a01 bs enus](#)
Estimating Activity Resources and
Durations (2.0).....[proj 08 a02 bs enus](#)
Developing and Controlling the Project
Schedule (2.0).....[proj 08 a03 bs enus](#)

Project Cost Management (PMBOK – Fourth Edition aligned)

Estimating and Budgeting Project
Costs (2.0).....[proj 09 a01 bs enus](#)
Controlling Costs (1.5).....[proj 09 a02 bs enus](#)

Project Quality Management (PMBOK – Fourth Edition aligned)

Project Quality Planning (2.0).....[proj 10 a01 bs enus](#)
Quality Assurance and Quality
Control (2.0).....[proj 10 a02 bs enus](#)

Project Human Resources Management (PMBOK – Fourth Edition aligned)

Planning Project Human Resources (2.0).....[proj 11 a01 bs enus](#)
Managing Project Human Resources (2.0).....[proj 11 a02 bs enus](#)
Planning and Managing Project Human
Resources **SkillSim** (0.5).....[PROJ011A](#)

Project Communications Management (PMBOK – Fourth Edition aligned)

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

Project Risk Management (PMBOK – Fourth Edition aligned)

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

Project Procurement Management (PMBOK – Fourth Edition aligned)

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

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

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

TestPrep Project Management Professional
(PMP) PMBOK Guide Fourth Edition

Aligned.....[pm proj a01 tp enus](#)

TestPrep Certified Associate in Project
Management (CAPM) PMBOK Guide

Fourth Edition Aligned.....[pm capm a01 tp enus](#)

KnowledgeCenter for Project Management PRINCE2-aligned is available

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

PRINCE2: 2009 Foundation

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

Managing Software Project Outsourcing

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

IT Project Management Essentials

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

IT Strategy Essentials

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

Writing Skills for Technical Professionals

Preparation and Planning (1.0).....[ib wstp a01 it enus](#)
Effective Writing Techniques (2.0).....[ib wstp a02 it enus](#)
*3 titles in 2011 (1.0)..... tbd

TEAM BUILDING

Optimizing Your Performance on a Team

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

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

Leading Teams

Launching a Successful Team (1.0).....team 03 a01 bs enus
 Establishing Goals, Roles, and
 Guidelines (1.0)team 03 a02 bs enus
 Developing the Team and its Culture (1.0) team 03 a03 bs enus
 Building Trust and Commitment (1.0).....team 03 a04 bs enus
 Fostering Effective Communication and
 Collaboration (1.0)team 03 a05 bs enus
 Motivating and Optimizing
 Performance (1.0)team 03 a06 bs enus
 Dealing with Conflict (1.0)team 03 a07 bs enus
 Managing Virtual Teams (1.0).....team 03 a08 bs enus
 Building Trust Incrementally (a).....pc bi lsbi004
 Inspiring Your Team (a)pc bi lsbi010
 Support Your Leader (a)pc bi pfbi010
 Choosing the Right Team Culture (a)pc ch pfch006
 Managing Communications in a Virtual Team (a)
pc bi mgbi001
 Developing Self-Sufficient Teams (a)pc ch mgch001
 Building and Leading Teams (a).....pc ch lach023

Making Cross Functional Teams Work

*4 titles (1.0) tbd

Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent (3.5).....TEAM0211
 Analyzing Workplace War Zones (2.5).....TEAM0212
 Getting Past Clashes: Valuing Team Diversity (2.5)..TEAM0213
 Conquering Conflict through Communication (3.0) ..TEAM0214
 The Path to Peace and Harmony (2.5)TEAM0215
 Manager's Performance Guide – Team
 Conflict Skills (1.5)TEAM0216
 Making Teams Work **SkillSim** (0.5)TEAM0210
 Using Conflicts to an Organization's Advantage (a)
pc bi mgbi002
 Mediating Project Team Conflict (a)pc bi pfbi006
 Facilitating Work-related Conflict Discussions (a) pc bi pfbi015

BUSINESS ANALYSIS CURRICULUM

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

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

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

SKILLSOFT LIVE LEARNING

Live Learning is a derivative of traditional instructor-led technical training. But rather than gathering students in one physical locale, instructor lectures are Web-cast (audio, presentations, and app-shares) to participants anywhere via the internet.

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We refer to live-mode instruction as **Expert Live** and the recorded form instruction as **Expert Encore**. The curriculum is dynamic with courses updated and new courses continuously added at a rate of approximately 20 to 25 courses per year. **Refer to the latest Live Learning Content Roadmap for available curricula and specific details at** <http://www.skillssoft.com/catalog/default.asp>

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COLLEGE CREDITS

American Council on Education (ACE)

Several series/courses have been awarded a college credit recommendation.

For a current list of qualifying content visit the SkillSoft web at http://www.skillsoft.com/about/credit_programs/academic_credit_programs/ace.asp

Academic Partnerships

We have direct relationships with specific schools that have agreed to accept SkillSoft courses for credit purposes. See the list and details at:

http://www.skillsoft.com/about/credit_programs/academic_credit_programs/default.asp

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CURRICULA MAPPINGS AVAILABLE

Contact your SkillSoft Learning Consultant with your specific requests for competency curricula mappings – we have a mapping tool that you may use to address organizational specific training requirements.

OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECO)

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

- > Leading Change
- > Leading People
- > Results Driven
- > Business Acumen
- > Building Coalitions/Communication

CLINGER-COHEN CIO COMPETENCIES

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

- > Policy and Organizational
- > Leadership/Managerial
- > Process/Change Management
- > Information Resources Strategy and Planning
- > IT Performance Assessment: Models and Methods
- > Project/Program Management
- > Capital Planning and Investment Assessment
- > Acquisition
- > E-Government/Electronic Business/Electronic Commerce
- > IT Security/Information Assurance
- > Enterprise Architecture
- > Technical

GS-2210: INFORMATION TECHNOLOGY MANAGEMENT

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- > Systems Analysis
- > Applications Software
- > Operating Systems
- > Network Services
- > Data Management
- > Internet
- > Systems Administration
- > Customer Support

NIST 800-16 INFORMATION TECHNOLOGY SECURITY LIBRARY MAPPING

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If you have access to the SkillSoft Books24x7 library, you will also find several additional Certification texts to assist with test preparation. Suggest you use the Browse Topics search capability and look for the Certification drop down option or search by exam designation or number.