mississippi department of
Information Technology Services

Information Technology Course Catalog

EASTWOOD

EDUCATION CENTER

3771 Eastwood Drive | Jackson, MS 39211

January-March 2015

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

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

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

During Fiscal Year 2014, ITS offered approximately 165 instructor led classes to approximately 777 students, representing numerous state agencies, universities, community colleges, and governing authorities. The curriculum has been expanded as the demand for information systems skills has increased. The Eastwood Education Center provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

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

Continuing Education is the Key to Success:

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

Other Services Offered by ITS:

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

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General Information

Welcome to the Eastwood Education Center:

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

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

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

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

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

Textbooks & Materials:

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

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

Cancellations and Substitutions:

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

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

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

Tuition for ITS classes is categorized as follows:

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

Nonexempt Employees:

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

For More Information:

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

Susan McClain, Education Coordinator ..... (601) 432-8186

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

CISCO QOS: IMPLEMENTING QUALITY OF SERVICE

Brief Course Description:

This Authorized Cisco course provides the knowledge and skills required to design, implement, and troubleshoot Quality of Service on a network. This course addresses the essential QoS technologies and applications for both Service Provider & Enterprise networks. Topics covered include:

- building blocks of IP QoS
- introduction to Modular QoS CLI & AutoQoS
- classification & marketing
- congestion management
- congestion avoidance
- traffic policing & shaping
- link efficiency mechanisms
- QoS best practices.

Prerequisites: INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1 or equivalent experience.

Materials & Approximate Course Cost:

Tuition for state employees	$3,015.00
Estimated Costs for State Employee	$3,015.00

Course: CCQOS

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1501	Starting Monday, January 26, 2015, for 1 week	Monday - Friday	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Global Knowledge

INTERCONNECTING CISCO NETWORK DEVICES: LEVEL 1

Brief Course Description:

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

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

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

Materials & Approximate Course Cost:

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

Course: CNHICND1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Monday, February 9, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ACTIVE DIRECTORY SERVICES WITH WINDOWS SERVER

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

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

Course: CNH10969

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Monday, February 23, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1504	Starting Monday, February 23, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ADMINISTERING MICROSOFT SQL SERVER DATABASES (2014)

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

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

Course: CNH20462

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1501	Starting Monday, March 9, 2015, for 2 weeks	Monday - Friday	8:30 AM – 2:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1502	Starting Monday, March 9, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ADMINISTERING WINDOWS SERVER 2012

Brief Course Description:

Topics covered include:

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

Prerequisites: INSTALLING & CONFIGURING WINDOWS SERVER 2012

Materials & Approximate Course Cost:

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

Course: CNH20411

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1504	Starting Monday, March 16, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1505	Starting Monday, March 16, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CONFIGURING WINDOWS SERVER 2008 ACTIVE DIRECTORY DOMAIN SERVICES

Brief Course Description:

Topics covered include:

- installing Active Directory Domain Services
- configuring DNS for Active Directory Domain Services
- configuring Active Directory objects & trusts
- configuring Active Directory sites & replication
- creating & configuring Group Policies
- configuring user environments using Group Policies
- implementing security using Group Policies
- implementing an Active Directory Domain Services monitoring plan
- implementing an Active Directory Domain Services maintenance plan
- troubleshooting
- troubleshooting Group Policies issues
- implementing an Active Directory Domain Services infrastructure.

Prerequisites: Students should have a basic understanding of network operating systems.

Materials & Approximate Course Cost:

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

Course: CNH6425

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, January 5, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CORE SOLUTIONS OF MICROSOFT EXCHANGE SERVER 2013

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

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

Course: CNH20341

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Monday, March 30, 2015, for 2 weeks	Monday - Friday	8:30 AM – 2:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1504	Starting Monday, March 30, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

IMPLEMENTING A DESKTOP INFRASTRUCTURE

Brief Course Description:

This course provides guidance on planning and deploying desktops by using several technologies. Topics covered include:

- assessing & determining desktop deployment options
- planning an image management strategy
- implementing desktop security
- capturing & managing a desktop operating system image
- planning & implementing user state migration
- planning & deploying desktops using the Microsoft Deployment Toolkit and System Center 2012 Configuration Manager
- planning & implementing a remote desktop services infrastructure
- managing user state virtualization for enterprise desktops
- protecting enterprise desktops from malware & data loss.

Prerequisites:

Students must have knowledge/understanding of TCP/IP & networking concepts, as well as Windows and Active Directory Domain Services.

Materials & Approximate Course Cost:

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

Course: CNH20415

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, January 12, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

INSTALLING & CONFIGURING WINDOWS SERVER 2012

Brief Course Description:

Topics covered include:

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

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

Materials & Approximate Course Cost:

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

Course: CNH20410

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1504	Starting Monday, January 26, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1505	Starting Monday, January 26, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

QUERYING MICROSOFT SQL SERVER (2014)

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

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

Course: CNH20461

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1501	Starting Monday, January 26, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1502	Starting Monday, January 26, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ACCESS 2010: LEVEL 1

Brief Course Description:

Topics covered include:

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

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

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

Course: CAC101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1505	Starting Wednesday, January 7, 2015, for 2 days	Wednesday & Thursday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Russell Walker
1506	Starting Monday, March 9, 2015, for 2 days	Monday & Tuesday	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Russell Walker

ACCESS 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

Prerequisites: ACCESS 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$150.00
Lab Fees	$47.00
Access 2010: Level 2	20.00
Estimated Costs for State Employee	$217.00

Course: CAC102

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1504	Starting Thursday, February 26, 2015, for 2 days	Thursday & Friday	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Russell Walker

DEVELOPING WEB APPLICATIONS WITH VISUAL STUDIO 2010

Brief Course Description:

In this course, students will learn to develop advanced ASP.NET MVC and Web Forms applications using .NET Framework 4 tools and technologies. ASP.NET MVC will be introduced and compared with Web Forms so that students know when each should be used. Topics covered include:

- designing a Web application
- developing MVC models, MVC controllers, & MVC views
- designing for discoverability
- writing server-side code for Web forms
- optimizing data management for Web forms
- ensuring quality by debugging, unit testing, & refactoring
- securing a Web application
- applying Master Pages & CSS
- implementing advanced AJAX in a web application
- deploying a Web app.

Prerequisites:

Students should have a basic understanding of problem-solving techniques that apply to software development, Web, macro, & Windows scripting techniques, and the purpose, function, & features of .NET Framework.

Materials & Approximate Course Cost:

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

Course: CNH10264

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, March 23, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

HTML5: LEVEL 1

Brief Course Description:

Topics covered include:

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

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

Materials & Approximate Course Cost:

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

Course: CHTML51

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1503	Starting Wednesday, February 11, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

HTML5: LEVEL 2

Brief Course Description:

Topics covered include:

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

Prerequisites: HTML5: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
HTML: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CHTML52

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1503	Starting Thursday, February 12, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

PUBLISHER 2010: LEVEL 1

Brief Course Description:

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

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

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

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

Course: CPUB101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Monday, March 9, 2015, for 1 day	8:30 AM - 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

PUBLISHER 2010: LEVEL 2

Brief Course Description:

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

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

Prerequisites: PUBLISHER 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Publisher 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CPUB102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Tuesday, March 10, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

WEB DEVELOPMENT WITH VISUAL STUDIO 2010, INTRODUCTION

Brief Course Description:

This course provides knowledge and skills for developing Web applications by using Microsoft Visual Studio 2010. Topics covered include:

- exploring ASP.NET Web applications in Visual Studio 2010
- creating Web applications by using Visual Studio 2010 & .NET-based languages
- creating an ASP.NET Web form
- adding functionality to an ASP.NET Web form
- implementing Master Pages & user controls
- validating user input
- troubleshooting ASP.NET Web applications
- managing data in an ASP.NET 4.0 Web application
- managing data access tasks by using LINQ
- managing data by using ASP.NET dynamic data
- creating an ASP.NET Ajax-enabled Web forms application
- more.

Prerequisites:

Students must have at least 1 month's experience with .NET technologies, knowledge of HTML or DHTML, and programming experience using Visual Basic .NET or Visual C# .NET.

Materials & Approximate Course Cost:

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

Course: CNH10267

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, January 5, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ITIL FOUNDATION 2011 EDITION

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

Tuition for state employees	$1,675.00
Estimated Costs for State Employee	$1,675.00

Course: CNHITIL1

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, February 2, 2015, for 3 days ONLINE LIVE	Monday, Tuesday & Wednesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

COMPTIA MOBILE APP SECURITY+

Brief Course Description:

This course teaches why it is critical to build security into iOS apps, how to improve programming processes to promote security, and how to provide countermeasures for the numerous threats to which an iOS app and its uses are exposed. Topics covered include:

- the rationale for iOS app security
- the iOS security architecture
- employing secure mobile app development strategies
- accessing local processes & devices securely
- securing data through encryption
- accessing local storage securely
- communicating over networks securely
- using the UIWebView component securely
- protecting credentials in storage & transit.

Prerequisites: Students should have experience developing native apps in iOS using Xcode and the Objective-C programming language.

Materials & Approximate Course Cost:

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

Course: CNHMOBSEC

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, March 23, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

ADMINISTERING SYSTEM CENTER 2012 CONFIGURATION MANAGER

Brief Course Description:

Students will gain the knowledge and skills to configure and manage a System Center 2012 Configuration Manager site. Topics covered include:

- overview of System Center 2012 Configuration Manager
- discovering & organizing resources
- managing the Configuration Manager Client
- managing inventory & software metering
- querying & reporting data
- managing software deployments by using packages & programs
- creating & deploying applications
- managing application development
- deploying & managing software updates
- implementing EndPoint Protection
- managing compliance settings & mobile devices
- configuring Wake On LAN.

Prerequisites:

System administrator-level working knowledge of networking fundamentals, AD principles & management, Windows Server management, Windows client fundamentals, SQL Server 2008, basic public key infrastructure concept

Materials & Approximate Course Cost:

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

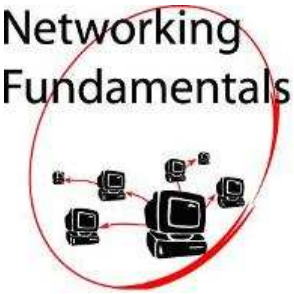
Course: CNH10747

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, February 23, 2015, for 2 weeks	Monday - Friday	8:30 AM – 12:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1503	Starting Monday, February 23, 2015, for 2 weeks	Monday - Friday	1:00 PM – 5:00 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

COMPTIA NETWORK+ CERTIFICATION (2011 OBJECTIVES)

Brief Course Description:



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

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

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

Materials & Approximate Course Cost:

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

Course: CNHNET+

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1501	Starting Monday, January 12, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

NETWORKING AND SECURITY FUNDAMENTALS

Brief Course Description:

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

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

Prerequisites: None

Materials & Approximate Course Cost:

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

Course: CNH40032

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, March 16, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

POWERPOINT 2010: LEVEL 1

Brief Course Description:

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

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

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

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

Course: CPP101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1503	Starting Wednesday, February 18, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

POWERPOINT 2010: LEVEL 2

Brief Course Description:

Topics covered include:

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

Prerequisites: POWERPOINT 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
PowerPoint 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CPP102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1503	Starting Thursday, February 19, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

CONFIGURING WINDOWS 8

Brief Course Description:

Topics covered include:

- installing Windows 8
- upgrading & migrating to Windows 8
- managing disks & device drivers
- configuring & troubleshooting network connections
- implementing wireless network connections
- implementing network security
- configuring file access & printers on Windows 8 clients
- securing Windows 8 desktops
- configuring applications
- optimizing & maintaining Windows 8 client computers
- configuring mobile computing & remote access
- implementing Hyper-V
- troubleshooting & recovering Windows 8
- using Windows PowerShell.

Prerequisites: Students must have an understanding of networking fundamentals, AD DS principles, PKI components, MS Windows Server 2008 fundamentals, Windows client fundamentals, and WAIK components.

Materials & Approximate Course Cost:

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

Course: CNH20687

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Monday, March 9, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

VMWARE VSPHERE 5.5: INSTALL, CONFIGURE, MANAGE

Brief Course Description:

This course explores installation, configuration, and management of VMware vSphere. Topics covered include:

- introduction to VMware virtualization
- creating virtual machines
- VMware vCenter Server
- configuring & managing virtual networks and virtual storage
- virtual machine management
- data protection
- access & authentication control
- resource management & monitoring
- high availability & fault tolerance
- scalability
- patch management
- installing VMware components.

Prerequisites: Students should have some system administration experience on Microsoft Windows or Linux operating systems.

Materials & Approximate Course Cost:

Tuition for state employees	$3,655.00
Estimated Costs for State Employee	$3,655.00

Course: CVMWICM55

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1502	Starting Monday, January 26, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

TECHNOLOGY PLANNING & PROCUREMENT FOR STATE AGENCIES

Brief Course Description:

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

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

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

Materials & Approximate Course Cost:

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

Course: CPROCPLN

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Tuesday, March 17, 2015, for 1 day	1:30 PM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	ITS Procurement/ Planning Management Staff

SQL QUERYING: LEVEL 1 (4th Ed.)

Brief Course Description:

This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Fundamentals of SQL Querying	45.00
Estimated Costs for State Employee	$170.00

Course: CSQL41

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Monday, February 9, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Burrell Brown

SQL QUERYING: LEVEL 2 (4th Ed.)

Brief Course Description:

In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

Prerequisites: SQL QUERYING: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Advanced SQL Querying	45.00
Estimated Costs for State Employee	$170.00

Course: CSQL42

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Tuesday, February 10, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Burrell Brown

CRYSTAL REPORTS 11: LEVEL 1

Brief Course Description:

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

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

Prerequisites:

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

Materials & Approximate Course Cost:

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

Course: CCR111

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Tuesday, January 20, 2015, for 2 days	Tuesday & Wednesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT
1504	Starting Monday, March 30, 2015, for 2 days	Monday & Tuesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

CRYSTAL REPORTS 11: LEVEL 2

Brief Course Description:

In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

Prerequisites: CRYSTAL REPORTS 11: LEVEL 1

Materials & Approximate Course Cost:

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

Course: CCR112

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Tuesday, February 17, 2015, for 2 days	Tuesday & Wednesday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT PROJECT 2010: LEVEL 1

Brief Course Description:

This course teaches the basic commands and features of Project 2010. Students will learn how to create and modify task lists, establish a project schedule, create calendars, assign resources to tasks, track costs, and work with different views and tables. Students will also apply filters and groups, sort task and resource data, and learn how to resolve resource conflicts. Topics covered include:

- project management concepts
- tasks
- resource management
- views & tables
- filters, groups, & sorting
- finalizing the task plan.

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

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

Course: CMSPJ101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Monday, March 23, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Russell Walker

MICROSOFT PROJECT 2010: LEVEL 2

Brief Course Description:

This course builds on the basic concepts & skills. Students will learn how to work with templates, create baseline plans, monitor & update projects, analyze project statistics, handle delays & conflicts, create reports, consolidate project files, share resources, and customize Project. Students will also learn how to communicate project information by using Project Server 2010 and how to integrate Project data with other Office applications. Topics covered include:

- using templates & importing data
- managing a project
- analyzing & adjusting the plan
- working with reports
- managing multiple projects
- exchanging project information.

Prerequisites: MICROSOFT PROJECT 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Project 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CMSPJ102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Tuesday, March 24, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Russell Walker

PROJECT MANAGEMENT PROFESSIONAL (PMP) EXAM PREPARATION

Brief Course Description:

Topics covered include:

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

Prerequisites: MICROSOFT PROJECT 2010: LEVEL 1
MICROSOFT PROJECT 2010: LEVEL 2

Materials & Approximate Course Cost:

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

Course: CNHPMP

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1504	Starting Monday, March 23, 2015, for 1 week ONLINE LIVE	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

SECURITY+ CERTIFICATION (EXAM SYO-301)

Brief Course Description:

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

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

Prerequisites: A+ Certification

Materials & Approximate Course Cost:

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

Course: CNHSEC+

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Monday, March 23, 2015, for 1 week	Monday - Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Brief Course Description:

Topics covered include:

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

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

Materials & Approximate Course Cost:

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

Course: CNHSPF101

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Thursday, January 22, 2015, for 2 days	Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 2

Brief Course Description:

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

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

Prerequisites: MICROSOFT SHAREPOINT FOUNDATION 2010: LEVEL 1

Materials & Approximate Course Cost:

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

Course: CNHSPF102

Section Information:

Section:	Date & Time Info:			Location:		Instructor:
1503	Starting Thursday, February 19, 2015, for 2 days	Thursday & Friday	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT SHAREPOINT FOUNDATION 2013: SITE OWNER

Brief Course Description:

In this course, students will learn how to create, configure, and manage a SharePoint Team Site. Topics covered include:

- creating a new site
- adding & configuring libraries
- adding & configuring lists
- configuring site settings, navigation, & search
- assigning permissions & access rights
- configure content roll-up
- summary links
- site maps.

Prerequisites:

Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPF13SO

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Wednesday, January 21, 2015, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

MICROSOFT SHAREPOINT FOUNDATION 2013: SITE USER

Brief Course Description:

In this course, students will learn how to use a SharePoint Team Site to access, store, and share information and documents. Topics covered include:

- accessing & navigating SharePoint Team Sites
- working with documents, content, & libraries
- working with lists
- configuring your SharePoint profile
- integrating with Microsoft Office
- working offline & remotely with SharePoint.

Prerequisites:

Students should have basic end-user skills with Windows 8 and any or all of the Microsoft Office 2007, 2010, or 2013 suite components, as well as basic competence with Internet browsing.

Materials & Approximate Course Cost:

Tuition for state employees	$295.00
Estimated Costs for State Employee	$295.00

Course: CNHSPF13SU

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1502	Starting Tuesday, January 20, 2015, for 1 day	8:00 AM – 4:30 PM	Suite R-101, Systems IT	1855 Lakeland Dr. Jackson, MS	Systems IT

EXCEL 2010: LEVEL 1

Brief Course Description:

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

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

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

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

Course: CEX101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Wednesday, January 14, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler
1505	Starting Wednesday, March 11, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler

EXCEL 2010: LEVEL 2

Brief Course Description:

Topics covered include:

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

Prerequisites: EXCEL 2010: LEVEL 1

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Excel 2010: Intermediate	20.00
Estimated Costs for State Employee	$145.00

Course: CEX102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Monday, February 23, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 107	3771 Eastwood Dr. Jackson, MS	Anne Butler

EXCEL 2010: LEVEL 3

Brief Course Description:

Topics covered include:

- advanced functions
- lookups & data tables
- advanced data management
- PivotTables & PivotCharts
- exporting & importing
- analytical tools
- macros & custom functions
- unconditional formatting & SmartArt graphics.

Prerequisites: EXCEL 2010: LEVEL 2

Materials & Approximate Course Cost:

Tuition for state employees	$100.00
Lab Fees	$25.00
Excel 2010: Advanced	20.00
Estimated Costs for State Employee	$145.00

Course: CEX103

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1503	Starting Wednesday, March 25, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Beth Wynn

WORD 2010: LEVEL 1

Brief Course Description:

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

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

Prerequisites: INTRODUCTION TO WINDOWS

Materials & Approximate Course Cost:

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

Course: CWD101

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Wednesday, January 7, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler
1505	Starting Wednesday, March 18, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

WORD 2010: LEVEL 2

Brief Course Description:

Topics covered include:

- styles & outlines
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

Prerequisites: WORD 2010: LEVEL 1

Materials & Approximate Course Cost:

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

Course: CWD102

Section Information:

Section:	Date & Time Info:		Location:		Instructor:
1504	Starting Wednesday, February 25, 2015, for 1 day	8:30 AM – 4:30 PM	Classroom 108	3771 Eastwood Dr. Jackson, MS	Anne Butler

Expanded Offering of On-Line Live Classes

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

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

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

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

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

SYSTEMS·IT
INFORMATION TECHNOLOGY TRAINING

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
10135 Configuring, Managing and Troubleshooting Microsoft Exchange Server 2010	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
10174 Configuring and Administering Microsoft SharePoint 2010	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
10262 Developing Windows Applications with Microsoft Visual Studio 2010	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,195.00
10264 Developing Web Applications with Microsoft Visual Studio 2010	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
10266 Programming in C# with Microsoft Visual Studio 2010	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
10267 Introduction to Web Development with Microsoft Visual Studio 2010	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
10550 Programming in Visual Basic with Microsoft Visual Studio 2010	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
10747 Administering System Center 2012 Configuration Manager	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	1/12/2015 8:00 AM	1/14/2015 4:00 PM	$ 1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	2/11/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,195.00
10748 Deploying System Center 2012 Configuration Manager	Online instructor led	3/2/2015 8:00 AM	3/4/2015 4:00 PM	$ 1,195.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
10961 Automating Administration with Windows PowerShell 3.0	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	1/14/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
10962 Advanced Automated Administration with Windows PowerShell	Online instructor led	3/9/2015 8:00 AM	3/11/2015 4:00 PM	$ 1,995.00
10967 Fundamentals of a Windows Server Infrastructure	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
10975 Introduction to Programming	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
10977 Updating Your SQL Server Skills to Microsoft SQL Server 2014	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
10978 Introduction to Azure for Developers	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20246 Monitoring and Operating a Private Cloud	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
20247 Configuring and Deploying a Private Cloud	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20247 Configuring and Deploying a Private Cloud	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
20331 Core Solutions of Microsoft SharePoint Server 2013	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20332 Advanced Solutions of Microsoft SharePoint Server 2013	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20336 Core Solutions of Microsoft Lync Server 2013	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
20337 Enterprise Voice and Online Services with Microsoft Lync Server 2013	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
20341 Core Solutions of Microsoft Exchange Server 2013	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20342 Advanced Solutions of Microsoft Exchange Server 2013	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20346 Managing Office 365 Identities and Services	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20409 Server Virtualization with Windows Server Hyper-V and System Center	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
20410 Installing and Configuring Windows Server 2012	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20411 Administering Windows Server 2012	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
20495 Configuring Advanced Windows Server 2012 Services	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
20413 Designing and Implementing a Server Infrastructure	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20414 Implementing an Advanced Server Infrastructure	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
20415 Implementing a Desktop Infrastructure	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
20416 Implementing Desktop Application Environments	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
20417 Upgrading Your Skills to MCSA Windows Server 2012	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20461 Querying Microsoft SQL Server (2014)	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20461 Querying Microsoft SQL Server (2014)	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20462 Administering Microsoft SQL Server Databases (2014)	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server (2014)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server (2014)	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20463 Implementing a Data Warehouse with Microsoft SQL Server (2014)	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
20464 Developing Microsoft SQL Server Databases (2014)	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20464 Developing Microsoft SQL Server Databases (2014)	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
20464 Developing Microsoft SQL Server Databases (2014)	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
20465 Designing a Data Solution with Microsoft SQL Server	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00

SYSTEMS·IT
INFORMATION TECHNOLOGY TRAINING

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
20466 Implementing Data Models and Reports with Microsoft SQL Server	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20467 Designing Self-Service Business Intelligence and Big Data Solutions	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20480 Programming in HTML5 with JavaScript and CSS3	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
20481 Essentials of Developing Windows Metro Style Apps Using HTML5 and JavaScript	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
20482 Advanced Windows Store App Development Using HTML5 and JavaScript	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
20483 Programming in C#	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20483 Programming in C#	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20483 Programming in C#	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20484 Essentials of Developing Windows Store Apps Using C#	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20485 Advanced Windows Store App Development Using C#	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
20486 Developing ASP.NET MVC 4 Web Applications	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
20487 Developing Windows Azure and Web Services	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
20488 Developing Microsoft SharePoint 2013 Core Solutions	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
20489 Developing Microsoft SharePoint 2013 Advanced Solutions	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
20687 Configuring Windows 8.1	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
20688 Supporting Windows 8.1	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
20688 Supporting Windows 8.1	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	1/5/2015 8:00 AM	1/7/2015 4:00 PM	$ 1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	2/18/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,195.00
2778 Writing Queries Using Microsoft SQL Server 2008 Transact-SQL	Online instructor led	3/25/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online instructor led	1/28/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,195.00
40008 Updating your Database Skills to Microsoft SQL Server 2012	Online instructor led	3/9/2015 8:00 AM	3/11/2015 4:00 PM	$ 1,195.00
40035 Software Development Fundamentals with .NET	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,195.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
50331 Windows 7, Enterprise Desktop Support Technician	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
50354 SharePoint 2010 SharePoint Designer	Online instructor led	3/19/2015 8:00 AM	3/20/2015 4:00 PM	$ 800.00
50413 Mastering Microsoft Project 2010	Online instructor led	1/14/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	2/18/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,195.00
50413 Mastering Microsoft Project 2010	Online instructor led	3/23/2015 8:00 AM	3/25/2015 4:00 PM	$ 1,195.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
50429 SharePoint 2010 Business Intelligence	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
50430 Administering Team Foundation Server 2010	Online instructor led	1/28/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,195.00
50430 Administering Team Foundation Server 2010	Online instructor led	3/23/2015 8:00 AM	3/25/2015 4:00 PM	$ 1,195.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	1/22/2015 8:00 AM	1/23/2015 4:00 PM	$ 800.00
50470 Microsoft SharePoint Server 2010 for the Site Owner/Power User	Online instructor led	2/23/2015 8:00 AM	2/24/2015 4:00 PM	$ 800.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
50547 Microsoft SharePoint 2010 Site Collection and Site Administration	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
55004 Installing and Configuring System Center 2012 Operations Manager	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
55006 System Center Operations Manager 2012	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
55007 System Center 2012 Orchestrator	Online instructor led	2/4/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,195.00
55007 System Center 2012 Orchestrator	Online instructor led	3/16/2015 8:00 AM	3/18/2015 4:00 PM	$ 1,195.00
55009 System Center Service Manager 2012	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	1/26/2015 8:00 AM	1/28/2015 4:00 PM	$ 1,195.00
55021 Configuring and Administering Hyper-V in Windows Server 2012	Online instructor led	3/9/2015 8:00 AM	3/11/2015 4:00 PM	$ 1,195.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
55033 SharePoint 2013 Site Collection and Site Administration	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	1/12/2015 8:00 AM	1/13/2015 4:00 PM	$ 800.00
55035 Microsoft SharePoint Server 2013 for the Site Owner/Power User	Online instructor led	3/2/2015 8:00 AM	3/3/2015 4:00 PM	$ 800.00
55054 Mastering Microsoft Project 2013	Online instructor led	1/5/2015 8:00 AM	1/7/2015 4:00 PM	$ 800.00
55054 Mastering Microsoft Project 2013	Online instructor led	3/4/2015 8:00 AM	3/6/2015 4:00 PM	$ 800.00
6231 Maintaining a Microsoft SQL Server 2008 R2 Database	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00
6232 Implementing a Microsoft SQL Server 2008 R2 Database	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
6234 Implementing and Maintaining Microsoft SQL Server 2008 Analysis Services	Online instructor led	2/11/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	1/26/2015 8:00 AM	1/28/2015 4:00 PM	$ 1,195.00
6235 Implementing and Maintaining Microsoft SQL Server 2008 Integration Services	Online instructor led	3/30/2015 8:00 AM	4/1/2015 4:00 PM	$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	1/7/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	2/4/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,195.00
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	Online instructor led	3/23/2015 8:00 AM	3/25/2015 4:00 PM	$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	1/12/2015 8:00 AM	1/14/2015 4:00 PM	$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	2/9/2015 8:00 AM	2/11/2015 4:00 PM	$ 1,195.00
6292 Installing and Configuring Windows 7 Client	Online instructor led	3/9/2015 8:00 AM	3/11/2015 4:00 PM	$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	1/5/2015 8:00 AM	1/7/2015 4:00 PM	$ 1,195.00
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	2/4/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,195.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
6293 Troubleshooting and Supporting Windows 7 in the Enterprise	Online instructor led	3/2/2015 8:00 AM	3/4/2015 4:00 PM	$ 1,195.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
6294 Planning and Managing Windows 7 Desktop Deployments and Environments	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
6419 Configuring, Managing, and Maintaining Windows Server 2008 Servers	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
6425 Configuring Windows Server 2008 Active Directory Domain Services	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
6426 Configuring and Troubleshooting Identity and Access Solutions with Windows Server 2008 Active Directory	Online instructor led	2/9/2015 8:00 AM	2/11/2015 4:00 PM	$ 1,195.00
6433 Planning and Implementing Windows Server 2008	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,995.00
Access 2010 Programming with VBA	Online instructor led	1/19/2015 8:00 AM	1/21/2015 4:00 PM	$ 550.00
Access 2010 Programming with VBA	Online instructor led	3/4/2015 8:00 AM	3/6/2015 4:00 PM	$ 550.00
Adobe Acrobat XI - Part 1	Online instructor led	1/14/2015 8:00 AM	1/14/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	2/2/2015 8:00 AM	2/2/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	2/20/2015 8:00 AM	2/20/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	3/10/2015 8:00 AM	3/10/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 1	Online instructor led	3/26/2015 8:00 AM	3/26/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	1/2/2015 8:00 AM	1/2/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	1/26/2015 8:00 AM	1/26/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	2/17/2015 8:00 AM	2/17/2015 4:00 PM	$ 295.00
Adobe Acrobat XI - Part 2	Online instructor led	3/12/2015 8:00 AM	3/12/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 1	Online instructor led	1/13/2015 8:00 AM	1/13/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 1	Online instructor led	2/5/2015 8:00 AM	2/5/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 1	Online instructor led	2/25/2015 8:00 AM	2/25/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 1	Online instructor led	3/20/2015 8:00 AM	3/20/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 2	Online instructor led	1/30/2015 8:00 AM	1/30/2015 4:00 PM	$ 295.00
Adobe Dreamweaver CC: Part 2	Online instructor led	3/2/2015 8:00 AM	3/2/2015 4:00 PM	$ 295.00
Adobe Flash CS6 - Part 1	Online instructor led	1/19/2015 8:00 AM	1/19/2015 4:00 PM	$ 295.00
Adobe Flash CS6 - Part 1	Online instructor led	3/5/2015 8:00 AM	3/5/2015 4:00 PM	$ 295.00
Adobe Flash CS6 - Part 2	Online instructor led	1/5/2015 8:00 AM	1/5/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	1/16/2015 8:00 AM	1/16/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	1/29/2015 8:00 AM	1/29/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	2/9/2015 8:00 AM	2/9/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	2/24/2015 8:00 AM	2/24/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	3/11/2015 8:00 AM	3/11/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 1	Online instructor led	3/27/2015 8:00 AM	3/27/2015 4:00 PM	$ 295.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Adobe Illustrator CC: Part 2	Online instructor led	1/5/2015 8:00 AM	1/5/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 2	Online instructor led	1/23/2015 8:00 AM	1/23/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 2	Online instructor led	2/10/2015 8:00 AM	2/10/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 2	Online instructor led	2/26/2015 8:00 AM	2/26/2015 4:00 PM	$ 295.00
Adobe Illustrator CC: Part 2	Online instructor led	3/18/2015 8:00 AM	3/18/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	1/7/2015 8:00 AM	1/7/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	1/15/2015 8:00 AM	1/15/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	2/2/2015 8:00 AM	2/2/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	2/18/2015 8:00 AM	2/18/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	3/6/2015 8:00 AM	3/6/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 1	Online instructor led	3/16/2015 8:00 AM	3/16/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	1/13/2015 8:00 AM	1/13/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	1/28/2015 8:00 AM	1/28/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	2/12/2015 8:00 AM	2/12/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	2/27/2015 8:00 AM	2/27/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	3/11/2015 8:00 AM	3/11/2015 4:00 PM	$ 295.00
Adobe InDesign CC: Part 2	Online instructor led	3/26/2015 8:00 AM	3/26/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	1/8/2015 8:00 AM	1/8/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	1/30/2015 8:00 AM	1/30/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	2/11/2015 8:00 AM	2/11/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	2/20/2015 8:00 AM	2/20/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	3/3/2015 8:00 AM	3/3/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 1	Online instructor led	3/13/2015 8:00 AM	3/13/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	1/7/2015 8:00 AM	1/7/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	1/22/2015 8:00 AM	1/22/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	2/6/2015 8:00 AM	2/6/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	2/23/2015 8:00 AM	2/23/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	3/10/2015 8:00 AM	3/10/2015 4:00 PM	$ 295.00
Adobe Photoshop CC: Part 2	Online instructor led	3/25/2015 8:00 AM	3/25/2015 4:00 PM	$ 295.00
Certified Information Security Manager (CISM)	Online instructor led	1/21/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,675.00
Certified Information Security Manager (CISM)	Online instructor led	3/30/2015 8:00 AM	4/1/2015 4:00 PM	$ 1,675.00
Certified Information System Security Professional (CISSP)	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 2,395.00
Certified Information System Security Professional (CISSP)	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 2,395.00
Certified Information Systems Auditor (CISA)	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 2,395.00
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 2,995.00

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Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Cisco Implementing Cisco IOS Network Security v2.0 (IINS)	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 2,995.00
Cisco Implementing Cisco IP Routing v2.0 (ROUTE)	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 2,995.00
Cisco Implementing Cisco Switched Networks v2.0 (SWITCH)	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 2,995.00
Cisco Implementing Cisco Voice Communications and QoS v8.0 (CVOICE)	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 2,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 (ICND1)	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 1 (ICND1)	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 (ICND2)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 (ICND2)	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
Cisco Interconnecting Cisco Networking Devices Part 2 (ICND2)	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 2,995.00
Cisco Introducing Cisco Voice and Unified Communications Administration v8.1 (ICOMM)	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 2,995.00
Cisco Troubleshooting and Maintaining Cisco IP Networks v2.0 (TSHOOT)	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 2,995.00
Cisco Troubleshooting Cisco Unified Communications (TVOICE)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 2,995.00
CompTIA A+ Certification	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 795.00
CompTIA A+ Certification	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 795.00
CompTIA A+ Certification	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 795.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
CompTIA Advanced Security Practitioner (CASP)	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
CompTIA Cloud Essentials Certification	Online instructor led	2/25/2015 8:00 AM	2/27/2015 4:00 PM	$ 795.00
CompTIA Healthcare IT Technician	Online instructor led	2/9/2015 8:00 AM	2/11/2015 4:00 PM	$ 1,195.00
CompTIA Linux+ Certification	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 795.00
CompTIA Linux+ Certification	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 795.00
CompTIA Linux+ Certification	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 795.00
CompTIA Network+ Certification	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 495.00
CompTIA Network+ Certification	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 495.00
CompTIA Project+ Certification	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 795.00
CompTIA Project+ Certification	Online instructor led	2/16/2015 8:00 AM	2/20/2015 4:00 PM	$ 795.00
CompTIA Project+ Certification	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 795.00
CompTIA Security+ Certification	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 495.00
CompTIA Security+ Certification	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 495.00
CompTIA Server+ Certification	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 795.00
CompTIA Server+ Certification	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 795.00
CompTIA Storage+ Certification	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 795.00

SYSTEMS·IT
INFORMATION TECHNOLOGY TRAINING

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Crystal Reports 2011 - Level 1	Online instructor led	2/11/2015 8:00 AM	2/12/2015 4:00 PM	$ 675.00
Crystal Reports 2011 - Level 2	Online instructor led	3/23/2015 8:00 AM	3/24/2015 4:00 PM	$ 675.00
Crystal Reports 2013: Part 1	Online instructor led	1/8/2015 8:00 AM	1/9/2015 4:00 PM	$ 675.00
Crystal Reports 2013: Part 1	Online instructor led	2/26/2015 8:00 AM	2/27/2015 4:00 PM	$ 675.00
Crystal Reports 2013: Part 1	Online instructor led	3/30/2015 8:00 AM	3/31/2015 4:00 PM	$ 675.00
Crystal Reports 2013: Part 2	Online instructor led	1/26/2015 8:00 AM	1/27/2015 4:00 PM	$ 675.00
Crystal Reports 2013: Part 2	Online instructor led	3/12/2015 8:00 AM	3/13/2015 4:00 PM	$ 675.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 2,395.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 2,395.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	3/9/2015 8:00 AM	3/13/2015 4:00 PM	$ 2,395.00
EC-Council Certified Ethical Hacker (CEH) v8.0	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 2,395.00
Excel 2010 Programming with VBA	Online instructor led	1/20/2015 8:00 AM	1/22/2015 4:00 PM	$ 550.00
Excel 2010 Programming with VBA	Online instructor led	2/11/2015 8:00 AM	2/13/2015 4:00 PM	$ 550.00
Excel 2010 Programming with VBA	Online instructor led	3/9/2015 8:00 AM	3/11/2015 4:00 PM	$ 550.00
Excel 2010 Programming with VBA	Online instructor led	3/31/2015 8:00 AM	4/2/2015 4:00 PM	$ 550.00
Fundamentals of Customer Service	Online instructor led	2/9/2015 8:00 AM	2/9/2015 4:00 PM	$ 295.00
Fundamentals of Customer Service	Online instructor led	3/26/2015 8:00 AM	3/26/2015 4:00 PM	$ 295.00
Google AdWords: Part 1	Online instructor led	2/4/2015 8:00 AM	2/4/2015 4:00 PM	$ 295.00
Google AdWords: Part 2	Online instructor led	2/23/2015 8:00 AM	2/23/2015 4:00 PM	$ 295.00
Grammar Essentials	Online instructor led	2/13/2015 8:00 AM	2/13/2015 4:00 PM	$ 295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	1/6/2015 8:00 AM	1/6/2015 4:00 PM	$ 295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	2/6/2015 8:00 AM	2/6/2015 4:00 PM	$ 295.00
InfoPath 2010 - Creating InfoPath Forms	Online instructor led	3/9/2015 8:00 AM	3/9/2015 4:00 PM	$ 295.00
Introduction to Agile Project Management	Online instructor led	3/10/2015 8:00 AM	3/10/2015 4:00 PM	$ 295.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	1/7/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,435.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	2/2/2015 8:00 AM	2/4/2015 4:00 PM	$ 1,435.00
ITIL Foundations 2011 Edition v6.0	Online instructor led	3/16/2015 8:00 AM	3/18/2015 4:00 PM	$ 1,435.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	3/30/2015 8:00 AM	4/3/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Operational Support & Analysis 2011 Edition	Online instructor led	6/1/2015 8:00 AM	6/5/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Release, Control & Validation 2011 Edition	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Service Design 2011 Edition	Online instructor led	1/5/2015 8:00 AM	1/8/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Service Design 2011 Edition	Online instructor led	4/6/2015 8:00 AM	4/9/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Service Operation 2011 Edition	Online instructor led	1/20/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,795.00
ITIL Intermediate Service Strategy 2011 Edition	Online instructor led	2/17/2015 8:00 AM	2/20/2015 4:00 PM	$ 1,795.00
Java Fundamentals (Java SE 7)	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Java Fundamentals (Java SE 7)	Online instructor led	3/2/2015 8:00 AM	3/6/2015 4:00 PM	$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	1/12/2015 8:00 AM	1/16/2015 4:00 PM	$ 1,995.00
Java Programming (Java SE 7)	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
JavaScript Advanced Programming and AJAX	Online instructor led	2/5/2015 8:00 AM	2/6/2015 4:00 PM	$ 800.00
JavaScript Advanced Programming and AJAX	Online instructor led	3/26/2015 8:00 AM	3/27/2015 4:00 PM	$ 800.00
JavaScript Programming	Online instructor led	2/2/2015 8:00 AM	2/4/2015 4:00 PM	$ 1,195.00
JavaScript Programming	Online instructor led	3/23/2015 8:00 AM	3/25/2015 4:00 PM	$ 1,195.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	1/20/2015 8:00 AM	1/20/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	2/9/2015 8:00 AM	2/9/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	2/27/2015 8:00 AM	2/27/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 1	Online instructor led	3/17/2015 8:00 AM	3/17/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	1/22/2015 8:00 AM	1/22/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	2/20/2015 8:00 AM	2/20/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2010 - Level 2	Online instructor led	3/23/2015 8:00 AM	3/23/2015 4:00 PM	$ 295.00
Microsoft SharePoint Designer 2013	Online instructor led	2/16/2015 8:00 AM	2/16/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2010 - Level 1	Online instructor led	2/19/2015 8:00 AM	2/20/2015 4:00 PM	$ 550.00
Microsoft SharePoint Foundation 2010 - Level 1	Online instructor led	3/2/2015 8:00 AM	3/3/2015 4:00 PM	$ 550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online instructor led	1/19/2015 8:00 AM	1/20/2015 4:00 PM	$ 550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online instructor led	3/5/2015 8:00 AM	3/6/2015 4:00 PM	$ 550.00
Microsoft SharePoint Foundation 2010 - Level 2	Online instructor led	3/25/2015 8:00 AM	3/26/2015 4:00 PM	$ 550.00
Microsoft SharePoint Foundation 2013: Site Administrator	Online instructor led	1/16/2015 8:00 AM	1/16/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site Administrator	Online instructor led	2/17/2015 8:00 AM	2/17/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site Administrator	Online instructor led	3/19/2015 8:00 AM	3/19/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site Owner	Online instructor led	2/24/2015 8:00 AM	2/24/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site Owner	Online instructor led	3/26/2015 8:00 AM	3/26/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site User	Online instructor led	3/10/2015 8:00 AM	3/10/2015 4:00 PM	$ 295.00
Microsoft SharePoint Foundation 2013: Site User	Online instructor led	3/30/2015 8:00 AM	3/30/2015 4:00 PM	$ 295.00
OneNote 2010	Online instructor led	1/16/2015 8:00 AM	1/16/2015 4:00 PM	$ 295.00
OneNote 2010	Online instructor led	3/2/2015 8:00 AM	3/2/2015 4:00 PM	$ 295.00
OneNote 2013	Online instructor led	1/23/2015 8:00 AM	1/23/2015 4:00 PM	$ 295.00
OneNote 2013	Online instructor led	3/9/2015 8:00 AM	3/9/2015 4:00 PM	$ 295.00
Oracle 12c Administration I	Online instructor led	1/26/2015 8:00 AM	1/30/2015 4:00 PM	$ 1,995.00
Oracle 12c Administration I	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 1,995.00
Oracle 12c Administration II	Online instructor led	2/2/2015 8:00 AM	2/6/2015 4:00 PM	$ 1,995.00
Oracle 12c SQL Fundamentals	Online instructor led	1/19/2015 8:00 AM	1/23/2015 4:00 PM	$ 1,995.00
Oracle 12c: PL/SQL Fundamentals	Online instructor led	2/9/2015 8:00 AM	2/13/2015 4:00 PM	$ 1,995.00

Online Live Course Schedule January-March 2015

Course Name	Delivery Method	Start Date & Time	End Date & Time	ITS Price
Project Management Essentials	Online instructor led	1/21/2015 8:00 AM	1/23/2015 4:00 PM	$ 795.00
Project Management Essentials	Online instructor led	2/9/2015 8:00 AM	2/11/2015 4:00 PM	$ 795.00
Project Management Essentials	Online instructor led	3/11/2015 8:00 AM	3/13/2015 4:00 PM	$ 795.00
Project Management Fundamentals	Online instructor led	1/20/2015 8:00 AM	1/20/2015 4:00 PM	$ 295.00
Project Management Fundamentals	Online instructor led	2/4/2015 8:00 AM	2/4/2015 4:00 PM	$ 295.00
Project Management Fundamentals	Online instructor led	3/19/2015 8:00 AM	3/19/2015 4:00 PM	$ 295.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	1/5/2015 8:00 AM	1/9/2015 4:00 PM	$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	2/23/2015 8:00 AM	2/27/2015 4:00 PM	$ 1,995.00
Project Management Professional (PMP) Certification Preparation	Online instructor led	3/23/2015 8:00 AM	3/27/2015 4:00 PM	$ 1,995.00
Visio Professional 2010 - Level 1	Online instructor led	1/7/2015 8:00 AM	1/7/2015 4:00 PM	$ 295.00
Visio Professional 2010 - Level 1	Online instructor led	2/26/2015 8:00 AM	2/26/2015 4:00 PM	$ 295.00
Visio Professional 2010 - Level 1	Online instructor led	3/24/2015 8:00 AM	3/24/2015 4:00 PM	$ 295.00
Visio Professional 2010 - Level 2	Online instructor led	1/23/2015 8:00 AM	1/23/2015 4:00 PM	$ 295.00
Visio Professional 2010 - Level 2	Online instructor led	3/9/2015 8:00 AM	3/9/2015 4:00 PM	$ 295.00
Visio Professional 2013 - Part 1	Online instructor led	1/16/2015 8:00 AM	1/16/2015 4:00 PM	$ 295.00
Visio Professional 2013 - Part 1	Online instructor led	3/2/2015 8:00 AM	3/2/2015 4:00 PM	$ 295.00
Visio Professional 2013 - Part 2	Online instructor led	3/11/2015 8:00 AM	3/11/2015 4:00 PM	$ 295.00
VMware Horizon (with View): Install, Configure, Manage	Online instructor led	2/2/2015 8:00 AM	2/5/2015 4:00 PM	$ 3,125.00
VMware Horizon (with View): Install, Configure, Manage	Online instructor led	3/10/2015 8:00 AM	3/13/2015 4:00 PM	$ 3,125.00
VMware vCenter Site Recovery Manager: Install, Configure, Manage	Online instructor led	2/9/2015 8:00 AM	2/10/2015 4:00 PM	$ 1,465.00
VMware vSphere Install, Configure, Manage	Online instructor led	3/16/2015 8:00 AM	3/20/2015 4:00 PM	$ 3,655.00
VMware vSphere: Fast Track	Online instructor led	1/26/2015 8:00 AM	1/30/2015 6:00 PM	$ 5,275.00
VMware vSphere: Fast Track	Online instructor led	3/16/2015 8:00 AM	3/20/2015 6:00 PM	$ 5,275.00

WELCOME TO SKILLSOFT ONLINE TRAINING!

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

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

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

Available subscriptions and costs:

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

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

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

How to Participate:
Print and complete the ITS Online Training Registration Form and email or fax it to Susan McClain.

For More Information Contact:
Susan McClain, Eastwood Education Center
susan.mcclain@its.ms.gov
Phone:(601) 432-8186
Fax:(601) 713-6380

Skillsoft Course Directory

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

November 2014

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

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IT SKILLS COURSEWARE

SOFTWARE DEVELOPMENT

MICROSOFT WEB APPLICATIONS

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

Microsoft Windows Store App Essentials with HTML5: Overview
Course.....wd_wshj_a01_it_enus

Microsoft Windows Store App Essentials with HTML5: The UI and Layout Controls
Course.....wd_wshj_a02_it_enus

Microsoft Windows Store App Essentials with HTML5: PLM and Contracts
Course.....wd_wshj_a03_it_enus

Microsoft Windows Store App Essentials with HTML5: Navigation, Contacts, Tiles
Course.....wd_wshj_a04_it_enus

Microsoft Windows Store App Essentials with HTML5: Input Devices and User Touch
Course.....wd_wshj_a05_it_enus

Microsoft Windows Store App Essentials with HTML5: Managing Data
Course.....wd_wshj_a06_it_enus

Microsoft Windows Store App Essentials with HTML5: Security
Course.....wd_wshj_a07_it_enus

Microsoft Windows Store App Essentials with HTML5: Deployment
Course.....wd_wshj_a08_it_enus

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

Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3
Course..... wd_hjsc_a01_it_enus

Microsoft Visual Studio 2012: HTML5 and JavaScript
Course..... wd_hjsc_a02_it_enus

Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript
Course..... wd_hjsc_a03_it_enus

Microsoft Visual Studio 2012: HTML5 APIs and Local Storage
Course..... wd_hjsc_a04_it_enus

Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs
Course..... wd_hjsc_a05_it_enus

Microsoft Visual Studio 2012: HTML5 Graphics and Animation
Course..... wd_hjsc_a06_it_enus

Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5
Course .....wd_hjsc_a07_it_enus

Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers
Course .....wd_hjsc_a08_it_enus

SOFTWARE DEVELOPMENT

WEB DEVELOPMENT TECHNOLOGIES

Introduction to Ajax Development

Ajax Basics
Course .....wt_ajax_a01_it_enus

Ajax API Essentials
Course .....wt_ajax_a02_it_enus

Ajax Applications and Server Communication
Course .....wt_ajax_a03_it_enus

SOFTWARE DEVELOPMENT

JAVA 2 PROGRAMMING

Java SE7 Fundamentals

Java SE7 Fundamentals: Introduction to Java
Course .....jl_jsef_a01_it_enus

Java SE7 Fundamentals: Variables, Operators, and Objects
Course .....jl_jsef_a02_it_enus

Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops
Course .....jl_jsef_a03_it_enus

Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts
Course .....jl_jsef_a04_it_enus

Java SE7 Fundamentals: Handling Errors and Deploying Applications
Course .....jl_jsef_a05_it_enus

Java SE 7 New Features

Java SE7 New Features: Java Language and Technology Enhancements
Course .....jl_jses_a01_it_enus

Java SE7 New Features: I/O, Network, and Desktop Enhancements
Course .....jl_jses_a02_it_enus

Java SE7 Professional

Java SE7 Professional: Syntax and Class Design
Course .....jl_jsep_a01_it_enus

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Java SE7 Professional: Generics, Errors, and I/O
Course..... jl_jsep_a02_it_enus

Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization
Course..... jl_jsep_a03_it_enus

Introduction to Java EE 6

Introduction to Java EE 6
Course..... jl_jteo_a01_it_enus

Java Programming with Java SE 6.0

Java Programming with Java SE 6.0: Getting Started with Java
Course..... 252344_ENG

Java Programming with Java SE 6.0: Operators and Flow Control in Java
Course..... 252345_ENG

Java Programming with Java SE 6.0: Creating Classes in Java
Course..... 252346_ENG

Java Programming with Java SE 6.0: Working with Classes in Java
Course..... 252347_ENG

Java Programming with Java SE 6.0: Generics and Annotations
Course..... 252348_ENG

Java Programming with Java SE 6.0: Reference Types and Threading
Course..... 252349_ENG

Java Programming with Java SE 6.0: Exception Handling and Assertions
Course..... 252350_ENG

Java Programming with Java SE 6.0: Java Utilities
Course..... 252351_ENG

Java Programming with Java SE 6.0: Java I/O
Course..... 252352_ENG

Java Programming with Java SE 6.0: Basic GUI Development in Java
Course..... 252353_ENG

Java Programming with Java SE 6.0: Java Applets
Course..... 252354_ENG

Java Programming with J2SE 5.0

Java Programming with J2SE 5: Getting Started with Java
Course..... 220915_ENG

Java Programming with J2SE 5: Operators and Flow Control in Java
Course..... 220916_ENG

Java Programming with J2SE 5: Creating Classes in Java
Course..... 220917_ENG

Java Programming with J2SE 5: Working with Classes in Java
Course ..... 220918_ENG

Java Programming with J2SE 5: Generics and Annotations
Course ..... 222163_ENG

Java Programming with J2SE 5: Reference Types and Threading
Course ..... 220919_ENG

Java Programming with J2SE 5: Exception Handling and Assertions
Course ..... 220920_ENG

Java Programming with J2SE 5: Java Utilities
Course ..... 220921_ENG

Java Programming with J2SE 5: Java I/O
Course ..... 222157_ENG

Java Programming with J2SE 5: Basic GUI Development in Java
Course ..... 220922_ENG

Java Programming with J2SE 5: Java Applets
Course ..... 220923_ENG

SOFTWARE DEVELOPMENT

MICROSOFT .NET SOFTWARE DEVELOPMENT TOOLS

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

Creating Windows Applications with C# 2010
Course .....sd_wdcs_a01_it_enus

Creating User Interfaces for Windows Applications with C# 2010
Course .....sd_wdcs_a02_it_enus

Windows Applications Content Creation and Management with C# 2010
Course .....sd_wdcs_a03_it_enus

Windows Applications Databinding with C# 2010
Course .....sd_wdcs_a04_it_enus

Customizing and Managing Multithreaded Applications with C# 2010
Course .....sd_wdcs_a05_it_enus

Securing and Deploying WPF Applications with C# 2010
Course .....sd_wdcs_a06_it_enus

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

Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and
Visual Basic 2010
Course ..... sd_masp_a01_it_enus

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Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
Course.....sd_masp_a02_it_enus

Microsoft .NET Framework 4.0: Data Integration with VB 2010
Course.....sd_masp_a03_it_enus

Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010
Course.....sd_masp_a04_it_enus

Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010
Course.....sd_masp_a05_it_enus

Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with
VB 2010
Course.....sd_masp_a06_it_enus

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
Course ..... sd_adcs_a01_it_enus

Managing ADO.NET 4 Connections and Commands with C# 2010
Course ..... sd_adcs_a02_it_enus

Getting Started with ADO.NET 4 DataSets Using C# 2010
Course ..... sd_adcs_a03_it_enus

Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
Course ..... sd_adcs_a04_it_enus

Updating ADO.NET DataSets with C# 2010
Course ..... sd_adcs_a05_it_enus

Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
Course ..... sd_adcs_a06_it_enus

Working with the ADO.NET Entity Framework 4 Using C# 2010
Course ..... sd_adcs_a07_it_enus

Using LINQ and XML with ADO.NET 4 and C# 2010
Course ..... sd_adcs_a08_it_enus

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

Getting Started with WCF 4 using VB 2010
Course .....sd_wcvb_a01_it_enus

WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
Course .....sd_wcvb_a02_it_enus

Securing and Managing a WCF 4 Application with Visual Basic 2010
Course .....sd_wcvb_a03_it_enus

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Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010
Course..... sd_wcvb_a04_it_enus

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

Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
Course.....sd_advb_a01_it_enus

Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
Course.....sd_advb_a02_it_enus

Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
Course.....sd_advb_a03_it_enus

Updating ADO.NET DataSets with Visual Basic 2010
Course.....sd_advb_a05_it_enus

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

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

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

Using LINQ and XML with ADO.NET 4 and Visual Basic2010
Course.....sd_advb_a08_it_enus

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

Windows Application Development with Visual Basic 2010
Course..... sd_wdvb_a01_it_enus

Creating User Interfaces for Windows Applications with Visual Basic 2010
Course..... sd_wdvb_a02_it_enus

Windows Applications Content Creation and Management with Visual Basic 2010
Course..... sd_wdvb_a03_it_enus

Windows Applications Databinding with Visual Basic 2010
Course..... sd_wdvb_a04_it_enus

Customizing and Managing Multithreaded Applications with Visual Basic 2010
Course..... sd_wdvb_a05_it_enus

Securing and Deploying WPF Applications with Visual Basic 2010
Course..... sd_wdvb_a06_it_enus

Microsoft .NET: An Overview

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

SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

ANSI C Programming

ANSI C Programming: Introducing C
Course ..... 116604_ENG

ANSI C Programming: Data Representation
Course ..... 116654_ENG

ANSI C Programming: Functions
Course ..... 116670_ENG

ANSI C Programming: Expressions
Course ..... 116697_ENG

ANSI C Programming: Flow Control
Course ..... 116731_ENG

ANSI C Programming: Text Processing
Course ..... 116752_ENG

ANSI C Programming: Processing Records
Course ..... 116781_ENG

ANSI C Programming: Pointers
Course ..... 116826_ENG

ANSI C Programming: The Standard Library and Preprocessor
Course ..... 116840_ENG

Final Exam: ANSI C Programming
Final Exams .....FE0016_eng

Perl Programming Fundamentals

Perl Language Fundamentals
Course ..... 235060_ENG

Starting to Program with Perl
Course ..... 235075_ENG

Developing With Python

Advanced Python
Course ..... pg_dvpy_a03_it_enus

Python Language Basics
Course ..... pg_dvpy_a01_it_enus

Applications of Python
Course ..... pg_dvpy_a02_it_enus

Ruby On Rails

Ruby on Rails - Fundamentals
Course ..... pg_rubr_a01_it_enus

Ruby on Rails - Database Fundamentals
Course ..... pg_rubr_a02_it_enus

Web APIs with Ruby on Rails
Course ..... pg_rubr_a06_it_enus

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Ruby on Rails for .NET Developers
Course..... pg_rubr_a03_it_enus

Working with Databases in Ruby on Rails
Course..... pg_rubr_a04_it_enus

Ruby Programming

Advanced Ruby Features
Course..... pg_ruby_a03_it_enus

Getting Started with Ruby
Course..... pg_ruby_a01_it_enus

Working with Ruby
Course..... pg_ruby_a02_it_enus

Working with Clojure

Clojure Data-Driven and Web Application Fundamentals
Course.....sl_jclj_a04_it_enus

Clojure Fundamentals
Course.....sl_jclj_a01_it_enus

Data and State Management in Clojure
Course.....sl_jclj_a02_it_enus

Optimizing Clojure Projects
Course.....sl_jclj_a03_it_enus

SOFTWARE DEVELOPMENT

C/C++ PROGRAMMING

C++11 Programming Essentials

C++11: Advanced Techniques and C++14 Preview
Course..... pg_cpls_a04_it_enus

C++11: Programming Fundamentals
Course..... pg_cpls_a01_it_enus

C++11: Programming Techniques
Course..... pg_cpls_a02_it_enus

C++11: Programming with Boost
Course..... pg_cpls_a03_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

Software Programming Fundamentals

Getting Started with Software Programming
Course.....sd_spff_a01_it_enus

Introduction to Software Program Design
Course.....sd_spff_a02_it_enus

Software Program Control Flow Fundamentals
Course.....sd_spff_a03_it_enus

SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

Agile Software Development

Introducing Agile Software Development
Course ..... sd_agsd_a01_it_enus

Planning an Agile Software Development Project
Course ..... sd_agsd_a02_it_enus

Managing Agile Software Development
Course ..... sd_agsd_a03_it_enus

Agile Programming and Testing
Course ..... sd_agsd_a04_it_enus

Best Practices for Software Programming

General Coding Best Practices
Course ..... 219736_ENG

Maintaining Quality Code
Course ..... 219763_ENG

Object-oriented Coding Best Practices
Course ..... 219750_ENG

Programming Techniques and Strategies
Course ..... 219722_ENG

SOFTWARE DEVELOPMENT

SOFTWARE TESTING FOUNDATIONS

Software Testing Foundations

Fundamentals of Software Testing
Course ..... sd_sftf_a01_it_enus

Testing Throughout the Software Life Cycle
Course ..... sd_sftf_a02_it_enus

Static Techniques and Test Design in Software Testing
Course ..... sd_sftf_a03_it_enus

Black-Box Software Testing Techniques
Course ..... sd_sftf_a04_it_enus

White-Box Software Testing Techniques
Course ..... sd_sftf_a05_it_enus

Software Test Management
Course ..... sd_sftf_a06_it_enus

Configuration Management, Risks, and Incidents in Software Testing
Course ..... sd_sftf_a07_it_enus

Tool Support in Software Testing
Course ..... sd_sftf_a08_it_enus

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Selenium Automated Web Testing

Advanced Features of Selenium Automated Web Testing Course..... sd_slwt_a02_it_enus

Selenium and Python Course..... sd_slwt_a05_it_enus

Selenium and C# Course..... sd_slwt_a04_it_enus

Selenium Automated Web Testing Fundamentals Course..... sd_slwt_a01_it_enus

Testing with JUnit

JUnit Fundamentals Course.....jl_jtut_a01_it_enus

Working with JUnit Tests Course.....jl_jtut_a02_it_enus

SOFTWARE DEVELOPMENT

MICROSOFT WINDOWS STORE APPS

Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Microsoft Advanced Windows Store Apps with HTML5: Enhancing Performance Course..... wd_awsh_a01_it_enus

Microsoft Advanced Windows Store Apps with HTML5: Animations and Custom Controls Course..... wd_awsh_a02_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Media and Devices Course..... wd_awsh_a03_it_enus

Microsoft Advanced Windows Store App Development with HTML5: User Interaction Course..... wd_awsh_a04_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Data and Security Course..... wd_awsh_a05_it_enus

Microsoft Advanced Windows Store App Development with HTML5: Localize and Deploy Course..... wd_awsh_a06_it_enus

SOFTWARE DEVELOPMENT

MENTORING ASSETS

Mentoring Assets

Mentoring 1Z0-853 Java Standard Edition 5 Programmer Mentoring Assets.....mnt310055

Mentoring 1Z0-851 Java Standard Edition 6 Programmer Mentoring Assets mnt310065

Mentoring 70-515 VB - TS: Web Applications Development with .NET 4 Mentoring Assets mnt70515vb

Mentoring 70-513 C# - TS: Windows Communication Foundation with .NET 4 Mentoring Assets mnt70513cs

Mentoring 70-515 C# - TS: Web Applications Development with .NET 4 Mentoring Assets mnt70515cs

Mentoring 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4 Mentoring Assets mnt70516cs

Mentoring 70-511 C# - TS: Windows Applications Development with .NET 4 Mentoring Assets mnt70511cs

Mentoring 70-513 VB - TS: Windows Communication Foundation with .NET 4 Mentoring Assets mnt70513vb

Mentoring 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4 Mentoring Assets mnt70516vb

Mentoring 70-511 VB - TS: Windows Applications Development with .NET 4 Mentoring Assets mnt70511vb

Mentoring 1Z0-804 Java SE 7 Programmer II Mentoring Assets mnt1z0804

Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3 Mentoring Assets mnt70480

Mentoring BH0-010 Certified Tester Foundation Level Mentoring Assets mntbh0010

Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript Mentoring Assets mnt70481

Mentoring 70-482 Advanced Windows Store App Development, HTML5 and JavaScript Mentoring Assets mnt70482

Mentoring 70-483 Programming in C# Mentoring Assets mnt70483

Mentoring 98-361 Software Development Fundamentals Mentoring Assets mnt98361

Mentoring 1Z0-803 Java SE 7 Programmer I Mentoring Assets mnt1z0803

SOFTWARE DEVELOPMENT

TEST PREPS

Test Preps

TestPrep 1Z0-853 Java Standard Edition 5 Programmer Testprep Exams.....TP310055_ENG

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TestPrep 1Z0-851 Java Standard Edition 6 Programmer
Testprep Exams .....TP310065_ENG

TestPrep 70-515 VB - TS: Web Applications Development with .NET 4
Testprep Exams .....sd_masp_a01_tp_enus

TestPrep 70-515 C# - TS: Web Applications Development with .NET 4
Testprep Exams .....sd_masc_a01_tp_enus

TestPrep 70-513 C# - TS: Windows Communication Foundation with .NET 4
Testprep Exams ..... sd_wccs_a01_tp_enus

TestPrep 70-516 C# - TS: Accessing Data with Microsoft .NET Framework 4
Testprep Exams .....sd_adcs_a01_tp_enus

TestPrep 70-511 C# - TS: Windows Applications Development with .NET 4
Testprep Exams ..... sd_wdcs_a01_tp_enus

TestPrep 70-513 VB - TS: Windows Communication Foundation with .NET 4
Testprep Exams ..... sd_wcvb_a01_tp_enus

TestPrep 1Z0-803 Java SE 7 Programmer I
Testprep Exams .....jl_jsef_a01_tp_enus

TestPrep 70-511 VB - TS: Windows Applications Development with .NET 4
Testprep Exams .....sd_wdvb_a01_tp_enus

TestPrep 1Z0-804 Java SE 7 Programmer II
Testprep Exams .....jl_jsep_a01_tp_enus

TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3
Testprep Exams ..... wd_hjsc_a01_tp_enus

TestPrep BH0-010 Certified Tester Foundation Level
Testprep Exams .....sd_sftf_a01_tp_enus

TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript
Testprep Exams ..... wd_wshj_a02_tp_enus

TestPrep 70-482 Advanced Windows Store App Development, HTML5 and JavaScript
Testprep Exams ..... wd_awsh_a01_tp_enus

TestPrep 70-483 Programming in C#
Testprep Exams .....wd_pgcs_a01_tp_enus

TestPrep 70-516 VB - TS: Accessing Data with Microsoft .NET Framework 4
Testprep Exams .....sd_advb_a01_tp_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

CompTIA A+ 220-801

CompTIA A+ 220-801: BIOS and Motherboards
Course.....cs_apel_a01_it_enus

CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
Course ..... cs_apel_a02_it_enus

CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
Course ..... cs_apel_a03_it_enus

CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
Course ..... cs_apel_a04_it_enus

CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
Course ..... cs_apel_a05_it_enus

CompTIA A+ 220-801: Networking Technologies
Course ..... cs_apel_a06_it_enus

CompTIA A+ 220-801: Networking Devices and Tools
Course ..... cs_apel_a07_it_enus

CompTIA A+ 220-801: Laptops
Course ..... cs_apel_a08_it_enus

CompTIA A+ 220-801: Printers
Course ..... cs_apel_a09_it_enus

CompTIA A+ 220-801: Operational Procedures
Course ..... cs_apel_a10_it_enus

CompTIA A+ 220-802

CompTIA A+ 220-802: Introducing Microsoft Windows
Course ..... cs_appa_a01_it_enus

CompTIA A+ 220-802: Installing and Configuring Windows
Course ..... cs_appa_a02_it_enus

CompTIA A+ 220-802: Optimizing Windows
Course ..... cs_appa_a03_it_enus

CompTIA A+ 220-802: Managing Windows
Course ..... cs_appa_a04_it_enus

CompTIA A+ 220-802: Security and Data Disposal
Course ..... cs_appa_a05_it_enus

CompTIA A+ 220-802: Mobile Devices
Course ..... cs_appa_a06_it_enus

CompTIA A+ 220-802: System Troubleshooting
Course ..... cs_appa_a07_it_enus

CompTIA A+ 220-802: General Troubleshooting
Course ..... cs_appa_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA SERVER+

CompTIA Server+ 2009

CompTIA Server+ 2009: System Hardware
Course .....cs_csvr_a01_it_enus

CompTIA Server+ 2009: System Software
Course .....cs_csvr_a02_it_enus

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CompTIA Server+ 2009: Server Functions and Network Essentials
Course..... cs_csvr_a03_it_enus

CompTIA Server+ 2009: Storage
Course..... cs_csvr_a04_it_enus

CompTIA Server+ 2009: IT Environment
Course..... cs_csvr_a05_it_enus

CompTIA Server+ 2009: Disaster Recovery
Course..... cs_csvr_a06_it_enus

CompTIA Server+ 2009: Troubleshooting
Course..... cs_csvr_a07_it_enus

CompTIA Server+ 2009: Network and Storage Troubleshooting
Course..... cs_csvr_a08_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2013

Microsoft Sharepoint Server 2013: Core Solutions

Microsoft SharePoint Server 2013 - Core Solutions: Information Architecture
Course..... es_cosp_a01_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Logical and Physical Design
Course..... es_cosp_a02_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Installation
Course..... es_cosp_a03_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Web and Service Applications
Course..... es_cosp_a04_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Authentication
Course..... es_cosp_a05_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Security and Taxonomy
Course..... es_cosp_a06_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: User Profiles and Search
Course..... es_cosp_a07_it_enus

Microsoft SharePoint Server 2013 - Core Solutions: Maintenance and Monitoring
Course..... es_cosp_a08_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions

Microsoft SharePoint Server 2013 - Developing Core Solutions: Implement Security
Course..... es_spdu_a02_it_enus

Microsoft SharePoint Server 2013 - Developing Core Solutions: Managing Data
Course ..... es_spdu_a03_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SHAREPOINT SERVER 2010

Microsoft SharePoint 2010: Configuring

Installing and Configuring Microsoft SharePoint 2010
Course ..... es_msst_a01_it_enus

Core Configuration for SharePoint 2010
Course ..... es_msst_a02_it_enus

Upgrading to Microsoft SharePoint 2010
Course ..... es_msst_a03_it_enus

Configuring and Administrating SharePoint 2010 Search
Course ..... es_msst_a04_it_enus

Configuring Web Applications for SharePoint 2010
Course ..... es_msst_a05_it_enus

SharePoint 2010 Authentication and Web Application Security Configuration
Course ..... es_msst_a06_it_enus

Configuring SharePoint 2010 Site Collections
Course ..... es_msst_a07_it_enus

Managing SharePoint 2010 Features and Solutions
Course ..... es_msst_a08_it_enus

SharePoint 2010 Operational Health
Course ..... es_msst_a09_it_enus

SharePoint 2010 Performance
Course ..... es_msst_a10_it_enus

Microsoft SharePoint 2010: Administration

Designing a SharePoint 2010 Physical Architecture
Course ..... es_mssa_a01_it_enus

SharePoint 2010 Logical Design and Sandbox Solutions
Course ..... es_mssa_a02_it_enus

SharePoint 2010 Deployment Topology and Availability
Course ..... es_mssa_a03_it_enus

Planning SharePoint 2010 Service Applications and Component Strategy
Course ..... es_mssa_a04_it_enus

Planning a SharePoint 2010 Upgrade
Course ..... es_mssa_a05_it_enus

Designing SharePoint 2010 Security
Course ..... es_mssa_a06_it_enus

SharePoint 2010 Maintenance and Provisioning
Course ..... es_mssa_a07_it_enus

Backing Up, Restoring, and Monitoring SharePoint 2010
Course ..... es_mssa_a08_it_enus

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Planning for Search in SharePoint 2010
Course..... es_mssa_a09_it_enus

SharePoint 2010 Content Management, Social Computing, and Collaboration
Course..... es_mssa_a10_it_enus

Designing and Developing Microsoft SharePoint 2010 Applications

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

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

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

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

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

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

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

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

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

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

Microsoft SharePoint 2010: Application Development

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

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

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

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

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

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

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

SharePoint 2010 Site Branding
Course ..... es_spad_a08_it_enus

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

Stabilizing and Deploying SharePoint 2010 Components
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Microsoft Exchange Server 2010 SP1: Configuring

Exchange Server 2010 SP1: Planning for Exchange Server
Course ..... es_mesd_a01_it_enus

Exchange Server 2010 SP1: Installation and Configuration
Course ..... es_mesd_a02_it_enus

Exchange Server 2010 SP1: Administrative Tools
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Exchange Server 2010 SP1: Mailbox Server Administration
Course ..... es_mesd_a04_it_enus

Exchange Server 2010 SP1: Public Folders and Messaging Records Management
Course ..... es_mesd_a05_it_enus

Exchange Server 2010 SP1: Message Transport
Course ..... es_mesd_a06_it_enus

Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security
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Exchange Server 2010 SP1: Client Access
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Exchange Server 2010 SP1: High Availability
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Exchange Server 2010 SP1: Backup and Recovery
Course ..... es_mesd_a10_it_enus

Exchange Server 2010 SP1: Monitoring Mail Flow and Performance
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Microsoft SharePoint 2010 SP1: Administration

Sharepoint 2010 SP1: Designing the Physical Architecture
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SharePoint 2010 SP1: Logical Design and Sandbox Solutions
Course ..... es_mssb_a02_it_enus

SharePoint 2010 SP1: Deployment Topology and Availability
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SharePoint 2010 SP1: Planning Service Applications and Component Strategy
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Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade
Course..... es_mssb_a05_it_enus

Sharepoint 2010 SP1: Designing Security
Course..... es_mssb_a06_it_enus

SharePoint 2010 SP1: Maintenance and Provisioning
Course..... es_mssb_a07_it_enus

Sharepoint 2010 SP1: Backing Up, Restoring, and Monitoring
Course..... es_mssb_a08_it_enus

Sharepoint 2010 SP1: Planning for Search
Course..... es_mssb_a09_it_enus

SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration
Course..... es_mssb_a10_it_enus

Microsoft SharePoint Server 2010 SP1: Configuring

Sharepoint 2010 SP1: Installation and Configuration
Course..... es_mssu_a01_it_enus

Sharepoint 2010 SP1: Core Configuration
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Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1
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Sharepoint 2010 SP1: Configuring and Administering Search
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Sharepoint 2010 SP1: Configuring Web Applications
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SharePoint 2010 SP1: Authentication and Web Application Security Configuration
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Sharepoint 2010 SP1: Configuring Site Collections
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Sharepoint 2010 SP1: Managing Features and Solutions
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SharePoint 2010 SP1: Operational Health
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SharePoint 2010 SP1: Performance
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SharePoint Online
Course..... es_mssu_a11_it_enus

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MICROSOFT SHAREPOINT SERVER 2007

Microsoft Office Sharepoint Server 2007 Application Development

Managing Enterprise Content with MOSS 2007
Course..... es_ssad_a01_it_enus

Integrating Business Data using MOSS 2007
Course ..... es_ssad_a02_it_enus

Creating Business Intelligence Solutions with MOSS 2007
Course ..... es_ssad_a03_it_enus

Application Platform Services within MOSS 2007
Course ..... es_ssad_a04_it_enus

Searching Data Using MOSS 2007
Course ..... es_ssad_a05_it_enus

Targeting and Customizing with MOSS 2007
Course ..... es_ssad_a06_it_enus

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MICROSOFT SYSTEM CENTER ESSENTIALS

Microsoft System Center Essentials: installation and Configuration

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

Managing Computers, Devices, and Updates in System Center Essentials 2010
Course ..... es_msce_a02_it_enus

Monitoring and Using Reports in System Center Essentials 2010
Course ..... es_msce_a03_it_enus

Virtualization Management in Essentials 2010
Course ..... es_msce_a04_it_enus

Backing up, Restoring, and Troubleshooting Essentials 2010
Course ..... es_msce_a05_it_enus

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MICROSOFT WINDOWS 8

Microsoft Windows 8.1: Supporting Windows 8.1

Microsoft Windows 8.1 - Supporting Windows 8.1: Installation and Applications
Course ..... mw_mgmb_a01_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Cloud Applications and Settings
Course ..... mw_mgmb_a02_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Networking and Remote Access
Course ..... mw_mgmb_a03_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Data Storage and Security
Course ..... mw_mgmb_a04_it_enus

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Microsoft Windows 8.1 - Supporting Windows 8.1: Hardware and Mobile Devices
Course.....mw_mgmb_a05_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Recovery and Endpoint Security
Course.....mw_mgmb_a06_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Intune and Public Cloud Services
Course.....mw_mgmb_a07_it_enus

Microsoft Windows 8.1 - Supporting Windows 8.1: Using MDOP
Course.....mw_mgmb_a08_it_enus

Microsoft Windows 8.1: Configuration

Microsoft Windows 8.1 - Configuring: Installing and Upgrading to Windows 8.1
Course..... mw_mwcp_a01_it_enus

Microsoft Windows 8.1 - Configuring: Hardware and Applications
Course..... mw_mwcp_a02_it_enus

Microsoft Windows 8.1 - Configuring: Network Configuration
Course..... mw_mwcp_a03_it_enus

Microsoft Windows 8.1 - Configuring: Remote Management and Security
Course..... mw_mwcp_a04_it_enus

Microsoft Windows 8.1 - Configuring: Resource Access
Course..... mw_mwcp_a05_it_enus

Microsoft Windows 8.1 - Configuring: Remote Access and Mobile Devices
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Microsoft Windows 8.1 - Configuring: Windows Clients
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Microsoft Windows 8.1 - Configuring: File and System Recovery
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MICROSOFT WINDOWS 7

Microsoft Windows 7: First Look for IT Professionals

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

Microsoft Windows 7: Configuration

Installing, Upgrading, and Migrating to Windows 7
Course..... mw_mwcg_a01_it_enus

Deploying Windows 7
Course .....mw_mwcg_a02_it_enus

Configuring Hardware and Applications in Windows 7
Course .....mw_mwcg_a03_it_enus

Configuring Network Connectivity in Windows 7
Course .....mw_mwcg_a04_it_enus

Configuring Access to Resources in Windows 7
Course .....mw_mwcg_a05_it_enus

Configuring Mobile Computing in Windows 7
Course .....mw_mwcg_a06_it_enus

Monitoring, Backing Up, and Restoring Windows 7 Systems
Course .....mw_mwcg_a07_it_enus

Microsoft Windows 7: Enterprise Desktop Administrator

Planning for Windows 7 Deployment
Course .....mw_mwda_a01_it_enus

Determining Application Compatibility for Windows 7
Course .....mw_mwda_a02_it_enus

Creating a Standard Image to Deploy Windows 7
Course .....mw_mwda_a03_it_enus

Deploying Windows 7 Using WDS and USMT
Course .....mw_mwda_a04_it_enus

Deploying Windows 7 Using Lite-Touch Installation
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Deploying Windows 7 Using Zero-Touch Installation
Course .....mw_mwda_a06_it_enus

Designing Windows 7 Client Configuration
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Troubleshooting Windows 7 Client Configuration
Course .....mw_mwda_a08_it_enus

Designing Application and Update Deployments for Windows 7
Course .....mw_mwda_a09_it_enus

Microsoft Windows 7: Enterprise Desktop Support Technician

Identifying and Resolving Windows 7 Application Issues
Course .....mw_mwet_a01_it_enus

Management and Maintenance of Windows 7 Client Systems
Course .....mw_mwet_a02_it_enus

Troubleshooting Logon and Resource Access Issues in Windows 7
Course .....mw_mwet_a03_it_enus

Resolving Windows 7 Network Connectivity Issues
Course .....mw_mwet_a04_it_enus

Troubleshooting IE8 and Encryption Issues in Windows 7
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Protecting Windows 7 Against Malware and Vulnerabilities
Course .....mw_mwet_a06_it_enus

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MICROSOFT WINDOWS SERVER 2012

Microsoft Windows Server 2012 R2: Installing and Configuring

Microsoft Windows Server 2012 R2 - Installing and Configuring: Servers
Course..... ws_icfh_a01_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Storage
Course..... ws_icfh_a02_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Print Services
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Microsoft Windows Server 2012 R2 - Installing and Configuring: Hyper - V
Course..... ws_icfh_a04_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Networking
Course..... ws_icfh_a05_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: DNS
Course..... ws_icfh_a06_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Active Directory
Course..... ws_icfh_a07_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: AD Groups & GPOs
Course..... ws_icfh_a08_it_enus

Microsoft Windows Server 2012 R2 - Installing and Configuring: Security
Course..... ws_icfh_a09_it_enus

Microsoft Windows Server 2012 R2: Administration

Microsoft Windows Server 2012 R2 - Administration: File Services and Encryption
Course..... ws_admo_a03_it_enus

Microsoft Windows Server 2012 R2 - Administration: Deploying and Managing WDS
Course..... ws_admo_a01_it_enus

Microsoft Windows Server 2012 R2 - Administration: Updating and Monitoring
Course..... ws_admo_a02_it_enus

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

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

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

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

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

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

Microsoft Windows Server 2012 R2: Configuring Advanced Services

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

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

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

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

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

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

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

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

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

Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Storage and Networks
Course .....ws_adin_a03_it_enus

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Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM Administration
Course..... ws_adin_a04_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Clustering and NLB
Course..... ws_adin_a05_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Updates
Course..... ws_adin_a01_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: VM hosts and guests
Course..... ws_adin_a02_it_enus

Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Business Continuity
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Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Monitoring
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Microsoft Windows Server 2012 R2 - Advanced Infrastructure: Certificate Services
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Microsoft Windows Server 2012 R2 - Advanced Infrastructure: AD RMS and AD FS
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Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

Microsoft Windows Server 2012 R2: Server Infrastructure - AD Design
Course..... ws_imin_a01_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - AD DS
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Microsoft Windows Server 2012 R2: Server Infrastructure - DHCP Design
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Microsoft Windows Server 2012 R2: Server Infrastructure - OU and Group Policy
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Microsoft Windows Server 2012 R2: Server Infrastructure – Server Deployment
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Microsoft Windows Server 2012 R2: Server Infrastructure - DNS, File and Storage
Course..... ws_imin_a06_it_enus

Microsoft Windows Server 2012 R2: Server Infrastructure - IPAM and VPN
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Microsoft Windows Server 2012 R2: Server Infrastructure – DirectAccess
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Microsoft Windows Server 2012 R2: Server Infrastructure - Network Protection
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Microsoft Windows Server 2012 R2: Server Infrastructure - Implement NPS and WAP
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MICROSOFT WINDOWS SERVER 2008

Microsoft Windows Server 2008: New Features

Introducing Windows Server 2008
Course ..... ws_wsfl_a01_it_enus

Microsoft Windows Server 2008: Configuring Active Directory

The Active Directory Infrastructure in Windows Server 2008
Course .....ws_mwcd_a01_it_enus

Additional Active Directory Server Roles in Windows Server 2008
Course .....ws_mwcd_a02_it_enus

Active Directory Objects in Windows Server 2008
Course .....ws_mwcd_a03_it_enus

Group Policy Objects Strategy in Windows Server 2008
Course .....ws_mwcd_a04_it_enus

Configuring DNS in Windows Server 2008
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Active Directory Certificate Services in Windows Server 2008
Course .....ws_mwcd_a06_it_enus

Communications and Security in Windows Server 2008
Course .....ws_mwcd_a07_it_enus

Monitoring, Backups, and Recovery in Windows Server 2008
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Microsoft Windows Server 2008: Configuring Network Infrastructure

Configure IP Addressing and Windows Services in Windows Server 2008
Course ..... ws_mwci_a01_it_enus

Configure, Manage, and Maintain IP Services in Windows Server 2008
Course ..... ws_mwci_a02_it_enus

Name Resolution in Windows Server 2008
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Configure Network Access in Windows Server 2008
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DNS Zones and Replication in Windows Server 2008
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Network Access Security in Windows Server 2008
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Configure File and Print Services in Windows Server 2008
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Monitor Network Infrastructure in Windows Server 2008
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Microsoft Windows Server 2008: Configuring Applications Infrastructure

Deploying Windows Server 2008 Servers
Course.....ws_mwcf_a01_it_enus

Configuring Windows Server 2008 Availability
Course.....ws_mwcf_a02_it_enus

Configure Terminal Services in Windows 2008
Course.....ws_mwcf_a03_it_enus

Terminal Services Resource Access in Windows 2008
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Configuring Windows Server Hyper-V and Virtual Machines
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Configuring Web Services and Security in Windows Server 2008
Course.....ws_mwcf_a06_it_enus

Managing IIS in Windows Server 2008
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Configuring Web Service Protocols in Windows Server 2008
Course.....ws_mwcf_a08_it_enus

Configuring Network Application Services in Windows Server 2008
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Microsoft Windows Server 2008: Server Administration

Planning Windows Server 2008 Deployment
Course.....ws_wsad_a01_it_enus

Planning Active Directory and Group Policy for Windows Server 2008
Course.....ws_wsad_a02_it_enus

Windows Server 2008 Management and Delegation
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Managing File Servers and Data Provisioning in Windows Server 2008
Course.....ws_wsad_a04_it_enus

Windows Server 2008 Application Server Management and Application Provisioning
Course.....ws_wsad_a05_it_enus

Windows Server 2008 Application Servers and Services
Course.....ws_wsad_a06_it_enus

Patch Management and Securing and Monitoring Servers in Windows Server 2008
Course .....ws_wsad_a07_it_enus

Certificate Services, SANs, and High Availability in Windows Server 2008
Course .....ws_wsad_a08_it_enus

Accessing Windows Networks Remotely in Windows Server 2008
Course .....ws_wsad_a09_it_enus

Windows Server 2008 Backup and Recovery
Course .....ws_wsad_a10_it_enus

Microsoft Windows Server 2008: Enterprise Administration

Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008
Course .....ws_mwse_a01_it_enus

Network Access in Microsoft Windows Server 2008
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Application Access and Delivery in Microsoft Windows Server 2008
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Server and Application Virtualization in Microsoft Windows Server 2008
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Designing the Active Directory Infrastructure in Microsoft Windows Server 2008
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Active Directory Administration in Microsoft Windows Server 2008
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Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
Course .....ws_mwse_a07_it_enus

The Certificate Services Infrastructure in Microsoft Windows Server 2008
Course .....ws_mwse_a08_it_enus

Software Updates and Compliance Management in Microsoft Windows Server 2008
Course .....ws_mwse_a09_it_enus

Designing Data Security and High Availability in Microsoft Windows Server 2008
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Microsoft Windows 2008: Update to R2

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

Access Control in Windows Server 2008 R2
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Management Improvements in Windows Server 2008 R2
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Improvements to Role Services in Windows Server 2008 R2
Course..... ws_mwur_a03_it_enus

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MICROSOFT EXCHANGE SERVER

Microsoft Exchange Server 2013: Core Solutions

Microsoft Exchange Server 2013 - Core Solutions: Deployment
Course..... es_excs_a01_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Mailbox Server Management
Course..... es_excs_a02_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Client Access Servers
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Microsoft Exchange Server 2013 - Core Solutions: Configuring Mobile Connectivity
Course..... es_excs_a04_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Message Transport
Course..... es_excs_a05_it_enus

Microsoft Exchange Server 2013 - Core Solutions: Access Control
Course..... es_excs_a06_it_enus

Microsoft Exchange Server 2013 - Core Solutions: High Availability and DR
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Microsoft Exchange Server 2013 - Core Solutions: Monitoring and Troubleshooting
Course..... es_excs_a08_it_enus

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MICROSOFT HYPER-V

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

Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview
Course..... hv_wshv_a01_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V
Course..... hv_wshv_a02_it_enus

Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server
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Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
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Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management
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Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates
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Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability
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Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services
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Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles
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Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments
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UNIX

UNIX: System Administration

UNIX User and Data Management
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Deploying and Initializing UNIX Systems
Course ..... 107822_ENG

Securing UNIX Systems
Course ..... 107848_ENG

Managing UNIX Software and System Services
Course ..... 113993_ENG

Networking and UNIX Name Resolution
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Managing UNIX Clients
Course ..... 211844_ENG

Administering UNIX Network Services
Course ..... 211845_ENG

UNIX Systems Management
Course ..... 211846_ENG

UNIX: Operating System Fundamentals

Introduction to UNIX
Course ..... 78920_ENG

UNIX System Architecture
Course ..... 78924_ENG

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UNIX: Shell Programming

UNIX Shell Scripting Basics
Course..... 83855_ENG

UNIX Shell Scripting Tools
Course..... 110852_ENG

Writing UNIX Shell Programs
Course..... 83877_ENG

UNIX: The User Environment

Customizing the UNIX User Environment
Course..... 80536_ENG

Working with UNIX Files and Directories
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Working with UNIX Programs
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Text Editing and Printing in UNIX
Course..... 80535_ENG

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UNIX ESSENTIALS

Unix Fundamentals

UNIX Fundamentals: Overview
Course..... lu_unix_a01_it_enus

UNIX Fundamentals: Shell Scripting Basics
Course..... lu_unix_a02_it_enus

UNIX Fundamentals: Files and Directories
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UNIX Fundamentals: Security
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UNIX Fundamentals: Network Administration
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LINUX PROFESSIONAL INSTITUTE

Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101

Junior Level LPIC-1 Exam 101: Linux System Architecture
Course..... lu_ljlp_a01_it_enus

Junior Level LPIC-1 Exam 101: Linux Installation
Course..... lu_ljlp_a02_it_enus

Junior Level LPIC-1 Exam 101: Linux Package Management
Course..... lu_ljlp_a03_it_enus

Junior Level LPIC-1 Exam 101: Unix Command Line
Course .....lu_ljlp_a04_it_enus

Junior Level LPIC-1 Exam 101: File Management and Redirects
Course .....lu_ljlp_a05_it_enus

Junior Level LPIC-1 Exam 101: Process Management
Course .....lu_ljlp_a06_it_enus

Junior Level LPIC-1 Exam 101: Working With Text Files
Course .....lu_ljlp_a07_it_enus

Junior Level LPIC-1 Exam 101: Partitions and File Systems
Course .....lu_ljlp_a08_it_enus

Junior Level LPIC-1 Exam 101: File and Storage Administration
Course .....lu_ljlp_a09_it_enus

Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102

Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment
Course .....lu_lklp_a01_it_enus

Junior Level LPIC-1 Exam 102: User Interfaces and Desktops
Course .....lu_lklp_a02_it_enus

Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux
Course .....lu_lklp_a03_it_enus

Junior Level LPIC-1 Exam 102: Essential Linux System Services
Course .....lu_lklp_a04_it_enus

Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals
Course .....lu_lklp_a05_it_enus

Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting
Course .....lu_lklp_a06_it_enus

Junior Level LPIC-1 Exam 102: Linux Security
Course .....lu_lklp_a07_it_enus

Junior Level LPIC-1 Exam 102: Linux Encryption
Course .....lu_lklp_a08_it_enus

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

Managing Resource Utilization in Linux
Course ..... lu_lalq_a06_it_enus

Linux User Notification and Device Management
Course ..... lu_lalq_a01_it_enus

E-mail and Security in Linux
Course ..... lu_lalq_a02_it_enus

Linux Kernel Compilation and Linux Startup
Course ..... lu_lalq_a03_it_enus

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Linux File Sharing and Filesystem Management
Course.....lu_lalq_a04_it_enus

Linux Network Configuration
Course.....lu_lalq_a05_it_enus

Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 202

Booting Linux and Installing Applications from Source
Course.....lu_lalr_a05_it_enus

Linux Network Services
Course.....lu_lalr_a01_it_enus

Linux System Maintenance and Hardware Configuration
Course.....lu_lalr_a02_it_enus

Linux Security
Course.....lu_lalr_a03_it_enus

Linux System Troubleshooting
Course.....lu_lalr_a04_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

VMWARE

Vmware Overview

Virtualization with VMware: An Overview
Course..... vi_vmwo_a01_it_enus

VMware Desktop Overview
Course..... vi_vmwo_a02_it_enus

VMware Server Overview
Course..... vi_vmwo_a03_it_enus

VMware Datacenter Overview
Course..... vi_vmwo_a04_it_enus

Vmware Workstation

VMware Workstation 7: Getting started with Virtual Machines
Course..... vi_vmst_a01_it_enus

VMware Workstation 7: Managing Virtual Machines
Course..... vi_vmst_a02_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 2

VMware vSphere 5 - Part 2: VSphere Clustering
Course..... vi_vmpc_a01_it_enus

VMware vSphere 5 - Part 2: High Availability and Fault Tolerance
Course..... vi_vmpc_a02_it_enus

VMware vSphere 5 - Part 2: Processor and Resource Management
Course..... vi_vmpc_a03_it_enus

VMware vSphere 5 - Part 2: DRS, Resource Pools, and vApps
Course .....vi_vmpc_a04_it_enus

VMware vSphere 5 - Part 2: Logging and Performance
Course .....vi_vmpc_a05_it_enus

VMware vSphere 5 - Part 2: vSphere Security
Course .....vi_vmpc_a06_it_enus

VMware vSphere 5 - Part 2: Securing Hosts, Internal Components, Certificate Use
Course .....vi_vmpc_a07_it_enus

VMware vSphere 5 - Part 2: Host Profiles, Update Manager, and Auto Deploy
Course .....vi_vmpc_a08_it_enus

VMware vSphere 5 - Part 2: vCenter Server Appliance Deployments and Upgrades
Course .....vi_vmpc_a09_it_enus

VMware vSphere 5 - Part 2: Upgrading Hosts and Virtual Machines
Course .....vi_vmpc_a10_it_enus

VMware: Datacenter Virtualization Design and Optimization with vSphere 5

VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
Course ..... vi_vmpo_a01_it_enus

VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
Course ..... vi_vmpo_a02_it_enus

VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
Course ..... vi_vmpo_a03_it_enus

VMware vSphere 5 - Datacenter Design VMs, Management, and Implementation
Course ..... vi_vmpo_a04_it_enus

VMware: Datacenter Virtualization with vSphere 5 - Part 1

VMware vSphere 5 - Part 1: Introduction to Virtualization
Course .....vi_vmwa_a01_it_enus

VMware vSphere 5 - Part 1: vCenter Server Installation
Course .....vi_vmwa_a02_it_enus

VMware vSphere 5 - Part 1: vSphere Client and vCenter Server Configuration
Course .....vi_vmwa_a03_it_enus

VMware vSphere 5 - Part 1: ESXi Installation and Configuration
Course .....vi_vmwa_a04_it_enus

VMware vSphere 5 – Part 1: vCenter Server Inventory
Course .....vi_vmwa_a05_it_enus

VMware vSphere 5 - Part 1: vCenter Server Administration
Course .....vi_vmwa_a06_it_enus

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VMware vSphere 5 - Part 1: vCenter Server Management Course..... vi_vmwa_a07_it_enus

VMware vSphere 5 - Part 1: Creating Virtual Machines Course..... vi_vmwa_a08_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing Virtual Machines Course..... vi_vmwa_a09_it_enus

VMware vSphere 5 - Part 1: An Overview of Virtual Network Creation Course..... vi_vmwa_a10_it_enus

VMware vSphere 5 - Part 1: Configuring and Managing Virtual Networks Course..... vi_vmwa_a11_it_enus

VMware vSphere 5 - Part 1: Introduction to vSphere Storage Concepts Course..... vi_vmwa_a12_it_enus

VMware vSphere 5 – Part 1: Storage Configuration and Management Course..... vi_vmwa_a13_it_enus

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

Mentoring Assets

Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring Mentoring Assets.....mnt70640

Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring Mentoring Assets.....mnt70642

Mentoring 70-646 PRO: Windows Server 2008, Server Administrator Mentoring Assets.....mnt70646

Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator Mentoring Assets.....mnt70647

Mentoring 70-680 TS: Windows 7, Configuring Mentoring Assets.....mnt70680

Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator Mentoring Assets.....mnt70686

Mentoring SK0-003 Server+ Mentoring Assets..... mntsk0003

Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician Mentoring Assets.....mnt70685

Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator Mentoring Assets.....mnt70668

Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring Mentoring Assets mnt70667

Mentoring LX0-101 Linux+ Powered by LPI Exam 1 Mentoring Assets mntlx0101

Mentoring LX0-102 Linux+ Powered by LPI Exam 2 Mentoring Assets mntlx0102

Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring Mentoring Assets mnt70662

Mentoring VMware: Datacenter Virtualization with vSphere 5 - Part 2 Mentoring Assets mntesvcp5p2

Mentoring 220-801 CompTIA A+ Mentoring Assets mnt220801

Mentoring 220-802 CompTIA A+ Mentoring Assets mnt220802

Mentoring 70-687 Configuring Windows 8.1 Mentoring Assets mnt70687

Mentoring 70-410 Installing and Configuring Windows Server 2012 Mentoring Assets mnt70410

Mentoring 70-461 Querying Microsoft SQL Server 2012 Mentoring Assets mnt70461

Mentoring 70-411 Administering Windows Server 2012 Mentoring Assets mnt70411

Mentoring 70-412 Configuring Advanced Windows Server 2012 Services Mentoring Assets mnt70412

Mentoring 70-688 Mentoring Assets mnt70688

Mentoring 70-341 Core Solutions of Microsoft Exchange Server 2013 Mentoring Assets mnt70341

Mentoring 70-331 Core Solutions of Microsoft SharePoint Server 2013 Mentoring Assets mnt70331

Mentoring 70-332 Advanced Solutions of Microsoft SharePoint Server 2013 Mentoring Assets mnt70332

Mentoring 70-342 Advanced Solutions of Microsoft Exchange Server 2013 Mentoring Assets mnt70342

Mentoring 70-346 Managing Office 365 Identities and Requirements Mentoring Assets mnt70346

Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV) Mentoring Assets mntesvcp5p1

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

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TEST PREPS

Test Preps

TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring
Testprep Exams ..... ws_mwcd_a01_tp_enus

TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
Testprep Exams .....ws_mwci_a01_tp_enus

TestPrep 70-680 TS: Windows 7, Configuring
Testprep Exams ..... mw_mwcg_a01_tp_enus

TestPrep SK0-003 Server+
Testprep Exams ..... cs_csvr_a01_tp_enus

TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator
Testprep Exams ..... mw_mwda_a01_tp_enus

TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
Testprep Exams ..... mw_mwet_a01_tp_enus

TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator
Testprep Exams ..... ws_mwse_a01_tp_enus

TestPrep 70-646 PRO: Windows Server 2008, Server Administrator
Testprep Exams ..... ws_wsad_a01_tp_enus

TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring
Testprep Exams .....es_msst_a01_tp_enus

TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
Testprep Exams .....es_mssa_a01_tp_enus

TestPrep LX0-101 Linux+ Powered by LPI Exam 1
Testprep Exams .....lu_lpad_a01_tp_enus

TestPrep LX0-102 Linux+ Powered by LPI Exam 2
Testprep Exams .....lu_lpad_a02_tp_enus

TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring
Testprep Exams .....es_mesc_a01_tp_enus

TestPrep 220-801 CompTIA A+
Testprep Exams .....cs_apel_a01_tp_enus

TestPrep 220-802 CompTIA A+
Testprep Exams .....cs_appa_a01_tp_enus

TestPrep 70-688 Supporting Windows 8.1
Testprep Exams .....mw_mgma_a01_tp_enus

TestPrep 70-411 Administering Windows Server 2012
Testprep Exams .....ws_admn_a02_tp_enus

TestPrep 70-410 Installing and Configuring Windows Server 2012
Testprep Exams ..... ws_icfg_a02_tp_enus

TestPrep 70-412 Configuring Advanced Windows Server 2012 Services
Testprep Exams ..... ws_cfas_a02_tp_enus

TestPrep 70-687 Configuring Windows 8.1
Testprep Exams .....mw_mwco_a02_tp_enus

TestPrep 70-341 Core Solutions of Microsoft Exchange Server 2013
Testprep Exams ..... es_excs_a01_tp_enus

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

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

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

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

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

INTERNET AND NETWORK TECHNOLOGIES

SOCIAL NETWORKING

Social Networking for Users

Social Networking for Users
Course ..... sn_snts_a01_dt_enus

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

CompTIA Security+ 2014

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

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

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

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

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

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

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

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

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

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

CompTIA Network+ 2012

CompTIA Network+ 2012: Networking Concepts Part 1
Course..... cs_ctmt_a01_it_enus

CompTIA Network+ 2012: Networking Concepts Part 2
Course..... cs_ctmt_a02_it_enus

CompTIA Network+ 2012: Network Installation and Configuration Part 1
Course..... cs_ctmt_a03_it_enus

CompTIA Network+ 2012: Network Installation and Configuration Part 2
Course..... cs_ctmt_a04_it_enus

CompTIA Network+ 2012: Network Media and Topologies Part 1
Course..... cs_ctmt_a05_it_enus

CompTIA Network+ 2012: Network Media and Topologies Part 2
Course..... cs_ctmt_a06_it_enus

CompTIA Network+ 2012: Network Management
Course..... cs_ctmt_a07_it_enus

CompTIA Network+ 2012: Network Security Part 1
Course..... cs_ctmt_a08_it_enus

CompTIA Network+ 2012: Network Security Part 2
Course..... cs_ctmt_a09_it_enus

CompTIA Network+ 2012: Network Security Part 3
Course..... cs_ctmt_a10_it_enus

CompTIA Security+ 2011

CompTIA Security+ 2011: Control Fundamentals and Security Threats
Course..... cs_styp_a01_it_enus

CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
Course..... cs_styp_a02_it_enus

CompTIA Security+ 2011: Securing Networks and Performing Security Assessments
Course..... cs_styp_a03_it_enus

CompTIA Security+ 2011: Network and System Security Mechanisms
Course..... cs_styp_a04_it_enus

CompTIA Security+ 2011: Remote Access and Wireless Security
Course .....cs_styp_a05_it_enus

CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls
Course .....cs_styp_a06_it_enus

CompTIA Security+ 2011: Securing the IT Environment
Course .....cs_styp_a07_it_enus

CompTIA Security+ 2011: Cryptography and Public Key Infrastructures
Course .....cs_styp_a08_it_enus

CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing
Course .....cs_styp_a09_it_enus

CompTIA Security+ 2011: BC, DR, Security Training, and Forensics
Course .....cs_styp_a10_it_enus

INTERNET AND NETWORK TECHNOLOGIES

NETWORK PROTOCOLS

TCP/IP: Mobile IP and IP Mobility

Mobile IP
Course ..... 211788_ENG

IP Mobility
Course ..... 211789_ENG

TCP/IP: Protocols for Securing Web Transactions

Digital Payments
Course ..... 212561_ENG

TCP/IP: Network Management Protocols

SNMP, MIBs, and RMON
Course ..... 210670_ENG

INTERNET AND NETWORK TECHNOLOGIES

DATA/TELECOMMUNICATIONS

IPv6 and Future Applications

IPv6
Course ..... 80284_ENG

Lightweight Directory Access Protocol

LDAP Fundamentals
Course ..... 85776_ENG

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Designing and Maintaining LDAP Directory Services
Course..... 84923_ENG

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS COMMUNICATIONS

Advanced Wireless Technologies

Beyond 3G (B3G)
Course..... 219522_ENG

4G Communication Systems
Course..... 219523_ENG

4G Implementations
Course..... 221229_ENG

Non-Cellular Wireless Technology
Course..... 219524_ENG

INTERNET AND NETWORK TECHNOLOGIES

WIRELESS

Understanding and Evaluating RFID Technology for your Business

RFID Technology and Business Applications
Course..... 232047_ENG

RFID: Applications Management
Course..... 232057_ENG

INTERNET AND NETWORK TECHNOLOGIES

NETWORKING AND TELECOMMUNICATIONS FUNDAMENTALS

Introduction to Voice over IP

PSTN and VoIP Fundamentals
Course.....dt_voce_a01_it_enus

VoIP Technologies
Course.....dt_voce_a02_it_enus

VoIP Quality and Security
Course.....dt_voce_a03_it_enus

INTERNET AND NETWORK TECHNOLOGIES

SECURITY SOLUTIONS

SSCP

SSCP Domain: Access Controls
Course..... sp_sycp_a01_it_enus

SSCP Domain: Cryptography
Course .....sp_sycp_a02_it_enus

SSCP Domain: Malicious Code
Course .....sp_sycp_a03_it_enus

SSCP Domain: Monitoring and Analysis Part 1
Course .....sp_sycp_a04_it_enus

SSCP Domain: Monitoring and Analysis Part 2
Course .....sp_sycp_a05_it_enus

SSCP Domain : Networks and Telecommunications Part 1
Course .....sp_sycp_a06_it_enus

SSCP Domain : Networks and Telecommunications Part 2
Course .....sp_sycp_a07_it_enus

SSCP Domain : Security Operations and Administration Part 1
Course .....sp_sycp_a08_it_enus

SSCP Domain : Security Operations and Administration Part 2
Course .....sp_sycp_a09_it_enus

SSCP Domain: Security Operations and Administration Part 3
Course .....sp_sycp_a10_it_enus

SSCP Domain : Risk, Response, and Recovery
Course .....sp_sycp_a11_it_enus

Certified Internet Security Auditor (CISA)

CISA Domain: The Process of Auditing Information Systems - Part 1
Course .....sp_cisa_a01_it_enus

CISA Domain: The Process of Auditing Information Systems - Part 2
Course .....sp_cisa_a02_it_enus

CISA Domain: Governance and Management of IT - Part 1
Course .....sp_cisa_a03_it_enus

CISA Domain: Governance and Management of IT - Part 2
Course .....sp_cisa_a04_it_enus

CISA Domain: IS Acquisition, Development, and Implementation - Part 1
Course .....sp_cisa_a05_it_enus

CISA Domain: IS Acquisition, Development and Implementation - Part 2
Course .....sp_cisa_a06_it_enus

CISA Domain: IS Operations, Maintenance and Support - Part 1
Course .....sp_cisa_a07_it_enus

CISA Domain: IS Operations, Maintenance, and Support - Part 2
Course .....sp_cisa_a08_it_enus

CISA Domain: Protection of Information Assets - Part 1
Course .....sp_cisa_a09_it_enus

CISA Domain: Protection of Information Assets - Part 2
Course .....sp_cisa_a10_it_enus

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CISA Domain: IS Acquisition, Development and Implementation - Part 3
Course..... sp_cisa_a11_it_enus

Certified Ethical Hacker (CEH) v8

Certified Ethical Hacker (CEH) v8: Hacking and Penetration Testing
Course.....sp_ceth_a01_it_enus

Certified Ethical Hacker (CEH) v8: Footprinting and Reconnaissance
Course.....sp_ceth_a02_it_enus

Certified Ethical Hacker (CEH) v8: Network Scanning
Course.....sp_ceth_a03_it_enus

Certified Ethical Hacker (CEH) v8: Enumeration and Cryptography
Course.....sp_ceth_a04_it_enus

Certified Ethical Hacker (CEH) v8: System Hacking
Course.....sp_ceth_a05_it_enus

Certified Ethical Hacker (CEH) v8: Malware
Course.....sp_ceth_a06_it_enus

Certified Ethical Hacker (CEH) v8: Sniffing
Course.....sp_ceth_a07_it_enus

Certified Ethical Hacker (CEH) v8: Social Engineering
Course.....sp_ceth_a08_it_enus

Certified Ethical Hacker (CEH) v8: Denial of Service and Session Hijacking
Course.....sp_ceth_a09_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Servers
Course.....sp_ceth_a10_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Web Applications
Course.....sp_ceth_a11_it_enus

Certified Ethical Hacker (CEH) v8: SQL Injection
Course.....sp_ceth_a12_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Wireless Networks
Course.....sp_ceth_a13_it_enus

Certified Ethical Hacker (CEH) v8: Hacking Mobile Platforms
Course.....sp_ceth_a14_it_enus

Certified Ethical Hacker (CEH) v8: Evading IDS, Firewalls, and Honeypots
Course.....sp_ceth_a15_it_enus

Certified Ethical Hacker (CEH) v8: Buffer Overflow
Course.....sp_ceth_a16_it_enus

Certified Information Security Manager (CISM) 2013

CISM 2013: Information Security Governance (Part 1)
Course..... sp_ciso_a01_it_enus

CISM 2013: Information Security Governance (Part 2)
Course..... sp_ciso_a02_it_enus

CISM 2013: Information Security Governance (Part 3)
Course .....sp_ciso_a03_it_enus

CISM 2013: Information Risk Management and Compliance (Part 1)
Course .....sp_ciso_a04_it_enus

CISM 2013: Information Security Incident Management (Part 1)
Course .....sp_ciso_a11_it_enus

CISM 2013: Information Risk Management and Compliance (Part 2)
Course .....sp_ciso_a05_it_enus

CISM 2013: Information Security Incident Management (Part 2)
Course .....sp_ciso_a12_it_enus

CISM 2013: Information Security Program Development and Management (Part 1)
Course .....sp_ciso_a06_it_enus

CISM 2013: Information Security Program Development and Management (Part 2)
Course .....sp_ciso_a07_it_enus

CISM 2013: Information Security Program Development and Management (Part 3)
Course .....sp_ciso_a08_it_enus

CISM 2013: Information Security Program Development and Management (Part 4)
Course .....sp_ciso_a09_it_enus

CISM 2013: Information Security Program Development and Management (Part 5)
Course .....sp_ciso_a10_it_enus

Certified Information Systems Security Professional (CISSP) 2013

CISSP 2013 Domain: Access Control
Course ..... sp_cptf_a01_it_enus

CISSP 2013 Domain: Telecommunications and Network Security
Course ..... sp_cptf_a02_it_enus

CISSP 2013 Domain: Information Security Governance and Risk Management
Course ..... sp_cptf_a03_it_enus

CISSP 2013 Domain: Cryptography
Course ..... sp_cptf_a05_it_enus

CISSP 2013 Domain: Operations Security
Course ..... sp_cptf_a07_it_enus

CISSP 2013 Domain: Business Continuity and Disaster Recovery Planning
Course ..... sp_cptf_a08_it_enus

CISSP 2013 Domain: Legal, Regulations, Investigations, and Compliance
Course ..... sp_cptf_a09_it_enus

CISSP 2013 Domain: Physical (Environment) Security
Course ..... sp_cptf_a10_it_enus

CISSP 2013 Domain: Software Development Security
Course ..... sp_cptf_a04_it_enus

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CISSP 2013 Domain: Security Architecture and Design
Course.....sp_cptf_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CISCO

CAPPS 8.0: Integrating Cisco Unified Communications Applications

Cisco CAPPS 8.0: Introduction to Voice-Mail
Course..... cc_caps_a01_it_enus

Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM
Course..... cc_caps_a02_it_enus

Cisco CAPPS 8.0: Configuring the CUC System and Dial Plan Components
Course..... cc_caps_a03_it_enus

Cisco CAPPS 8.0: Implementing Cisco Unity Connection
Course..... cc_caps_a04_it_enus

Cisco CAPPS 8.0: Implementing Cisco Unity Express in CUCM Express Environment
Course..... cc_caps_a05_it_enus

Cisco CAPPS 8.0: Cisco Unity Express Users and Auto Attendant
Course..... cc_caps_a06_it_enus

Cisco CAPPS 8.0: Troubleshooting Cisco Unity Express
Course..... cc_caps_a07_it_enus

Cisco CAPPS 8.0: Voice Profile for Internet Mail Implementation
Course..... cc_caps_a08_it_enus

Cisco CAPPS 8.0: Understanding Cisco Unified Presence Implementation
Course..... cc_caps_a09_it_enus

Cisco CAPPS 8.0: Integrating Cisco Unified Presence and its Components
Course..... cc_caps_a10_it_enus

CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
Course..... cc_cptz_a01_it_enus

Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration
Course..... cc_cptz_a02_it_enus

Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling
Course..... cc_cptz_a03_it_enus

Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
Course..... cc_cptz_a04_it_enus

Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
Course .....cc_cptz_a05_it_enus

Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Course .....cc_cptz_a06_it_enus

Cisco CIPT1 8.0: Implementing Call Coverage
Course .....cc_cptz_a07_it_enus

Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
Course .....cc_cptz_a08_it_enus

Cisco CIPT1 8.0: Feature and Application Implementation
Course .....cc_cptz_a09_it_enus

Cisco CIPT1 8.0: Cisco Unified Mobility
Course .....cc_cptz_a10_it_enus

CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview
Course .....cc_cpty_a01_it_enus

Cisco CIPT2 8.0: Multisite Deployment Implementation
Course .....cc_cpty_a02_it_enus

Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation
Course .....cc_cpty_a03_it_enus

Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation
Course .....cc_cpty_a04_it_enus

Cisco CIPT2 8.0: Features and Applications for Multisite Deployments
Course .....cc_cpty_a05_it_enus

Cisco CIPT2 8.0: Call Control Discovery
Course .....cc_cpty_a06_it_enus

ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

Cisco ICOMM 8.0: CUC Solutions
Course ..... cc_comm_a01_it_enus

Cisco ICOMM 8.0: Administrator and End-User Interfaces
Course ..... cc_comm_a02_it_enus

Cisco ICOMM 8.0: Call Flows in CUC Systems
Course ..... cc_comm_a03_it_enus

Cisco ICOMM 8.0: Endpoint and User Administration
Course ..... cc_comm_a04_it_enus

Cisco ICOMM 8.0: End User Telephony and Mobility Features
Course ..... cc_comm_a05_it_enus

Cisco ICOMM 8.0: Configuring Mobility Features
Course ..... cc_comm_a06_it_enus

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Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options
Course..... cc_comm_a07_it_enus

Cisco ICOMM 8.0: Cisco Unified Presence
Course..... cc_comm_a08_it_enus

Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance
Course..... cc_comm_a09_it_enus

Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System
Course..... cc_comm_a10_it_enus

Implementing Cisco Voice Communications and QoS (CVOICE)

Cisco CVOICE 8.0: Introduction to Voice Gateways
Course..... cc_voic_a01_it_enus

Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs
Course..... cc_voic_a02_it_enus

Cisco CVOICE 8.0: Transporting Voice over IP networks
Course..... cc_voic_a03_it_enus

Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols
Course..... cc_voic_a04_it_enus

Cisco CVOICE 8.0: VoIP Call Legs
Course..... cc_voic_a05_it_enus

Cisco CVOICE 8.0: Cisco Unified Communications Manager Express
Course..... cc_voic_a06_it_enus

Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints
Course..... cc_voic_a07_it_enus

Cisco CVOICE 8.0: Call Routing and Dial Plans
Course..... cc_voic_a08_it_enus

Cisco CVOICE 8.0: Path Selection and Calling Privileges
Course..... cc_voic_a09_it_enus

Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element
Course..... cc_voic_a10_it_enus

Cisco CVOICE 8.0: QoS Mechanisms
Course..... cc_voic_a11_it_enus

Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS
Course..... cc_voic_a12_it_enus

ROUTE 1.0: Implementing Cisco IP Routing

Cisco ROUTE 1.0: Routing Services for Converged Networks
Course..... cc_icir_a01_it_enus

Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise
Course..... cc_icir_a02_it_enus

Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation
Course .....cc_icir_a03_it_enus

Cisco ROUTE 1.0: The OSPF Routing Protocol
Course .....cc_icir_a04_it_enus

Cisco ROUTE 1.0: Implementing an OSPF-Based Solution
Course .....cc_icir_a05_it_enus

Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution
Course .....cc_icir_a06_it_enus

Cisco ROUTE 1.0: Implementing Path Control
Course .....cc_icir_a07_it_enus

Cisco ROUTE 1.0: Connecting the Enterprise to ISPs
Course .....cc_icir_a08_it_enus

Cisco ROUTE 1.0: Configuring and Verifying BGP operations
Course .....cc_icir_a09_it_enus

Cisco ROUTE 1.0 eLT: Implementing Path Control
Course CSCO0064EN07

Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast
Course CSCO0064EN08

Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6
Course CSCO0064EN09

Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques
Course CSCO0064EN10

Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6
Course CSCO0064EN11

Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers
Course CSCO0064EN12

TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

Cisco TSHOOT 1.0: Planning Maintenance for Complex Networks
Course .....cc_icit_a01_it_enus

Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks
Course .....cc_icit_a02_it_enus

Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications
Course .....cc_icit_a03_it_enus

Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs
Course .....cc_icit_a04_it_enus

Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues
Course .....cc_icit_a05_it_enus

Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP
Course .....cc_icit_a06_it_enus

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Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues
Course..... cc_icit_a07_it_enus

Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutions
Course..... cc_icit_a08_it_enus

CIsco TSHOOT 1.0 eLT: Troubleshooting Performance Problems on Switches
Course.....CSCO0066EN07

Cisco TSHOOT 1.0 eLT: Troubleshooting Wireless Integration
Course.....CSCO0066EN08

Cisco TSHOOT 1.0 eLT: Troubleshooting Voice over IP Integration
Course.....CSCO0066EN09

Cisco TSHOOT 1.0 eLT: Troubleshooting Video Integration
Course.....CSCO0066EN10

Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT
Course.....CSCO0066EN11

Cisco TSHOOT 1.0 eLT: Troubleshooting DHCP
Course.....CSCO0066EN12

Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng
Course.....CSCO0066EN13

Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services
Course.....CSCO0066EN14

Cisco TSHOOT 1.0 eLT: Troubleshooting Branch Office and Remote Worker Problems
Course.....CSCO0066EN15

SWITCH 1.0: Implementing Cisco IP Switched Networks

Cisco SWITCH 1.0: Analyzing Campus Network Designs
Course.....cc_icis_a01_it_enus

Cisco SWITCH 1.0: Implementing VLANs in Campus Networks
Course.....cc_icis_a02_it_enus

Cisco SWITCH 1.0: Implementing Spanning-Tree
Course.....cc_icis_a03_it_enus

Cisco SWITCH 1.0: Inter-VLAN Routing
Course.....cc_icis_a04_it_enus

Cisco SWITCH 1.0: Highly Available Networks
Course.....cc_icis_a05_it_enus

Cisco SWITCH 1.0: Configuring Layer 3 High Availability
Course.....cc_icis_a06_it_enus

Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft
Course.....cc_icis_a07_it_enus

Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks
Course.....cc_icis_a08_it_enus

Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network
Course .....cc_icis_a09_it_enus

IINS 2.0: Implementing Cisco IOS Network Security

Cisco IINS 2.0: Introducing Networking Security Fundamentals
Course .....cc_cins_a01_it_enus

Cisco IINS 2.0: Security Policies and Strategies
Course .....cc_cins_a02_it_enus

Cisco IINS 2.0: Cisco Network Foundation Protection
Course .....cc_cins_a03_it_enus

Cisco IINS 2.0: Securing the Management Plane and AAA Configuration
Course .....cc_cins_a04_it_enus

Cisco IINS 2.0: Securing the Data Plane on Cisco Switches
Course .....cc_cins_a05_it_enus

Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments
Course .....cc_cins_a06_it_enus

Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls
Course .....cc_cins_a07_it_enus

Cisco IINS 2.0: Implementing Firewall Policies
Course .....cc_cins_a08_it_enus

Cisco IINS 2.0: Implementing IPS
Course .....cc_cins_a09_it_enus

Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure
Course .....cc_cins_a10_it_enus

Cisco IINS 2.0: IPsec Fundamentals and VPNs
Course .....cc_cins_a11_it_enus

DESGN 2.1: Designing for Cisco Internetwork Solutions

Cisco DESGN 2.1: Network Design Methodology Overview
Course ..... cc_desg_a01_it_enus

Cisco DESGN 2.1: Structuring and Modularizing the Network
Course ..... cc_desg_a02_it_enus

Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks
Course ..... cc_desg_a03_it_enus

Cisco DESGN 2.1: Identifying WAN Technology Considerations
Course ..... cc_desg_a04_it_enus

Cisco DESGN 2.1: Designing the Enterprise WAN and Branch
Course ..... cc_desg_a05_it_enus

Cisco DESGN 2.1: Designing IP Addressing
Course ..... cc_desg_a06_it_enus

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Cisco DESGN 2.1: Selecting Routing Protocols
Course..... cc_desg_a07_it_enus

Cisco DESGN 2.1: Defining Network Security
Course..... cc_desg_a08_it_enus

Cisco DESGN 2.1: Security Solutions for the Network
Course..... cc_desg_a09_it_enus

Cisco DESGN 2.1: Integrating Voice and Video Architectures
Course..... cc_desg_a10_it_enus

Cisco DESGN 2.1: Voice and Video Technology Requirements
Course..... cc_desg_a11_it_enus

Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking
Course..... cc_desg_a12_it_enus

TVOICE 8.0: Troubleshooting Cisco Unified Communications

Cisco TVOICE 8.0: Troubleshooting Unified Communications Solutions Overview
Course..... cc_tcuc_a01_it_enus

Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility
Course..... cc_tcuc_a06_it_enus

Cisco TVOICE 8.0: Troubleshooting Call Setup Issues
Course..... cc_tcuc_a03_it_enus

Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting
Course..... cc_tcuc_a02_it_enus

Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues
Course..... cc_tcuc_a04_it_enus

Cisco TVOICE 8.0: Troubleshooting SAF and CCD Issues
Course..... cc_tcuc_a05_it_enus

Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence
Course..... cc_tcuc_a07_it_enus

Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues
Course..... cc_tcuc_a08_it_enus

Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues
Course..... cc_tcuc_a09_it_enus

Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues
Course..... cc_tcuc_a10_it_enus

ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

ICND1 2.0: Access Control Lists and Network Address Translation
Course..... cc_icne_a09_it_enus

ICND1 2.0: Operating Cisco IOS Software
Course..... cc_icne_a02_it_enus

ICND1 2.0: Understanding IPv4 Addresses
Course .....cc_icne_a05_it_enus

ICND1 2.0: Networking, Communications, and LANs
Course .....cc_icne_a01_it_enus

ICND1 2.0: Switch Operations
Course .....cc_icne_a03_it_enus

ICND1 2.0: Ethernet Operations
Course .....cc_icne_a04_it_enus

ICND1 2.0: Address Blocks and VLSM
Course .....cc_icne_a06_it_enus

ICND1 2.0: The Transport Layer and Router Configuration
Course .....cc_icne_a07_it_enus

ICND1 2.0: Packet Delivery and Static Routing
Course .....cc_icne_a08_it_enus

ICND1 2.0: Managing Network Device Security
Course .....cc_icne_a10_it_enus

ICND1 2.0: VLANs and DHCP
Course .....cc_icne_a11_it_enus

ICND1 2.0: WANs and Dynamic Routing Protocols
Course .....cc_icne_a12_it_enus

ICND1 2.0: IPv6
Course .....cc_icne_a13_it_enus

ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

ICND2 2.0: VLANs and Spanning-Tree
Course .....cc_icnf_a01_it_enus

ICND2 2.0: EtherChannel and Layer 3 Redundancy
Course .....cc_icnf_a02_it_enus

ICND2 2.0: Troubleshooting Basic Connectivity
Course .....cc_icnf_a03_it_enus

ICND2 2.0: Implementing an EIGRP Based Solution
Course .....cc_icnf_a04_it_enus

ICND2 2.0: An Overview of OSPF
Course .....cc_icnf_a05_it_enus

ICND2 2.0: Establishing a WAN Connection Using Frame Relay
Course .....cc_icnf_a08_it_enus

ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution
Course .....cc_icnf_a06_it_enus

ICND2 2.0: Wan Technology Overview and Serial Connections
Course .....cc_icnf_a07_it_enus

ICND2 2.0: VPN Solutions and GRE Tunnels
Course .....cc_icnf_a09_it_enus

ICND2 2.0: Network Device Management
Course .....cc_icnf_a10_it_enus

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Cisco SENSS 1.0

SENSS 1.0: Secure Design Principles
Course..... cc_sens_a01_it_enus

SENSS 1.0: Deploying Cisco IOS Control and Management Plane Security Controls
Course..... cc_sens_a02_it_enus

SENSS 1.0: Deploying Cisco Traffic Telemetry Methods
Course..... cc_sens_a03_it_enus

SENSS 1.0: NAT Deployment on Cisco IOS Software and Cisco ASA
Course..... cc_sens_a05_it_enus

SENSS 1.0: Deploying Cisco IOS Layer 2 and Layer 3 Data Plane Security Controls
Course..... cc_sens_a04_it_enus

SENSS 1.0: Firewall Threat Controls and Basic Cisco ASA Policy Configuration
Course..... cc_sens_a06_it_enus

SENSS 1.0: Deploying Advanced Cisco ASA Access Policies
Course..... cc_sens_a07_it_enus

SENSS 1.0: Deploying Reputation and Identity-Based Cisco ASA Access Policies
Course..... cc_sens_a08_it_enus

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

INTERNET AND NETWORK TECHNOLOGIES

EMC

EMC Information Storage and Management (ISM) v2

EMC ISM v2: Data Center Environment
Course.....dt_ismu_a01_it_enus

EMC ISM v2: RAID and Intelligent Storage Systems
Course.....dt_ismu_a02_it_enus

EMC ISM v2: FC SAN, IP SAN, and FCoE
Course.....dt_ismu_a03_it_enus

EMC ISM v2: NAS, Object-based Storage, and Unified Storage
Course.....dt_ismu_a04_it_enus

EMC ISM v2: Business Continuity, Backup, Replication, and Archiving
Course.....dt_ismu_a05_it_enus

EMC ISM v2: Remote Replication and Cloud Computing
Course.....dt_ismu_a06_it_enus

EMC ISM v2: Securing the Storage Infrastructure
Course.....dt_ismu_a07_it_enus

EMC ISM v2: Managing the Storage Infrastructure
Course.....dt_ismu_a08_it_enus

INTERNET AND NETWORK TECHNOLOGIES

CLOUD COMPUTING

Cloud Computing for Business Professionals

Introducing Cloud Computing
Course .....cl_clbp_a01_it_enus

Moving Business Services into the Cloud
Course .....cl_clbp_a02_it_enus

Cloud Computing for IT professionals

Cloud Computing Basics
Course .....cl_clip_a01_it_enus

Cloud Technology Enablers
Course .....cl_clip_a02_it_enus

Enterprise Data and Cloud Interaction
Course .....cl_clip_a03_it_enus

Migrating Infrastructure to the Cloud
Course .....cl_clip_a04_it_enus

Identity, Presence, and Privacy
Course .....cl_clip_a05_it_enus

Providing Cloud Security
Course .....cl_clip_a06_it_enus

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

Mentoring Assets

Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)
Mentoring Assets mnt642902

Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Mentoring Assets mnt642832

Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)
Mentoring Assets mnt642813

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

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

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

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

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

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Mentoring SY0-301 Security+
Mentoring Assets..... mntsy0301

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

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

Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)
Mentoring Assets..... mnt640864

Mentoring Certified Information Systems Auditor (CISA)
Mentoring Assets.....mntcisa

Mentoring Systems Security Certified Practitioner (SSCP)
Mentoring Assets.....mntsscp2ed

Mentoring Certified Information Security Manager (CISM)
Mentoring Assets.....mntcismu

Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)
Mentoring Assets..... mnt640554

Mentoring E10-001 Information Storage and Management
Mentoring Assets..... mnte10001

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

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

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

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

Mentoring SY0-401 CompTIA Security+
Mentoring Assets..... mntsy0401

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

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

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

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

Test Preps

TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)
Testprep Exams ..... cc_icis_a01_tp_enus

TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)
Testprep Exams..... cc_icir_a01_tp_enus

TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
Testprep Exams.....cc_icit_a01_tp_enus

TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
Testprep Exams..... cc_comm_a01_tp_enus

TestPrep Certified Information Systems Security Professional (CISSP)
Testprep Exams..... sp_cssp_a01_tp_enus

TestPrep SY0-301 Security+
Testprep Exams..... cs_styp_a01_tp_enus

TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)
Testprep Exams..... cc_desg_a01_tp_enus

TestPrep Certified Information Security Manager (CISM)
Testprep Exams..... sp_cisn_a01_tp_enus

TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)
Testprep Exams.....cc_cins_a01_tp_enus

TestPrep E10-001 Information Storage and Management
Testprep Exams.....dt_ismu_a01_tp_enus

TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
Testprep Exams..... cc_icne_a01_tp_enus

TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
Testprep Exams..... cc_icnf_a01_tp_enus

TestPrep 200-120 Cisco Certified Network Associate (CCNA)
Testprep Exams..... cc_ccna_a02_tp_enus

TestPrep 312-50 Certified Ethical Hacker (CEH)
Testprep Exams.....sp_ceth_a01_tp_enus

TestPrep SY0-401 CompTIA Security+
Testprep Exams..... cs_styq_a01_tp_enus

TestPrep 300-101 Implementing Cisco IP Routing (ROUTE)
Testprep Exams.....cc_rout_a01_tp_enus

TestPrep Systems Security Certified Practitioner (SSCP)
Testprep Exams..... sp_sycp_a01_tp_enus

TestPrep Certified Information Systems Auditor (CISA)
Testprep Exams..... sp_cisa_a01_tp_enus

TestPrep N10-005 Network+
Testprep Exams..... cs_ctmt_a01_tp_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 12C

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Oracle Database 12c: New Features for Administrators

Oracle Database 12c: Enterprise Manager Cloud Control and Creating CDB and PDB
Course..... od_nfad_a01_it_enus

Oracle Database 12c: Managing CDB and PBD, and Data Optimization
Course..... od_nfad_a02_it_enus

Oracle Database 12c: Using Automatic Data Optimization, Storage, and Archiving
Course..... od_nfad_a03_it_enus

Oracle Database 12c: Managing Security
Course..... od_nfad_a04_it_enus

Oracle Database 12c: High Availability and Database Management
Course..... od_nfad_a05_it_enus

Oracle Database 12c: Tuning SQL and Using ADDM
Course..... od_nfad_a06_it_enus

Oracle Database 12c: Resource Manager, Online Operations, and ADR
Course..... od_nfad_a07_it_enus

Oracle Database 12c: Transporting Databases and Managing Data
Course..... od_nfad_a08_it_enus

Oracle Database 12c: Install and Upgrade

Oracle Database 12c – Install and Upgrade: Database Architecture
Course.....od_inup_a01_it_enus

Oracle Database 12c – Install and Upgrade: Installation
Course.....od_inup_a02_it_enus

Oracle Database 12c – Install and Upgrade: Upgrading
Course.....od_inup_a03_it_enus

Oracle Database 12c: Administration

Oracle Database 12c - Administration: Database Architecture and Management
Tools
Course..... od_oadm_a01_it_enus

Oracle Database 12c – Administration: Manage the Database Instance
Course..... od_oadm_a02_it_enus

Oracle Database 12c – Administration: The Network Environment and User Security
Course..... od_oadm_a03_it_enus

Oracle Database 12c – Administration: Storage structures and Undo Data
Course..... od_oadm_a04_it_enus

Oracle Database 12c – Administration: Data Concurrency and Auditing
Course..... od_oadm_a05_it_enus

Oracle Database 12c – Administration: Backup, Recover, and Move Data
Course .....od_oadm_a06_it_enus

Oracle Database 12c – Administration: Maintenance and Performance Tuning
Course .....od_oadm_a07_it_enus

Oracle Database 12c – Administration: Resource Manager, Scheduler, and Support
Course .....od_oadm_a08_it_enus

ENTERPRISE DATABASE SYSTEMS

ORACLE 11G

Oracle Database 11g: New Features For Administrators

Oracle Database 11g: Installation and Upgrade Enhancements
Course ..... 255352_ENG

Oracle Database 11g: Storage Enhancements
Course ..... 255364_ENG

Oracle Database 11g: Change Management Overview and SQL Plan Management
Course ..... 255373_ENG

Oracle Database 11g: Database Replay and Automatic SQL Tuning
Course ..... 255385_ENG

Oracle Database 11g: Intelligent Infrastructure Enhancements
Course ..... 255397_ENG

Oracle Database 11g: Performance Enhancements
Course ..... 255408_ENG

Oracle Database 11g: Partitioning and Storage-Related Enhancements
Course ..... 255415_ENG

Oracle Database 11g: Using RMAN Enhancements, Flashback and LogMiner
Course ..... 255423_ENG

Oracle Database 11g: Diagnostic Enhancements and Using the Data Recovery Advisor
Course ..... 255433_ENG

Oracle Database 11g: New Security Features
Course ..... 255444_ENG

Oracle Database 11g: SecureFiles and Miscellaneous New Features
Course ..... 255451_ENG

Oracle Database 11g: Administration Workshop I

Oracle Database 11g: Database Architecture and Installation
Course ..... 255701_ENG

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Oracle Database 11g: Database Creation, Instance Management, and Connectivity
Course..... 255770_ENG

Oracle Database 11g: Storage Structures and User Security
Course..... 255814_ENG

Oracle Database 11g: Managing the Schema, Data, and Concurrency
Course..... 255825_ENG

Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance
Course..... 255834_ENG

Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup
Course..... 255845_ENG

Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database
Course..... 255854_ENG

Oracle Database 11g: Administration Workshop II

Oracle Database 11g: Database Architecture and ASM
Course..... 256882_ENG

Oracle Database 11g: Configuring for Recovery
Course..... 256975_ENG

Oracle Database 11g: Configuring for Backups
Course..... 257033_ENG

Oracle Database 11g: Using RMAN for Recovery
Course..... 257046_ENG

Oracle Database 11g: Supporting RMAN and Using Flashback Technology
Course..... 257060_ENG

Oracle Database 11g: Diagnosing the Database and Managing Memory
Course..... 257071_ENG

Oracle Database 11g: Database Performance and Space Management
Course..... 257081_ENG

Oracle Database 11g: Managing Resources and Task Automation
Course..... 257108_ENG

Oracle Database 11g: Globalization
Course..... 257117_ENG

Oracle Database 11g: SQL and PL/SQL New Features

Getting Started with SQL and PL/SQL New Features
Course..... 257179_ENG

Using Dynamic SQL and Implementing Performance Improvements
Course..... 257188_ENG

Using Trigger, Data Warehousing, and Pivoting Enhancements
Course ..... 257195_ENG

Using the PL/SQL Debugger, Collections and Data Warehousing
Course ..... 257202_ENG

Oracle Database 11g: SQL Fundamentals I

Oracle Database 11g: Using SQL to Query Your Database
Course ..... 257492_ENG

Oracle Database 11g: Conversion Functions, Group Functions, and Joins
Course ..... 257503_ENG

Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation
Course ..... 257513_ENG

Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms
Course ..... 257522_ENG

Oracle Database 11g: SQL Fundamentals II

Oracle Database 11g: Controlling User Access and Managing Schema Objects
Course ..... 257867_ENG

Oracle Database 11g: Data Dictionary Views and Large Data Sets
Course ..... 257876_ENG

Oracle Database 11g: Managing Data in Different Time Zones
Course ..... 257884_ENG

Oracle Database 11g: Using Subqueries and Regular Expressions
Course ..... 257896_ENG

Oracle Database 11g: PL/SQL Fundamentals

Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements
Course ..... 257801_ENG

Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops
Course ..... 257810_ENG

Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL
Course ..... 257817_ENG

Oracle Database 11g: Working with Exceptions, Subprograms, JDeveloper, and REF Cursors
Course ..... 257825_ENG

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Oracle Database 11g: Develop PL/SQL Program Units

Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL
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Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL
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Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code
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Oracle Database 11g: Managing PL/SQL Code and Dependencies
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Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins
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Oracle Database 11g: Manipulating Queries and Data
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Oracle Database 11g: Using DDL, Views, and Schema Objects
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Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures
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Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors
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Oracle Database 11g: Indexes, Access Paths, and Join Operations
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Oracle Database 11g: Secure Backup

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Oracle Database 11g: RAC Administration

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Oracle Database 11g: RAC Performance Tuning
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Oracle Database 11g: Configure, Manage, and Use Services in RAC
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Oracle Database 11g: Oracle Label Security and the Data Masking Pack
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Oracle Database 11g: Oracle Net Services and Listener Security
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Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements
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Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data
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Oracle Database 11g Release 2: Storage Structures and User Security
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Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing
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Oracle Database 11g Release 2: Managing Database Maintenance and Performance
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Oracle Database 11g Release 2: Managing Database Memory and Performance
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Oracle Database 11g Release 2: Managing Database Resources and the Scheduler
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Oracle SOA Suite 11g: SOA Governance and Service Design
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Oracle SOA Suite 11g: Human Task and Business Rules Components
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Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2
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Microsoft SQL Server 2014: Designing Database Solutions

Microsoft SQL Server 2014 - Designing Solutions: Planning Infrastructure
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Microsoft SQL Server 2014 - Designing Solutions: Windows Azure SQL Database
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Database Fundamentals

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Database Design Fundamentals

Introduction to Designing a Relational Database
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The Logical and Physical Database Design Methodologies
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Microsoft SQL Server 2012: Creating Database Objects
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Microsoft SQL Server 2012: Querying Basics and Modifying Data
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Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions
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Microsoft SQL Server 2012: Creating Functions and Triggers
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Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries
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Microsoft SQL Server 2012: Managing XML Data
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Microsoft SQL Server 2012: Database Administration

Microsoft SQL Server 2012: Installation and Upgrade
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Microsoft SQL Server 2012: Instance Configuration and Database Creation
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Microsoft SQL Server 2012: Managing Databases and Automating Tasks
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Microsoft SQL Server 2012: Security Management
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Microsoft SQL Server 2012: Managing Database Data
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Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions
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Microsoft SQL Server 2012: Backing Up and Restoring Databases
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Microsoft SQL Server 2012: Database Monitoring and Performance Tuning
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Microsoft SQL Server 2012: Configuring High Availability
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Microsoft SQL Server: Developing Databases

Microsoft SQL Server 2012 – Developing Databases: Implementing Tables and Views
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Microsoft SQL Server 2012 – Developing Databases: Implementing Indexes
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Microsoft SQL Server 2012 – Developing Databases: Stored Procedures
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Microsoft SQL Server 2012 – Developing Databases: CLR Integration
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Microsoft SQL Server 2012 – Developing Databases: Working with Data
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Microsoft SQL Server 2012 – Developing Databases: Working with XML Data
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Microsoft SQL Server 2012 – Developing Databases: Tuning and Optimizing Queries
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Microsoft SQL Server 2012 – Developing Databases: Managing and Troubleshooting
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Microsoft SQL Server 2012: Implementing a Data Warehouse

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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
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Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
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MICROSOFT SQL SERVER 2008

Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

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Implementing SQL Server 2008 Analysis Services Solutions
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Querying Cubes and Working with Data Mining in SSAS
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Microsoft SQL Server 2008 R2: Implementation and Maintenance

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SQL Server 2008 R2: Database Monitoring and Performance
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SQL Server 2008 R2: Backups, Restores, and Database Snapshots
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Microsoft SQL Server 2008 R2: Database Development

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SQL Server 2008 R2: Implementing Programming Objects
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SQL Server 2008 R2: Querying and Managing XML Data
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SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes
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MENTORING ASSETS

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Mentoring 1Z0-042 Oracle Database 10g: Administration I
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Mentoring 1Z0-047 Oracle Database SQL Expert
Mentoring Assets mnt1z0047

Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators
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Mentoring 1Z0-052 Oracle Database 11g: Administration I
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Mentoring 1Z0-053 Oracle Database 11g: Administration II
Mentoring Assets mnt1z0053

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TestPrep 1Z0-047 Oracle Database SQL Expert
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TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2
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TestPrep 1Z0-052 Oracle Database 11g: Administration I
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TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases
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SAP ERP Architecture
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SAP Project Planning and Implementation
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SAP NetWeaver Platform
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SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)
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SAP Customer Relationship Management (CRM)
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SAP Product Lifecycle Management
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SAP Supply Chain Management
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SAP Business One for End Users

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SAP Business Objects Business Intelligence

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SAP BusinessObjects: Dashboards and Analytics
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SAP BusinessObjects: InfoView
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WEB DESIGN

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WEB DEVELOPMENT

HTML5

Introduction to HTML5
Course ..... wd_htme_a01_it_enus

HTML5 Layout
Course ..... wd_htme_a02_it_enus

HTML5 and CSS3
Course ..... wd_htme_a05_it_enus

HTML5 Layout with CSS3
Course ..... wd_htme_a06_it_enus

HTML5 Forms
Course ..... wd_htme_a03_it_enus

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HTML5 APIs and Media
Course.....wd_htme_a04_it_enus

HTML5 and Advanced CSS3
Course.....wd_htme_a07_it_enus

HTML5 and JavaScript
Course.....wd_htme_a08_it_enus

HTML5 Graphics and Canvas
Course.....wd_htme_a09_it_enus

Advanced HTML5
Course.....wd_htme_a10_it_enus

Advanced Features of JavaScript, CSS3 and HTML5
Course.....wd_htme_a11_it_enus

XML Essentials

XML Language Basics
Course..... wd_xmle_a01_it_enus

Manipulating XML with the XML DOM and Ajax
Course..... wd_xmle_a02_it_enus

XML Transformation Using XSLT and XSL-FO
Course..... wd_xmle_a03_it_enus

Querying XML Data with XPath and XQuery
Course..... wd_xmle_a04_it_enus

Web Services and XML
Course..... wd_xmle_a05_it_enus

WEB DESIGN

WEB SITE DESIGN - PRINCIPLES

Designing and Hosting a Web Site

Web Development Fundamentals
Course..... wd_dshw_a01_it_enus

Internet Site Development
Course..... wd_dshw_a02_it_enus

Web 2.0 Fundamentals
Course..... wd_dshw_a03_it_enus

WEB DESIGN

ADOBE

Adobe Flash CS5

Introduction to Adobe Flash Professional CS5
Course.....at_fcsp_a01_it_enus

Drawing and Working with Images in Flash CS5
Course.....at_fcsp_a02_it_enus

Using Flash CS5 Libraries, Text, and Components
Course.....at_fcsp_a03_it_enus

Animation in Flash CS5
Course.....at_fcsp_a04_it_enus

ActionScript and Multimedia in Flash CS5
Course ..... at_fcsp_a05_it_enus

Creating Navigation and Publishing Movies in Flash CS5
Course ..... at_fcsp_a06_it_enus

Adobe Photoshop CS5

Photoshop CS5: Getting Started
Course ..... at_pcsp_a01_it_enus

Photoshop CS5: Beyond the Basics
Course ..... at_pcsp_a02_it_enus

Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5
Course ..... at_dcsp_a01_it_enus

Adding Links and Images in Dreamweaver CS5
Course ..... at_dcsp_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS5
Course ..... at_dcsp_a03_it_enus

Reusing Content in Dreamweaver CS5
Course ..... at_dcsp_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS5
Course ..... at_dcsp_a05_it_enus

Cascading Style Sheets in Dreamweaver CS5
Course ..... at_dcsp_a06_it_enus

Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals
Course ..... at_idcs_a01_it_enus

Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4
Course ..... at_dcsf_a01_it_enus

Adding Links and Images in Dreamweaver CS4
Course ..... at_dcsf_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS4
Course ..... at_dcsf_a03_it_enus

Reusing Content in Dreamweaver CS4
Course ..... at_dcsf_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS4
Course ..... at_dcsf_a05_it_enus

Cascading Style Sheets in Dreamweaver CS4
Course ..... at_dcsf_a06_it_enus

Dreamweaver CS4 Site Maintenance and Advanced Concepts
Course ..... at_dcsf_a07_it_enus

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Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional
Course.....at_fcsf_a01_it_enus

Drawing and Working with Images in Flash CS4
Course.....at_fcsf_a02_it_enus

Using Flash CS4 Libraries, Text, and Components
Course.....at_fcsf_a03_it_enus

Animation in Flash CS4
Course.....at_fcsf_a04_it_enus

ActionScript and Multimedia in Flash CS4
Course.....at_fcsf_a05_it_enus

Workflow and Adobe Integration in Flash CS4
Course.....at_fcsf_a06_it_enus

Creating Navigation and Publishing Movies in Flash CS4
Course.....at_fcsf_a07_it_enus

Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers
Course..... at_aafd_a01_it_enus

Adobe Reader X

Adobe Reader X
Course.....at_adre_a01_dt_enus

Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers
Course..... at_airr_a01_it_enus

Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals
Course.....at_idct_a01_it_enus

Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals
Course..... at_adat_a01_dt_enus

Adobe Captivate 7

Adobe Captivate 7 Fundamentals
Course..... at_capt_a01_dt_enus

Adobe Captivate 7 Editing Project Files
Course..... at_capt_a02_dt_enus

Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials
Course.....at_dcsc_a01_dt_enus

Adobe Flash Professional CC

Adobe Flash Professional CC - Working with ActionScript
Course ..... at_fscc_a02_dt_enus

Adobe Flash Professional CC - Additional Tools and Features
Course ..... at_fscc_a03_dt_enus

Adobe Flash Professional CC - Introduction and Basic Tools
Course ..... at_fscc_a01_dt_enus

Adobe Illustrator CC

Adobe Illustrator CC Advanced Tools and Effects
Course ..... at_icsc_a04_dt_enus

Adobe Illustrator CC Fundamentals
Course ..... at_icsc_a01_dt_enus

Adobe Illustrator CC Tools and Techniques
Course ..... at_icsc_a02_dt_enus

Adobe Illustrator CC Modifying with Effects
Course ..... at_icsc_a03_dt_enus

Adobe InDesign CC

Adobe InDesign CC Essentials
Course ..... at_idcc_a01_dt_enus

Adobe InDesign CC Essential Tools
Course ..... at_idcc_a02_dt_enus

Adobe InDesign CC Advanced Features
Course ..... at_idcc_a03_dt_enus

Adobe CC Overview New Features

Adobe CC Overview of New Features
Course .....at_nfcc_a01_dt_enus

Adobe Photoshop CC

Adobe Photoshop CC Advanced Tools and Features
Course ..... at_pcsc_a05_dt_enus

Adobe Photoshop CC Fundamentals
Course ..... at_pcsc_a01_dt_enus

Adobe Photoshop CC Essential Elements
Course ..... at_pcsc_a02_dt_enus

Adobe Photoshop CC Color and Transforming
Course ..... at_pcsc_a03_dt_enus

Adobe Photoshop CC Tools and Features
Course ..... at_pcsc_a04_dt_enus

Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials
Course ..... at_pret_a01_dt_enus

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WEB DESIGN

SCRIPTING AND WEB LANGUAGES

JavaScript Fundamentals

JavaScript Language Basics
Course..... sl_jasc_a01_it_enus

JavaScript: Objects and Object-oriented Programming
Course..... sl_jasc_a02_it_enus

JavaScript: Functions and Regular Expressions
Course..... sl_jasc_a03_it_enus

JavaScript: Browser Scripting Fundamentals
Course..... sl_jasc_a04_it_enus

JavaScript: Advanced Browser Scripting and DHTML
Course..... sl_jasc_a05_it_enus

DHTML Basics

DHTML and Cascading Style Sheets
Course..... 110402_ENG

Making Content Dynamic with DHTML
Course..... 109372_ENG

Advanced XML

Structuring XML with Schemas
Course..... 213606_ENG

Advanced Schemas
Course..... 215282_ENG

Transforming and Formatting XML
Course..... 213612_ENG

Querying, Navigating, and Linking XML Data
Course..... 213638_ENG

XML APIs
Course..... 213609_ENG

Extending XML
Course..... 213614_ENG

Developing with Kendo UI

Kendo UI: HTML Helpers for ASP.NET MVC
Course..... sl_kndo_a02_it_enus

Kendo UI: Mobile API
Course..... sl_kndo_a03_it_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

Information Security for End Users

Introduction to Information Security
Course.....db_iseu_a01_dt_enus

Using your Desktop Computer and Mobile Devices Safely
Course ..... db_iseu_a02_dt_enus

Using E-mail, the Internet, and Social Media Safely in a Corporate Environment
Course ..... db_iseu_a03_dt_enus

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

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ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
Course .....ib_itlv_a01_it_enus

ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
Course .....ib_itlv_a02_it_enus

ITIL® 2011 Edition Foundation: Service Strategy Processes
Course .....ib_itlv_a03_it_enus

ITIL® 2011 Edition Foundation: Service Design Fundamentals
Course .....ib_itlv_a04_it_enus

ITIL® 2011 Edition Foundation: Service Design Processes
Course .....ib_itlv_a05_it_enus

ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
Course .....ib_itlv_a06_it_enus

ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course .....ib_itlv_a07_it_enus

ITIL® 2011 Edition Foundation: Service Operation Processes
Course .....ib_itlv_a08_it_enus

ITIL® 2011 Edition Foundation: Continual Service Improvement
Course .....ib_itlv_a09_it_enus

ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
Course ..... ib_iosb_a01_it_enus

ITIL® 2011 Edition OSA: Introduction to Incident Management
Course ..... ib_iosb_a03_it_enus

ITIL® 2011 Edition OSA: Introduction to Event Management
Course ..... ib_iosb_a02_it_enus

ITIL® 2011 Edition OSA: Technology and Implementation Considerations
Course ..... ib_iosb_a14_it_enus

ITIL® 2011 Edition OSA: Incident Management Interactions
Course ..... ib_iosb_a04_it_enus

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ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
Course..... ib_iosb_a05_it_enus

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
Course..... ib_iosb_a06_it_enus

ITIL® 2011 Edition OSA: Introduction to Problem Management
Course..... ib_iosb_a07_it_enus

ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
Course..... ib_iosb_a08_it_enus

ITIL® 2011 Edition OSA: Introduction to Access Management
Course..... ib_iosb_a09_it_enus

ITIL® 2011 Edition OSA: Introduction to the Service Desk
Course..... ib_iosb_a10_it_enus

ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
Course..... ib_iosb_a11_it_enus

ITIL® 2011 Edition OSA: Introduction to Functions
Course..... ib_iosb_a12_it_enus

ITIL® 2011 Edition OSA: Function Activities
Course..... ib_iosb_a13_it_enus

ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture
Course..... ib_ovvx_a01_it_enus

ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
Course..... ib_ovvx_a02_it_enus

ITIL® 2011 Edition Overview: Certification and Benefits
Course..... ib_ovvx_a03_it_enus

Technical Management Essentials

Transitioning from Technical Professional to Management
Course..... mgmt_19_a01_bs_enus

Strategies for Transitioning to Technical Management
Course..... mgmt_19_a02_bs_enus

Managing Technical Professionals
Course..... mgmt_19_a03_bs_enus

Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Course.....cust_06_a01_bs_enus

Support Center Services and Work Environment
Course.....cust_06_a02_bs_enus

Team and Customer Relationships
Course.....cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions
Course ..... cust_07_a01_bs_enus

Communication Skills
Course ..... cust_07_a02_bs_enus

Conflict, Stress, and Time Management
Course ..... cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures
Course ..... cust_08_a01_bs_enus

Quality in a Support Center
Course ..... cust_08_a02_bs_enus

Support Center Tools, Technologies and Metrics
Course ..... cust_08_a03_bs_enus

Dealing with Irrational Customers and Escalating Complaints
Course ..... cust_08_a04_bs_enus

Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning
Course .....ib_wstp_a01_it_enus

Writing for Technical Professionals: Effective Writing Techniques
Course .....ib_wstp_a02_it_enus

IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment
Course ..... stgy_06_a01_bs_enus

IT Strategy Essentials: Creating an IT Strategy Plan
Course ..... stgy_06_a02_bs_enus

IT Strategy Essentials: Implementing an IT Strategy
Course ..... stgy_06_a03_bs_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

TEST PREPS

Test Preps

TestPrep ITIL Foundation
Testprep Exams..... ib_itlv_a01_tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

MENTORING

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Mentoring

Mentoring ITIL Foundation
Mentoring Assets..... mntitv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals
Course..... proj_01_a01_bs_enus

Transitioning into a Project Management Role
Course..... proj_01_a02_bs_enus

Initiating and Planning a Project
Course..... proj_01_a03_bs_enus

Managing a Project
Course..... proj_01_a04_bs_enus

Troubleshooting and Closing the Project
Course..... proj_01_a05_bs_enus

Project Management for Non-Project Managers
Simulation PROJ001A

Managing Projects with No Direct Authority
Business Impact Series..... _pc_bi_pmbi001

Supporting Project Managers
Challenge Series..... _pc_ch_lach042

Ensuring Management Buy-in on a Project
Business Impact Series..... _pc_bi_pmbi002

Managing Conflict in Project Teams
Business Impact Series..... _pc_bi_pmbi003

Managing Scope on a Project
Business Impact Series..... _pc_bi_pmbi004

Weighing the Costs of Project Change
Business Impact Series..... _pc_bi_pmbi005

Managing Vendor Relationships
Business Impact Series..... _pc_bi_pmbi006

Anticipating and Solving Problems as a Project Champion
Business Impact Series..... _pc_bi_pmbi007

Addressing Stakeholder Conflicts
Business Impact Series..... _pc_bi_pmbi008

Portfolios, Programs, and Projects: What's the Difference?
Business Impact Series..... _pc_bi_pmbi009

Controlling Project Cost
Business Impact Series..... _pc_bi_pmbi010

Project Management Essentials
Challenge Series..... _pc_ch_lach041

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Course ..... proj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition)
Course ..... proj_19_a02_bs_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)
Course ..... proj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Course ..... proj_20_a01_bs_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Course ..... proj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Course ..... proj_20_a03_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Course ..... proj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
Course ..... proj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Course ..... proj_21_a03_bs_enus

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

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
Course ..... proj_22_a01_bs_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
Course ..... proj_22_a02_bs_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Course ..... proj_22_a03_bs_enus

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a01_bs_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
Course..... proj_24_a01_bs_enus

Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
Course..... proj_24_a02_bs_enus

Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a01_bs_enus

Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a02_bs_enus

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

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
Course..... proj_26_a01_bs_enus

Control Project Communications (PMBOK® Guide Fifth Edition)
Course..... proj_26_a02_bs_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)
Course..... proj_27_a01_bs_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)
Course..... proj_27_a02_bs_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)
Course..... proj_27_a03_bs_enus

Risk Response and Control (PMBOK® Guide Fifth Edition)
Course..... proj_27_a04_bs_enus

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
Course .....proj_28_a01_bs_enus

Managing Procurements (PMBOK® Guide Fifth Edition)
Course .....proj_28_a02_bs_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
Course .....proj_29_a01_bs_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Course .....proj_29_a02_bs_enus

Program Management (PMI® Second Edition-aligned)

Introduction to Program Management
Course .....proj_16_a01_bs_enus

Program Life Cycle and Benefits Management
Course .....proj_16_a02_bs_enus

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

The Role of Ethics in Project Management
Course .....proj_15_a01_bs_enus

Core PMI® Values and Ethical Standards
Course .....proj_15_a02_bs_enus

IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
Course .....proj_17_a01_bs_enus

IT Project Management Essentials: Initiating and Planning IT Projects
Course .....proj_17_a02_bs_enus

IT Project Management Essentials: Executing IT Projects
Course .....proj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects
Course .....proj_17_a04_bs_enus

IT Project Management Essentials: Managing Risks in an IT Project
Course .....proj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Course .....proj_17_a06_bs_enus

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Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course..... proj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
Course..... proj_18_a02_bs_enus

Managing Software Project Outsourcing: Working with the Outsourced Team
Course..... proj_18_a03_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
Course..... proj_18_a04_bs_enus

Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials
Course.....ib_pmag_a01_it_enus

Adopting an Agile Approach to Project Management
Course.....ib_pmag_a02_it_enus

An Overview of Agile Methodologies
Course.....ib_pmag_a03_it_enus

Overview of the Scrum Development Process
Course.....ib_pmag_a04_it_enus

Agile Planning: Project Initiating and Requirements Gathering
Course.....ib_pmag_a05_it_enus

Agile Planning: Doing Estimates and Completing the Release Plan
Course.....ib_pmag_a06_it_enus

Planning and Monitoring Iterations on an Agile Project
Course.....ib_pmag_a07_it_enus

Leading an Agile Team
Course.....ib_pmag_a08_it_enus

Managing Stakeholder Engagement on an Agile Project
Course.....ib_pmag_a09_it_enus

Ensuring Delivery of Value and Quality in Agile Projects
Course.....ib_pmag_a10_it_enus

Core PMI® Values and Ethical Standards
Course..... proj_15_a02_bs_enus

PRINCE2®: 2009 Foundation

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Overview of Project Management (PRINCE2: 2009-aligned)
Course.....ib_prin_a01_it_enus

Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
Course.....ib_prin_a02_it_enus

Project Quality, Change and Progress (PRINCE2: 2009-aligned)
Course .....ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
Course .....ib_prin_a04_it_enus

Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)
Course .....ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)
Course .....ib_prin_a06_it_enus

Mentoring Assets

Mentoring PRINCE2: Foundation
Mentoring Assets mntprince2f

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Mentoring Assets mntpmp5ed

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Mentoring Assets mntcapm5ed

Test Preps

TestPrep PRINCE2: Foundation
Testprep Exams.....ib_prin_a01_tp_enus

TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Testprep Exams.....pm_proj_a04_tp_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Exams.....pm_capm_a02_tp_enus

PRINCE2®: Practitioner

PRINCE2 Practitioner Exam Information
Course .....prin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Optimizing Your Performance On a Team

Being an Effective Team Member
Course .....team_02_a01_bs_enus

Establishing Team Goals and Responsibilities
Course .....team_02_a02_bs_enus

Elements of a Cohesive Team
Course .....team_02_a03_bs_enus

Effective Team Communication
Course .....team_02_a04_bs_enus

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Using Feedback to Improve Team Performance
Course..... team_02_a05_bs_enus

Power and Politics in Matrixed Teams
Challenge Series....._pc_ch_mgch002

Leading Teams

Leading Teams: Launching a Successful Team
Course..... team_03_a01_bs_enus

Leading Teams: Establishing Goals, Roles, and Guidelines
Course..... team_03_a02_bs_enus

Leading Teams: Developing the Team and its Culture
Course..... team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course..... team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and Collaboration
Course..... team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course..... team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course..... team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course..... team_03_a08_bs_enus

Building Trust Incrementally
Business Impact Series..... _pc_bi_lsbi004

Inspiring Your Team
Business Impact Series..... _pc_bi_lsbi010

Support Your Leader
Business Impact Series....._pc_bi_pfbi010

Choosing the Right Team Culture
Challenge Series....._pc_ch_pfch006

Managing Communications in a Virtual Team
Business Impact Series....._pc_bi_mgbi001

Building and Leading Teams
Challenge Series....._pc_ch_lach023

Meeting Team Performance Challenges
Challenge Series....._pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies
Course.....ib_buap_a01_it_enus

Introduction to Business Analysis Planning
Course.....ib_buap_a02_it_enus

Planning Business Analysis Communication and Monitoring
Course .....ib_buap_a03_it_enus

Business Analysis Requirements Elicitation
Course .....ib_buap_a04_it_enus

Business Analysis Requirements Management and Communication
Course .....ib_buap_a05_it_enus

Business Analysis: Enterprise Analysis
Course .....ib_buap_a06_it_enus

Business Analysis: Introduction to Requirements Analysis
Course .....ib_buap_a07_it_enus

Business Analysis: Verify and Validate Requirements
Course .....ib_buap_a08_it_enus

Business Analysis: Solution Assessment and Validation
Course .....ib_buap_a09_it_enus

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0 aligned
Final Exams .....ib_buap_a01_fe_enus

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DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

Adobe Flash CS5

Introduction to Adobe Flash Professional CS5
Course.....at_fcsp_a01_it_enus

Drawing and Working with Images in Flash CS5
Course.....at_fcsp_a02_it_enus

Using Flash CS5 Libraries, Text, and Components
Course.....at_fcsp_a03_it_enus

Animation in Flash CS5
Course.....at_fcsp_a04_it_enus

ActionScript and Multimedia in Flash CS5
Course.....at_fcsp_a05_it_enus

Creating Navigation and Publishing Movies in Flash CS5
Course.....at_fcsp_a06_it_enus

Adobe Photoshop CS5

Photoshop CS5: Getting Started
Course.....at_pcsp_a01_it_enus

Photoshop CS5: Beyond the Basics
Course.....at_pcsp_a02_it_enus

Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5
Course.....at_dcsp_a01_it_enus

Adding Links and Images in Dreamweaver CS5
Course.....at_dcsp_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS5
Course.....at_dcsp_a03_it_enus

Reusing Content in Dreamweaver CS5
Course.....at_dcsp_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS5
Course.....at_dcsp_a05_it_enus

Cascading Style Sheets in Dreamweaver CS5
Course.....at_dcsp_a06_it_enus

Adobe InDesign CS4

Adobe InDesign CS4: Fundamentals
Course.....at_idcs_a01_it_enus

Adobe Dreamweaver CS4

Setting up a Site and Adding Content in Dreamweaver CS4
Course.....at_dcsf_a01_it_enus

Adding Links and Images in Dreamweaver CS4
Course.....at_dcsf_a02_it_enus

Tables, Accessibility, and Standards in Dreamweaver CS4
Course.....at_dcsf_a03_it_enus

Reusing Content in Dreamweaver CS4
Course.....at_dcsf_a04_it_enus

Creating Interactive Web Pages in Dreamweaver CS4
Course.....at_dcsf_a05_it_enus

Cascading Style Sheets in Dreamweaver CS4
Course.....at_dcsf_a06_it_enus

Dreamweaver CS4 Site Maintenance and Advanced Concepts
Course.....at_dcsf_a07_it_enus

Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional
Course.....at_fcsf_a01_it_enus

Drawing and Working with Images in Flash CS4
Course.....at_fcsf_a02_it_enus

Using Flash CS4 Libraries, Text, and Components
Course.....at_fcsf_a03_it_enus

Animation in Flash CS4
Course.....at_fcsf_a04_it_enus

ActionScript and Multimedia in Flash CS4
Course.....at_fcsf_a05_it_enus

Workflow and Adobe Integration in Flash CS4
Course.....at_fcsf_a06_it_enus

Creating Navigation and Publishing Movies in Flash CS4
Course.....at_fcsf_a07_it_enus

Adobe AIR for Flash Developers

Adobe Air for Flash CS4 Developers
Course.....at_aafd_a01_it_enus

Adobe Reader X

Adobe Reader X
Course.....at_adre_a01_dt_enus

Adobe AIR 3

Adobe Air 3 for Flash CS5.5 Developers
Course.....at_airr_a01_it_enus

Adobe InDesign CS5

Adobe InDesign CS5: Fundamentals
Course.....at_idct_a01_it_enus

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DESKTOP SKILLS COURSEWARE

Adobe Acrobat Pro X1

Adobe Acrobat Pro XI Fundamentals
Course..... at_adat_a01_dt_enus

Adobe Captivate 7

Adobe Captivate 7 Fundamentals
Course..... at_capt_a01_dt_enus

Adobe Captivate 7 Editing Project Files
Course..... at_capt_a02_dt_enus

Adobe Dreamweaver CC

Adobe Dreamweaver CC - Essentials
Course.....at_dcsc_a01_dt_enus

Adobe Flash Professional CC

Adobe Flash Professional CC - Working with ActionScript
Course.....at_fscc_a02_dt_enus

Adobe Flash Professional CC - Additional Tools and Features
Course.....at_fscc_a03_dt_enus

Adobe Flash Professional CC - Introduction and Basic Tools
Course.....at_fscc_a01_dt_enus

Adobe Illustrator CC

Adobe Illustrator CC Advanced Tools and Effects
Course.....at_icsc_a04_dt_enus

Adobe Illustrator CC Fundamentals
Course.....at_icsc_a01_dt_enus

Adobe Illustrator CC Tools and Techniques
Course.....at_icsc_a02_dt_enus

Adobe Illustrator CC Modifying with Effects
Course.....at_icsc_a03_dt_enus

Adobe InDesign CC

Adobe InDesign CC Essentials
Course.....at_idcc_a01_dt_enus

Adobe InDesign CC Essential Tools
Course.....at_idcc_a02_dt_enus

Adobe InDesign CC Advanced Features
Course.....at_idcc_a03_dt_enus

Adobe CC Overview New Features

Adobe CC Overview of New Features
Course.....at_nfcc_a01_dt_enus

Adobe Photoshop CC

Adobe Photoshop CC Advanced Tools and Features
Course ..... at_pcsc_a05_dt_enus

Adobe Photoshop CC Fundamentals
Course ..... at_pcsc_a01_dt_enus

Adobe Photoshop CC Essential Elements
Course ..... at_pcsc_a02_dt_enus

Adobe Photoshop CC Color and Transforming
Course ..... at_pcsc_a03_dt_enus

Adobe Photoshop CC Tools and Features
Course ..... at_pcsc_a04_dt_enus

Adobe Premiere Elements 12

Adobe Premiere Elements 12 Essentials
Course ..... at_pret_a01_dt_enus

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

Information Security for End Users

Introduction to Information Security
Course .....db_iseu_a01_dt_enus

Using your Desktop Computer and Mobile Devices Safely
Course .....db_iseu_a02_dt_enus

Using E-mail, the Internet, and Social Media Safely in a Corporate Environment
Course .....db_iseu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2013

Microsoft Office 2013: Beginning Word

Performing Basic Tasks in Word 2013
Course .....mo_bgwo_a01_dt_enus

Editing and Formatting in Word 2013
Course .....mo_bgwo_a02_dt_enus

Using Tables in Word 2013
Course .....mo_bgwo_a05_dt_enus

Structuring a Document in Word 2013
Course .....mo_bgwo_a03_dt_enus

Adding Lists and Objects in Word 2013
Course .....mo_bgwo_a04_dt_enus

Microsoft Office 2013: Beginning Access

Creating and Modifying Forms in Access 2013
Course .....mo_bgas_a04_dt_enus

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Creating and Modifying Reports in Access 2013
Course..... mo_bgas_a05_dt_enus

Creating and Populating a Database in Access 2013
Course..... mo_bgas_a01_dt_enus

Modifying Tables in Access 2013
Course..... mo_bgas_a02_dt_enus

Creating and Modifying Queries in Access 2013
Course..... mo_bgas_a03_dt_enus

Microsoft Project 2013

Tools for Tracking Project Performance in Project 2013
Course..... mo_bgpj_a04_dt_enus

Resource Management in Project 2013
Course..... mo_bgpj_a03_dt_enus

Communicate and Finalize Project Information Using Project 2013
Course..... mo_bgpj_a05_dt_enus

Task-based Scheduling in Project 2013
Course..... mo_bgpj_a02_dt_enus

Setting up a Project in Project 2013
Course..... mo_bgpj_a01_dt_enus

Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2013
Course..... mo_adou_a01_dt_enus

Management and Customization in Outlook 2013
Course..... mo_adou_a02_dt_enus

Mail Automation, Cleanup, and Storage in Outlook 2013
Course..... mo_adou_a03_dt_enus

Collaboration and Customization with the Calendar, Contacts and Tasks in
Outlook 2013
Course..... mo_adou_a04_dt_enus

Microsoft Office 2013: Power User Excel

Sharing and Linking Data, and Adding Office Apps to Excel 2013
Course..... mo_puel_a01_dt_enus

Reviewing and Protecting Content in Excel 2013
Course..... mo_puel_a02_dt_enus

Advanced Formats and Layouts in Excel 2013
Course..... mo_puel_a03_dt_enus

Advanced Formulas and Functions in Excel 2013
Course..... mo_puel_a04_dt_enus

Using Financial Functions and What-If Analysis in Excel 2013
Course..... mo_puel_a05_dt_enus

Using PivotTables, PivotCharts, and Advanced Charts in Excel 2013
Course..... mo_puel_a06_dt_enus

Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and Content in SharePoint 2013
Course .....mo_sppu_a01_dt_enus

Configuring Lists, Libraries, E-mail, and Announcements in SharePoint 2013
Course .....mo_sppu_a02_dt_enus

Managing Templates, Views, and Versioning in SharePoint 2013
Course .....mo_sppu_a03_dt_enus

Managing Web Parts, Users, and Groups in SharePoint 2013
Course .....mo_sppu_a04_dt_enus

Using and Configuring Search in SharePoint 2013
Course .....mo_sppu_a05_dt_enus

Workflows, Collaboration, and Analysis in SharePoint 2013
Course .....mo_sppu_a06_dt_enus

Microsoft Office 2013: Advanced Excel

Creating and Customizing Visual Elements in Excel 2013
Course .....mo_adel_a01_dt_enus

Customizing Options and Views in Excel 2013
Course .....mo_adel_a02_dt_enus

Manipulating Data in Excel 2013
Course .....mo_adel_a03_dt_enus

Data Search, Data Validation, and Macros in Excel 2013
Course .....mo_adel_a04_dt_enus

Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Shows Tools in PowerPoint 2013
Course .....mo_adpw_a01_dt_enus

Sharing, Printing, Protecting and Delivery Presentations In PowerPoint 2013
Course .....mo_adpw_a02_dt_enus

Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013
Course .....mo_adwo_a01_dt_enus

Customizing Document Layout in Word 2013
Course .....mo_adwo_a02_dt_enus

Advanced Table Customization in Word 2013
Course .....mo_adwo_a03_dt_enus

Inserting and Formatting Graphics in Word 2013
Course .....mo_adwo_a04_dt_enus

Navigating and Reviewing Documents in Word 2013
Course .....mo_adwo_a05_dt_enus

Reference Tools and Mail Merge in Word 2013
Course .....mo_adwo_a06_dt_enus

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Adjusting Document Views and Customizing the Appearance of Word 2013
Course.....mo_adwo_a07_dt_enus

Sharing and Collaboration in Word 2013
Course.....mo_adwo_a08_dt_enus

Microsoft Office 2013: Beginning Excel

Creating Workbooks, Worksheets, and Data in Excel 2013
Course..... mo_bgel_a01_dt_enus

Saving and Printing Data in Excel 2013
Course..... mo_bgel_a02_dt_enus

Formatting Cells and Worksheets in Excel 2013
Course..... mo_bgel_a03_dt_enus

Formatting Data in Excel 2013
Course..... mo_bgel_a04_dt_enus

Presenting Data using Conditional Formatting and Sparklines in Excel 2013
Course..... mo_bgel_a05_dt_enus

Performing Calculations Using Functions in Excel 2013
Course..... mo_bgel_a06_dt_enus

Presenting Data in Tables and Charts in Excel 2013
Course..... mo_bgel_a07_dt_enus

Microsoft Office 2013: Beginning Outlook

Working with E-mail in Outlook 2013
Course..... mo_bgou_a01_dt_enus

Managing E-mail in Outlook 2013
Course..... mo_bgou_a02_dt_enus

Working with Contacts in Outlook 2013
Course..... mo_bgou_a03_dt_enus

Scheduling with Appointments, Events, and Tasks in Outlook 2013
Course..... mo_bgou_a04_dt_enus

Working with Meetings in Outlook 2013
Course..... mo_bgou_a05_dt_enus

Microsoft Office 2013: Beginning PowerPoint

Creating Presentations in PowerPoint 2013
Course.....mo_bgpw_a01_dt_enus

Enhancing PowerPoint 2013 Presentations
Course.....mo_bgpw_a02_dt_enus

Animations and Media in PowerPoint 2013
Course.....mo_bgpw_a03_dt_enus

Finalizing a PowerPoint 2013 Presentation
Course.....mo_bgpw_a04_dt_enus

Microsoft Office 2013: SharePoint for End Users

Navigating, Lists, Libraries, Alerts, and Document Sets in SharePoint 2013
Course..... mo_speu_a01_dt_enus

My Site and Social Features in SharePoint 2013
Course .....mo_speu_a02_dt_enus

Community Sites, Search, and Office Integration in SharePoint 2013
Course .....mo_speu_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2010

Microsoft Office 2010: New Features

Office 2010 New Core Features
Course .....mo_otnf_a01_dt_enus

New Messaging and Collaboration Features in Office 2010
Course .....mo_otnf_a02_dt_enus

Office 2010 Web Apps and New Features in Publisher and Mobile
Course .....mo_otnf_a03_dt_enus

Microsoft Office 2010 New Features for Users Migrating from Office 2003

The New Office 2010 Interface, Word 2010, and Excel 2010
Course .....mo_nfum_a01_dt_enus

Outlook 2010 and Collaboration in Office 2010
Course .....mo_nfum_a02_dt_enus

New Features for PowerPoint, Publisher, and Access in Office 2010
Course .....mo_nfum_a03_dt_enus

Microsoft Office 2010: Beginning Word

Getting Started with Word 2010
Course .....mo_bwrd_a01_dt_enus

Formatting and Working with Text in Word 2010
Course .....mo_bwrd_a02_dt_enus

Organizing and Arranging Text in Word 2010
Course .....mo_bwrd_a03_dt_enus

Moving Around in Word 2010
Course .....mo_bwrd_a04_dt_enus

Structuring Word 2010 Documents
Course .....mo_bwrd_a05_dt_enus

Reviewing Documents in Word 2010
Course .....mo_bwrd_a06_dt_enus

Saving, Sharing, and Printing in Word 2010
Course .....mo_bwrd_a07_dt_enus

Customizing the Behavior and Appearance of Word 2010
Course .....mo_bwrd_a08_dt_enus

Drawing and Inserting Graphics in Word 2010
Course .....mo_bwrd_a09_dt_enus

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Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for End Users
Course..... mo_nspe_a01_dt_enus

Microsoft SharePoint 2010 for End Users

Getting Started with SharePoint 2010
Course..... mo_ospe_a01_dt_enus

Using SharePoint 2010 with Office 2010
Course..... mo_ospe_a02_dt_enus

Microsoft SharePoint 2010: New Features for Power Users

Microsoft SharePoint 2010: New Features for Power Users
Course..... mo_nspp_a01_dt_enus

Microsoft SharePoint 2010 for Power Users

Managing SharePoint 2010 Sites, Lists, and Libraries
Course..... mo_ospp_a01_dt_enus

Managing SharePoint 2010 Pages and Components
Course..... mo_ospp_a02_dt_enus

SharePoint 2010 Security and Business Intelligence
Course..... mo_ospp_a03_dt_enus

Microsoft Office 2010: Beginning Excel

Getting Started with Excel 2010
Course.....mo_bexl_a01_dt_enus

Applying Basic Data Formatting in Excel 2010
Course.....mo_bexl_a02_dt_enus

Moving and Getting Around in Excel 2010
Course.....mo_bexl_a03_dt_enus

Moving Data and Modifying Worksheets in Excel 2010
Course.....mo_bexl_a04_dt_enus

Saving, Sending, and Printing Excel 2010 Workbooks
Course.....mo_bexl_a05_dt_enus

Using Conditional Formatting, Tables, and Sparklines in Excel 2010
Course.....mo_bexl_a06_dt_enus

Reviewing and Protecting Content in Excel 2010
Course.....mo_bexl_a07_dt_enus

Using Basic Formulas in Excel 2010
Course.....mo_bexl_a08_dt_enus

Using Basic Functions with Excel 2010
Course.....mo_bexl_a09_dt_enus

Inserting Basic Charts in Excel 2010
Course.....mo_bexl_a10_dt_enus

Adding Visuals, Themes, and Styles to Excel 2010 Workbooks
Course .....mo_bexl_a11_dt_enus

Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010
Course .....mo_bout_a01_dt_enus

Managing Conversations and Organizing E-mail in Outlook 2010
Course .....mo_bout_a02_dt_enus

Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010
Course .....mo_bout_a03_dt_enus

Using the Calendar for Appointments, Events, and Meetings in Outlook 2010
Course .....mo_bout_a04_dt_enus

Managing Meetings and Customizing the Calendar in Outlook 2010
Course .....mo_bout_a05_dt_enus

Outlook 2010 Social Connector and Messaging
Course .....mo_bout_a06_dt_enus

Working with Contacts in Outlook 2010
Course .....mo_bout_a07_dt_enus

Using the Tasks, Notes, and Journal Features in Outlook 2010
Course .....mo_bout_a08_dt_enus

Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds, Watermarks, and Quick Parts in Word 2010
Course .....mo_awrd_a01_dt_enus

Adding Tables of Contents, Footnotes, Hyperlinks, and Bookmarks in Word 2010
Course .....mo_awrd_a02_dt_enus

Forms, Fields, and Mail Merge in Word 2010
Course .....mo_awrd_a03_dt_enus

Managing, Inspecting, and Recovering Word 2010 Documents
Course .....mo_awrd_a04_dt_enus

Creating and Formatting Tables in Word 2010
Course .....mo_awrd_a05_dt_enus

Manipulating Tables in Word 2010
Course .....mo_awrd_a06_dt_enus

Embedding Charts and Tables into Word 2010
Course .....mo_awrd_a07_dt_enus

Microsoft Office 2010: Advanced Excel

Customizing Visual Elements in Excel 2010
Course .....mo_aexl_a01_dt_enus

Workbook Settings, Conditional Formatting, and Number Formats in Excel 2010
Course .....mo_aexl_a02_dt_enus

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Organizing Data and Objects in Excel 2010
Course.....mo_aexl_a03_dt_enus

Verifying Excel 2010 Data and Formulas
Course.....mo_aexl_a04_dt_enus

Automating Excel 2010 Tasks Using Macros
Course.....mo_aexl_a05_dt_enus

Analyzing Data with What-if Analysis in Excel 2010
Course.....mo_aexl_a06_dt_enus

PivotTables and PivotCharts in Excel 2010
Course.....mo_aexl_a07_dt_enus

PivotTable Filters, Calculations, and PowerPivot
Course.....mo_aexl_a08_dt_enus

Microsoft Office 2010: Advanced Outlook

Formatting E-mail and Configuring Message Options in Outlook 2010
Course..... mo_aout_a01_dt_enus

Customizing Outlook 2010 and Managing Accounts
Course..... mo_aout_a02_dt_enus

Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010
Course..... mo_aout_a03_dt_enus

Working with Files and Folders and Using Search and RSS Feeds in Outlook 2010
Course..... mo_aout_a04_dt_enus

Data Files, Archiving, and Send/Receive Groups in Outlook 2010
Course..... mo_aout_a05_dt_enus

Implementing Security with Outlook 2010
Course..... mo_aout_a06_dt_enus

Accessing Exchange Remotely and Using Forms in Outlook 2010
Course..... mo_aout_a07_dt_enus

Microsoft Office 2010: Beginning PowerPoint

Getting Started with PowerPoint 2010
Course..... mo_bppt_a01_dt_enus

Visually Enhancing PowerPoint 2010 Presentations
Course..... mo_bppt_a02_dt_enus

Adding Images to Presentations in PowerPoint 2010
Course..... mo_bppt_a03_dt_enus

Using Multimedia and Animations in PowerPoint 2010
Course..... mo_bppt_a04_dt_enus

Microsoft Office 2010: Advanced PowerPoint

Using Advanced Slide Show Tools in PowerPoint 2010
Course..... mo_appt_a01_dt_enus

Collaborating and Sharing Presentations in PowerPoint 2010
Course..... mo_appt_a02_dt_enus

Microsoft Office 2010: Beginning Access

Getting Started with Access 2010
Course ..... mo_bacc_a01_dt_enus

Creating Basic Tables in Access 2010
Course ..... mo_bacc_a02_dt_enus

Data Manipulation and Simple Relationships in Access 2010
Course ..... mo_bacc_a03_dt_enus

Introduction to Forms in Access 2010
Course ..... mo_bacc_a04_dt_enus

Modifying Basic Forms in Access 2010
Course ..... mo_bacc_a05_dt_enus

Introduction to Queries in Access 2010
Course ..... mo_bacc_a06_dt_enus

Introduction to Reports in Access 2010
Course ..... mo_bacc_a07_dt_enus

Microsoft Office 2010: Beginning Project

Introduction to Project Management using Project 2010
Course .....mo_bprj_a01_dt_enus

Introduction to Project 2010
Course .....mo_bprj_a02_dt_enus

Initializing a Project with Project 2010
Course .....mo_bprj_a03_dt_enus

Defining Project Properties in Project 2010
Course .....mo_bprj_a04_dt_enus

Building a Schedule with Project 2010
Course .....mo_bprj_a05_dt_enus

Creating Resources in Project 2010
Course .....mo_bprj_a06_dt_enus

Managing Resource Assignments with Project 2010
Course .....mo_bprj_a07_dt_enus

Monitoring Schedule Performance with Project 2010
Course .....mo_bprj_a08_dt_enus

Communicating Project Information with Project 2010
Course .....mo_bprj_a09_dt_enus

Microsoft Office 2010: Advanced Access

Advanced Importing and Exporting with Access 2010
Course ..... mo_aacc_a01_dt_enus

PivotTables and PivotCharts in Access 2010
Course ..... mo_aacc_a02_dt_enus

Retrieving, Validating, and Attaching Data in Access 2010
Course ..... mo_aacc_a03_dt_enus

Subforms, Subreports, and Conditional Formatting in Access 2010
Course ..... mo_aacc_a04_dt_enus

Joins, SQL, and Action Queries in Access 2010
Course ..... mo_aacc_a05_dt_enus

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Using Access 2010 with SharePoint and Access Services
Course.....mo_aacc_a06_dt_enus

Access 2010 Macros and VBA
Course.....mo_aacc_a07_dt_enus

Optimizing, Securing, and Sharing Access 2010 Databases
Course.....mo_aacc_a08_dt_enus

Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online and on a Network
Course.....mo_pexl_a01_dt_enus

Using Excel 2010 to Collaborate Online and with Other Office Applications
Course.....mo_pexl_a02_dt_enus

Using Lookup, Reference, Math, and Text Functions in Excel 2010
Course.....mo_pexl_a03_dt_enus

Manipulating Formulas and Using Forms in Excel 2010
Course.....mo_pexl_a04_dt_enus

Using Excel 2010 Data Connections: Web Queries, XML, and Databases
Course.....mo_pexl_a05_dt_enus

Microsoft Office 2010: Advanced Project

Advanced Customizing with Project 2010
Course..... mo_aprj_a01_dt_enus

Advanced Tools for Managing Multiple Projects with Project 2010
Course..... mo_aprj_a02_dt_enus

Advanced Resource Management with Project 2010
Course..... mo_aprj_a03_dt_enus

Advanced Scheduling Management with Project 2010
Course..... mo_aprj_a04_dt_enus

Advanced Reporting and Management Tools in Project 2010
Course..... mo_aprj_a05_dt_enus

Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010
Course.....mo_bvis_a01_dt_enus

Working with Diagrams in Visio 2010
Course.....mo_bvis_a02_dt_enus

Collaboration, Evaluation and Printing in Visio 2010
Course.....mo_bvis_a03_dt_enus

Microsoft OneNote 2010 for End Users

Microsoft Office 2010: Managing Information with OneNote
Course..... mo_onel_a01_dt_enus

Microsoft Office 2010: Sharing Information with OneNote
Course..... mo_onel_a02_dt_enus

Microsoft Office 2010: Lync for End Users

Microsoft Office 2010: Getting Started with Lync
Course ..... mo_lync_a01_dt_enus

Microsoft Office 2010: Lync Meetings, Calls, Sharing and Collaboration
Course ..... mo_lync_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE FOR MAC 2011

Microsoft Office: Beginning Word for Mac 2011

Microsoft Word for Mac 2011: Getting Started
Course ..... om_bwmc_a01_dt_enus

Microsoft Word for Mac 2011: Formatting and Working with Text
Course ..... om_bwmc_a02_dt_enus

Microsoft Word for Mac 2011: Structuring and Organizing Documents
Course ..... om_bwmc_a03_dt_enus

Microsoft Word for Mac 2011: Moving Around a Document
Course ..... om_bwmc_a04_dt_enus

Microsoft Word for Mac 2011: Adding and Formatting Images
Course ..... om_bwmc_a05_dt_enus

Microsoft Word for Mac 2011: Creating and Formatting Tables
Course ..... om_bwmc_a06_dt_enus

Microsoft Word for Mac 2011: Saving, Printing, and Spellchecking
Course ..... om_bwmc_a07_dt_enus

Microsoft Office: Beginning Excel for Mac 2011

Microsoft Excel for Mac 2011: Getting Started
Course .....om_bemc_a01_dt_enus

Microsoft Excel for Mac 2011: Applying Basic Data Formatting
Course .....om_bemc_a02_dt_enus

Microsoft Excel for Mac 2011: Navigating the Interface and Viewing Workbooks
Course .....om_bemc_a03_dt_enus

Microsoft Excel for Mac 2011: Moving Data and Modifying Worksheets
Course .....om_bemc_a04_dt_enus

Microsoft Excel for Mac 2011: Using Basic Formulas
Course .....om_bemc_a05_dt_enus

Microsoft Excel for Mac 2011: Using Basic Functions
Course .....om_bemc_a06_dt_enus

Microsoft Excel for Mac 2011: Inserting Basic Charts
Course .....om_bemc_a07_dt_enus

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Microsoft Excel for Mac 2011: Saving, Sending, and Printing Workbooks
Course..... om_bemc_a08_dt_enus

Microsoft Office: Beginning Outlook for Mac 2011

Microsoft Outlook for Mac 2011: Getting Started
Course..... om_bomc_a01_dt_enus

Microsoft Outlook for Mac 2011: Managing Conversations and E-mail
Course..... om_bomc_a02_dt_enus

Microsoft Outlook for Mac 2011: Mastering E-mail
Course..... om_bomc_a03_dt_enus

Microsoft Outlook for Mac 2011: Scheduling with the Calendar
Course..... om_bomc_a04_dt_enus

Microsoft Outlook for Mac 2011: Managing Contacts
Course..... om_bomc_a05_dt_enus

Moving Beyond E-mail to Maximize Microsoft Outlook's Potential
Course..... om_bomc_a06_dt_enus

Microsoft Office: Beginning PowerPoint for Mac 2011

Microsoft PowerPoint for Mac 2011: Getting Started
Course..... om_bpmc_a01_dt_enus

Microsoft PowerPoint for Mac 2011: Adding Simple Presentation Enhancements
Course..... om_bpmc_a02_dt_enus

Microsoft PowerPoint for Mac 2011: Using Media Files in a Presentation
Course..... om_bpmc_a03_dt_enus

Microsoft PowerPoint for Mac 2011: Animations and Presentation Tools
Course..... om_bpmc_a04_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

Microsoft Office 2007: New Features

New Features for End Users in Microsoft Office 2007
Course..... 239866_ENG

Microsoft Office Excel, PowerPoint, and Outlook 2007
Course..... 239874_ENG

Microsoft Access 2007 and Microsoft Publisher 2007
Course..... 239976_ENG

Sharing and Collaboration in Microsoft Office Enterprise 2007
Course..... 240019_ENG

Microsoft Office 2007: Beginning Word

Getting Started with Word 2007
Course ..... mo_bgwd_a01_dt_enus

Working with Text and Paragraphs in Word 2007
Course ..... mo_bgwd_a02_dt_enus

Structuring, Editing, Saving, and Opening Documents in Word 2007
Course ..... mo_bgwd_a03_dt_enus

Printing, Help, and Automated Formatting in Word 2007
Course ..... mo_bgwd_a04_dt_enus

Working with Documents in Word 2007
Course ..... mo_bgwd_a05_dt_enus

Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007
Course ..... mo_adwd_a01_dt_enus

Advanced Document Navigation and Document Reviews in Word 2007
Course ..... mo_adwd_a02_dt_enus

Using Tables, Charts, and Graphics in Word 2007
Course ..... mo_adwd_a03_dt_enus

Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007
Course ..... mo_wdpu_a01_dt_enus

Advanced Document Features in Word 2007
Course ..... mo_wdpu_a02_dt_enus

Collaborative Features in Word 2007
Course ..... mo_wdpu_a03_dt_enus

Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007
Course ..... mo_bgex_a01_dt_enus

Manipulating and Formatting Data and Worksheets in Excel 2007
Course ..... mo_bgex_a02_dt_enus

Reviewing and Printing in Excel 2007
Course ..... mo_bgex_a03_dt_enus

Excel 2007 Formulas and Functions
Course ..... mo_bgex_a04_dt_enus

Excel 2007 Charts, Pictures, Themes, and Styles
Course ..... mo_bgex_a06_dt_enus

Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007
Course ..... mo_adex_a01_dt_enus

Advanced Data Management in Excel 2007
Course ..... mo_adex_a02_dt_enus

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Advanced Customization in Excel 2007
Course..... mo_adex_a03_dt_enus

Microsoft Office 2007: Excel for the Power User

Analyzing Data in Excel 2007
Course..... mo_expu_a01_dt_enus

Protecting and Sharing Excel 2007 Workbooks
Course..... mo_expu_a02_dt_enus

Exchanging Data with Excel 2007
Course..... mo_expu_a03_dt_enus

Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007
Course..... mo_bgpp_a01_dt_enus

Adding Graphics to Presentations in PowerPoint 2007
Course..... mo_bgpp_a02_dt_enus

Adding Multimedia and Animations to Presentations in PowerPoint 2007
Course..... mo_bgpp_a03_dt_enus

Microsoft Office 2007: Advanced PowerPoint

Creating Custom Slide Shows in PowerPoint 2007
Course..... mo_adpp_a01_dt_enus

Distributing Presentations in PowerPoint 2007
Course..... mo_adpp_a02_dt_enus

Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007
Course..... mo_bgol_a01_dt_enus

Formatting and Managing E-mail in Outlook 2007
Course..... mo_bgol_a02_dt_enus

Using the Calendar in Outlook 2007
Course..... mo_bgol_a03_dt_enus

Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
Course..... mo_bgol_a04_dt_enus

Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
Course..... mo_bgol_a05_dt_enus

Microsoft Office 2007: Advanced Outlook

Customizing Outlook 2007 and Using the Journal
Course..... mo_adol_a01_dt_enus

Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
Course..... mo_adol_a02_dt_enus

Working with SharePoint, Calendars, and Forms in Outlook 2007
Course..... mo_adol_a03_dt_enus

Microsoft Office 2007: Outlook for the Power User

Data Security, Archiving, and Working Offline in Outlook 2007
Course .....mo_olpu_a01_dt_enus

Instant, Text, and Unified Messaging in Outlook 2007
Course .....mo_olpu_a02_dt_enus

Business Contact Manager with Outlook 2007
Course .....mo_olpu_a03_dt_enus

Microsoft Office 2007: Beginning Access

Getting Started with Access 2007
Course .....mo_bgac_a01_dt_enus

Basic Access 2007 Tables
Course .....mo_bgac_a02_dt_enus

Basic Access 2007 Forms
Course .....mo_bgac_a03_dt_enus

Queries and Reports in Access 2007
Course .....mo_bgac_a04_dt_enus

Microsoft Office 2007: Advanced Access

Importing and Exporting Data and Data Presentation in Access 2007
Course .....mo_adax_a01_dt_enus

Advanced Data Management in Access 2007
Course .....mo_adax_a02_dt_enus

Microsoft Office 2007: Access for the Power User

Programmability and Administration in Access 2007
Course .....mo_acpu_a01_dt_enus

Database Administration in Access 2007
Course .....mo_acpu_a02_dt_enus

Microsoft Office 2007: Beginning Visio

Creating Visio 2007 Diagrams
Course .....mo_bgvs_a01_dt_enus

Enhancing and Customizing Diagrams in Visio 2007
Course .....mo_bgvs_a02_dt_enus

Collaborating and Using Visio 2007 With Other Programs
Course .....mo_bgvs_a03_dt_enus

Microsoft Office 2007: Beginning Project

Creating and Designing a Project with Project 2007
Course ..... mo_bgpr_a01_dt_enus

Specifying and Assigning Resources in Project 2007
Course ..... mo_bgpr_a02_dt_enus

Tracking and Reporting Progress with Project 2007
Course ..... mo_bgpr_a03_dt_enus

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Microsoft Office 2007: Advanced Project

Advanced Customization with MS Project 2007
Course..... mo_adpr_a01_dt_enus

Project Data Management and Performance with MS Project 2007
Course..... mo_adpr_a02_dt_enus

Microsoft Office 2007: Publisher

Creating Customized Publications with Publisher 2007
Course..... mo_pblr_a01_dt_enus

Extending Publisher 2007 Beyond Publications
Course..... mo_pblr_a02_dt_enus

Microsoft Office SharePoint Server 2007 End User

SharePoint 2007 Essentials
Course..... 250450_ENG

Creating and Managing Personal Sites and Searches in SharePoint 2007
Course..... 250463_ENG

Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

Microsoft Office 2007: Collaborating with Groove and Communicator
Course..... mo_ncmg_a01_dt_enus

Microsoft Office 2007: Sharing Information with OneNote 2007
Course..... mo_ncmg_a02_dt_enus

Microsoft Office 2007: Outlook Web Access

Using Outlook Web Access 2007
Course.....mo_otwa_a01_dt_enus

Outlook Web Access 2007 Advanced Features
Course.....mo_otwa_a02_dt_enus

Microsoft Office Live Meeting 2007 for End Users

Attending a Microsoft Office 2007 Live Meeting
Course..... mo_lmeu_a01_dt_enus

Hosting a Microsoft Office 2007 Live Meeting
Course..... mo_lmeu_a02_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 8

Microsoft Windows 8: End User

Windows 8: New Features and Common Tasks
Course ..... mw_eteu_a01_dt_enus

Files and Connectivity in Windows 8
Course ..... mw_eteu_a02_dt_enus

Personalizing Windows 8
Course ..... mw_eteu_a03_dt_enus

Working with Apps in Windows 8
Course ..... mw_eteu_a04_dt_enus

Internet Explorer 10, File Sharing, and Recovery in Windows 8
Course ..... mw_eteu_a05_dt_enus

Managing Hardware and Advanced Options in Windows 8
Course ..... mw_eteu_a06_dt_enus

Microsoft Windows 8.1: End User

New Features and Common Tasks in Windows 8.1
Course ..... mw_etev_a01_dt_enus

Organizing Files and Searching for Items in Windows 8.1
Course ..... mw_etev_a02_dt_enus

Personalizing Windows 8.1
Course ..... mw_etev_a04_dt_enus

Working with Apps in Windows 8.1
Course ..... mw_etev_a05_dt_enus

Getting Online, Sharing, and Using SkyDrive in Windows 8.1
Course ..... mw_etev_a03_dt_enus

Managing Hardware and Advanced Options in Windows 8.1
Course ..... mw_etev_a06_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS 7

Microsoft Windows 7: First Look for End Users

Microsoft Windows 7: First Look for End Users
Course ..... mw_mwfe_a01_dt_enus

Microsoft Windows 7: End User

Getting Started with Windows 7
Course ..... mw_mweu_a01_dt_enus

Setting up and Securing Windows 7
Course ..... mw_mweu_a02_dt_enus

Customizing Windows 7
Course ..... mw_mweu_a03_dt_enus

DESKTOP COMPUTER SKILLS

LOTUS NOTES 8

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Lotus Notes 8: New Features for End Users

Lotus Notes 8: New Features for End Users
Course.....ia_lnnf_a01_dt_enus

Lotus Notes 8: End User

Getting Started with Lotus Notes 8 and Using Mail
Course.....ia_lteu_a01_dt_enus

Scheduling Events and Managing Applications
Course.....ia_lteu_a02_dt_enus

Working with Instant Messaging, Contacts, and Blogs
Course.....ia_lteu_a03_dt_enus

Using Productivity Tools and Accessing Lotus Notes 8 Remotely
Course.....ia_lteu_a04_dt_enus

DESKTOP COMPUTER SKILLS

LOTUS NOTES 7

Lotus Notes 7: End User

Getting Started with Lotus Notes 7 and Mail
Course..... 233489_ENG

Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7
Course..... 233490_ENG

Working with Databases, the Calendar, and the To Do List in Lotus Notes 7
Course..... 233491_ENG

Using Lotus Notes 7 Remotely
Course..... 233492_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 9

Microsoft Internet Explorer 9: End User

Microsoft Internet Explorer 9: Browsing and Managing Web Pages
Course.....id_mcin_a01_dt_enus

Microsoft Internet Explorer 9: Searching and Subscribing to Web Content
Course.....id_mcin_a02_dt_enus

Microsoft Internet Explorer 9: Customization and Security
Course.....id_mcin_a03_dt_enus

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 8

Microsoft Internet Explorer 8: End User

Internet Explorer 8: Basic Features
Course ..... id_mcie_a01_dt_enus

Internet Explorer 8: Advanced Features
Course ..... id_mcie_a02_dt_enus

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports 2011
Course ..... cr_crre_a01_dt_enus

Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI
Course ..... 234748_ENG

Managing Data and Distributing Reports with Crystal Reports XI
Course ..... 234758_ENG

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS VISTA

Microsoft Windows Vista for the End User

Getting Started with Windows Vista
Course .....mv_wveu_a01_it_enus

Work with Files, Programs, and Printing in Windows Vista
Course .....mv_wveu_a02_it_enus

Navigating the Web and System Maintenance with Windows Vista
Course .....mv_wveu_a03_it_enus

DESKTOP COMPUTER SKILLS

SAP

Overview of SAP for Project Teams

Overview of SAP Solutions
Course ..... sa_ospt_a01_it_enus

Financial Accounting with SAP
Course ..... sa_ospt_a02_it_enus

SAP Logistics Modules
Course ..... sa_ospt_a03_it_enus

SAP ERP Architecture
Course ..... sa_ospt_a04_it_enus

SAP Administration
Course ..... sa_ospt_a05_it_enus

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SAP Project Planning and Implementation
Course.....sa_ospt_a06_it_enus

SAP NetWeaver Platform
Course.....sa_ospt_a07_it_enus

SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP)
Course.....sa_bseu_a01_dt_enus

SAP Customer Relationship Management (CRM)
Course.....sa_bseu_a02_dt_enus

SAP Product Lifecycle Management
Course.....sa_bseu_a03_dt_enus

SAP Supply Chain Management
Course.....sa_bseu_a04_dt_enus

SAP Supplier Relationship Management
Course.....sa_bseu_a05_dt_enus

SAP Business One for End Users

SAP Business One - Introduction for End Users
Course..... sa_boeu_a01_dt_enus

SAP Business Objects Business Intelligence

SAP BusinessObjects: Overview
Course.....sa_bobi_a01_dt_enus

SAP BusinessObjects: Crystal Reports
Course.....sa_bobi_a02_dt_enus

SAP BusinessObjects: Web Intelligence
Course.....sa_bobi_a03_dt_enus

SAP BusinessObjects: Dashboards and Analytics
Course.....sa_bobi_a04_dt_enus

SAP BusinessObjects: InfoView
Course.....sa_bobi_a05_dt_enus

SAP BusinessObjects: Business Intelligence
Course.....sa_bobi_a06_dt_enus

DESKTOP COMPUTER SKILLS

APPLE SAFARI X

Apple Safari for End Users

Getting Started with Safari
Course.....id_apsa_a01_dt_enus

Up and Running with Safari 5.1
Course.....id_apsa_a02_dt_enus

Sharing Content and Browsing the Web Privately and Securely using Safari
Course.....id_apsa_a03_dt_enus

DESKTOP COMPUTER SKILLS

APPLE MAC OS X

Mac OS X Lion for End Users

Getting Started with Mac OS X Lion for End Users
Course .....ao_ameu_a01_it_enus

Getting Organized with Mac OS X Lion
Course .....ao_ameu_a02_it_enus

Using Mac OSX Lion to Interact with the World
Course .....ao_ameu_a03_it_enus

Under the Hood with Mac OS X Lion
Course .....ao_ameu_a04_it_enus

DESKTOP COMPUTER SKILLS

SOCIAL NETWORKING

Social Networking for Users

Social Networking for Users
Course ..... sn_snts_a01_dt_enus

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

Mentoring Assets

Mentoring 77-881 Word 2010
Mentoring Assets mnt77881

Mentoring 77-882 Excel 2010
Mentoring Assets mnt77882

Mentoring Using Word 2007
Mentoring Assets mntwd2007

Mentoring Using Excel 2007
Mentoring Assets mntex2007

Mentoring Using PowerPoint 2007
Mentoring Assets mntpp2007

Mentoring Using Access 2007
Mentoring Assets mntac2007

Mentoring Using Outlook 2007
Mentoring Assets mntol2007

Mentoring 77-883 PowerPoint 2010
Mentoring Assets mnt77883

Mentoring 77-884 Outlook 2010
Mentoring Assets mnt77884

Mentoring 77-885 Access 2010
Mentoring Assets mnt77885

Mentoring 77-888 Excel 2010 Expert
Mentoring Assets mnt77888

Mentoring 70-178 Microsoft Project 2010, Managing Projects
Mentoring Assets mnt70178

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Mentoring 77-418 Word 2013
Mentoring Assets.....mnt77418

Mentoring 77-420 Excel 2013
Mentoring Assets.....mnt77420

Mentoring 77-422 PowerPoint 2013
Mentoring Assets.....mnt77422

Mentoring 77-423 Outlook 2013
Mentoring Assets.....mnt77423

Mentoring 77-427 Excel 2013 Expert Part One
Mentoring Assets.....mnt77427

Mentoring 77-428 Excel 2013 Expert Part Two
Mentoring Assets.....mnt77428

Mentoring 77-419 SharePoint 2013
Mentoring Assets.....mnt77419

DESKTOP COMPUTER SKILLS

TEST PREPS

Test Preps

TestPrep Using Word 2007
Testprep Exams .....TPWD2007_ENG

TestPrep Using Excel 2007
Testprep Exams .....TPEX2007_ENG

TestPrep Using PowerPoint 2007
Testprep Exams .....TPPP2007_ENG

TestPrep Using Outlook 2007
Testprep Exams .....TPOL2007_ENG

TestPrep Using Access 2007
Testprep Exams .....TPAC2007_ENG

TestPrep 77-881 Word 2010
Testprep Exams ..... mo_bwrd_a01_tp_enus

TestPrep 77-882 Excel 2010
Testprep Exams .....mo_bexl_a01_tp_enus

TestPrep 77-883 PowerPoint 2010
Testprep Exams ..... mo_bppt_a01_tp_enus

TestPrep 77-885 Access 2010
Testprep Exams .....mo_bacc_a01_tp_enus

TestPrep 77-884 Outlook 2010
Testprep Exams ..... mo_bout_a01_tp_enus

TestPrep 77-888 Excel 2010 Expert
Testprep Exams .....mo_aexl_a01_tp_enus

TestPrep 70-178 Microsoft Project 2010, Managing Projects
Testprep Exams ..... mo_bprj_a01_tp_enus

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BUSINESS SKILLS COURSEWARE

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

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

Lean and Six Sigma
Course..... oper_11_a01_bs_enus

Six Sigma Projects and the Black Belt Role
Course..... oper_11_a02_bs_enus

Six Sigma Leadership and Change Management
Course..... oper_11_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
Final Exams ..... oper_11_a01_fe_enus

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

Critical Requirements and Benchmarking for Six Sigma
Course..... oper_12_a01_bs_enus

Business Performance and Financial Measures in Six Sigma
Course..... oper_12_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures
Final Exams ..... oper_12_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma
Course..... oper_13_a01_bs_enus

Motivation and Communication in Six Sigma Teams
Course..... oper_13_a02_bs_enus

Managing Six Sigma Team Performance
Course..... oper_13_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Team Management
Final Exams ..... oper_13_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Define

Using Voice of the Customer in Six Sigma
Course..... oper_14_a01_bs_enus

Developing Project Charters and Tracking Six Sigma Projects
Course..... oper_14_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Define
Final Exams ..... oper_14_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Measure

Process Characteristics for Six Sigma
Course .....oper_15_a01_bs_enus

Data Collection and Measurement in Six Sigma
Course .....oper_15_a02_bs_enus

Six Sigma Measurement Systems
Course .....oper_15_a03_bs_enus

Basic Statistics and Graphical Methods for Six Sigma
Course .....oper_15_a04_bs_enus

Probability for Six Sigma
Course .....oper_15_a05_bs_enus

Process Capability for Six Sigma
Course .....oper_15_a06_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Measure
Final Exams ..... oper_15_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in Six Sigma
Course .....oper_16_a01_bs_enus

Multivariate Analysis and Attribute Data Analysis in Six Sigma
Course .....oper_16_a02_bs_enus

Hypothesis Testing Concepts and Tests for Means in Six Sigma
Course .....oper_16_a03_bs_enus

Tests for Variances and Proportions, ANOVA, and Chi-square Tests in Six Sigma
Course .....oper_16_a04_bs_enus

Nonparametric Tests in Six Sigma Analysis
Course .....oper_16_a05_bs_enus

Nonstatistical Analysis Methods in Six Sigma
Course .....oper_16_a06_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Analyze
Final Exams ..... oper_16_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in Six Sigma
Course .....oper_17_a01_bs_enus

Conducting Experiments and Analyzing Results in Six Sigma
Course .....oper_17_a02_bs_enus

Improvement Methods and Implementation Issues in Six Sigma
Course .....oper_17_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Improve
Final Exams ..... oper_17_a01_fe_enus

Six Sigma Black Belt (2007 BOK): Control

Statistical Process Control (SPC) in Six Sigma
Course .....oper_18_a01_bs_enus

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Nonstatistical Control Tools and Maintaining Controls in Six Sigma
Course..... oper_18_a02_bs_enus

Sustaining Improvements and Gains from Six Sigma Projects
Course..... oper_18_a03_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Control
Final Exams ..... oper_18_a01_fe_enus

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
Course..... oper_19_a01_bs_enus

Special Design Tools in Design for Six Sigma
Course..... oper_19_a02_bs_enus

Final Exam: Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS)
Frameworks and Methodologies
Final Exams ..... oper_19_a01_fe_enus

Fundamentals of Lean for Business Organizations

Introduction to Lean for Service and Manufacturing Organizations
Course..... oper_20_a01_bs_enus

Using Lean for Perfection and Quality
Course..... oper_20_a02_bs_enus

Lean Tools and Techniques for Flow and Pull
Course..... oper_20_a03_bs_enus

Reducing Waste and Streamlining Value Flow Using Lean
Course..... oper_20_a04_bs_enus

Value Stream Mapping in Lean Business
Course..... oper_20_a05_bs_enus

Applying Lean in Service and Manufacturing Organizations
Course..... oper_20_a06_bs_enus

Five Steps to Perfection: Implementing Lean
Business Impact Series..... _pc_bi_ssbi009

Value Stream Maps for Non-manufacturing Processes
Business Impact Series..... _pc_bi_ssbi010

Operations Management

Operations Management and the Organization
Course..... oper_21_a01_bs_enus

Operations Management: Product and Service Management
Course..... oper_21_a02_bs_enus

Operations and Supply Chain Management
Course..... oper_21_a03_bs_enus

Operations Management: Inventory Management
Course .....oper_21_a04_bs_enus

Operations Management: Forecasting and Capacity Planning
Course .....oper_21_a05_bs_enus

Operations Management: Operations Scheduling
Course .....oper_21_a06_bs_enus

Operations Management: Management of Quality
Course .....oper_21_a07_bs_enus

Operations Management: Facilities Planning and Management
Course .....oper_21_a08_bs_enus

Managing Customer-Driven Process Improvement

Customer-driven Process Improvement: Basic Framework
Course .....oper_22_a01_bs_enus

Customer-driven Process Improvement: Identifying Customer Needs
Course .....oper_22_a02_bs_enus

Customer-driven Process Improvement: From Customer Needs to Process
Requirements
Course .....oper_22_a03_bs_enus

Customer-Driven Process Improvement: Mapping and Measuring Processes
Course .....oper_22_a04_bs_enus

Customer-driven Process Improvement: Analyzing Process Problems
Course .....oper_22_a05_bs_enus

Customer-Driven Process Improvement: Identifying Improvement Ideas and
Solutions
Course .....oper_22_a06_bs_enus

Customer-driven Process Improvement: Implementing and Maintaining Improvements
Course .....oper_22_a07_bs_enus

Purchasing and Vendor Management Essentials

Fundamentals of Purchasing and Vendor Management
Course .....oper_23_a01_bs_enus

Purchasing: Finding Sources of Supply
Course .....oper_23_a02_bs_enus

Selecting Suppliers and Administering Contracts
Course .....oper_23_a03_bs_enus

Evaluating Supplier Performance and Managing Supplier Relationships
Course .....oper_23_a04_bs_enus

Six Sigma: Champion Training

Introduction to Six Sigma for Champions
Course .....oper_03_a01_bs_enus

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Six Sigma Process Improvement
Course..... oper_03_a02_bs_enus

Six Sigma Projects and Project Teams
Course..... oper_03_a03_bs_enus

Managing and Deploying Six Sigma
Course..... oper_03_a04_bs_enus

Certified Manager of Quality/Organizational Excellence

Leadership
Course..... oper_04_a01_bs_enus

Team Dynamics
Course..... oper_04_a02_bs_enus

Developing and Deploying Strategic Plans
Course..... oper_04_a03_bs_enus

Managerial Skills and Abilities
Course..... oper_04_a04_bs_enus

Communication Skills and Project Management
Course..... oper_04_a05_bs_enus

Quality Systems, Models, and Theories
Course..... oper_04_a06_bs_enus

Problem-Solving and Process Management Tools
Course..... oper_04_a07_bs_enus

Measurement: Assessment and Metrics
Course..... oper_04_a08_bs_enus

Customer-Focused Management
Course..... oper_04_a09_bs_enus

Supply Chain Management
Course..... oper_04_a10_bs_enus

Training and Development
Course..... oper_04_a11_bs_enus

The Foundations of Six Sigma

Lean and Six Sigma
Course..... oper_11_a01_bs_enus

Are You Listening to Your Customers?
Business Impact Series..... _pc_bi_ssbi001

Quick Wins in Six Sigma Implementation
Business Impact Series..... _pc_bi_ssbi002

Six Sigma Versus TQM
Business Impact Series..... _pc_bi_ssbi003

Lean Inbound Transportation
Business Impact Series..... _pc_bi_ssbi004

A Critical-to-quality Tree - What's That?
Business Impact Series..... _pc_bi_ssbi006

Basic Measurement Concepts in Six Sigma
Business Impact Series..... _pc_bi_ssbi007

Does Your Business Really Need Six Sigma?
Challenge Series..... _pc_ch_ssch001

Identifying Candidates for Key Six Sigma Roles
Challenge Series..... _pc_ch_ssch002

BUSINESS STRATEGY AND OPERATIONS

STRATEGIC PLANNING CURRICULUM

Leading and Implementing Sustainable Green Business Strategies

Introduction to Green Business and Sustainability
Course ..... stgy_04_a01_bs_enus

Green Business: Planning Sustainability Strategies
Course ..... stgy_04_a02_bs_enus

Green Business: Implementing Sustainability Strategies
Course ..... stgy_04_a03_bs_enus

The Fundamentals of Globalization

The Fundamentals of Globalization: The Global Context
Course ..... stgy_05_a01_bs_enus

Fundamentals of Globalization: Analyzing the Global Environment
Course ..... stgy_05_a02_bs_enus

The Fundamentals of Globalization: Strategies for Globalization
Course ..... stgy_05_a03_bs_enus

Fundamentals of Globalization: Managing in a Global Environment
Course ..... stgy_05_a04_bs_enus

Managing Expatriates' Career Development
Business Impact Series ..... _pc_bi_mgbi011

The Etiquette of Cross-cultural Gift Giving
Business Impact Series ..... _pc_bi_spbi015

Evaluating Globalization Opportunities
Challenge Series..... _pc_ch_lach019

IT Strategy Essentials

IT Strategy Essentials: Business and IT Strategy Alignment
Course ..... stgy_06_a01_bs_enus

IT Strategy Essentials: Creating an IT Strategy Plan
Course ..... stgy_06_a02_bs_enus

IT Strategy Essentials: Implementing an IT Strategy
Course ..... stgy_06_a03_bs_enus

Business Law Essentials

Business Law Basic Concepts
Course ..... stgy_07_a01_bs_enus

Business Law and Ethics
Course ..... stgy_07_a02_bs_enus

Business Law and the Manager's Responsibilities
Course ..... stgy_07_a03_bs_enus

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Developing Strategic Thinking Acumen

Developing the Capacity to Think Strategically
Course.....stgy_08_a01_bs_enus

Developing the Strategic Thinking Skill of Seeing the Big Picture
Course.....stgy_08_a02_bs_enus

Using Strategic Thinking Skills
Course.....stgy_08_a03_bs_enus

Effective Critical Analysis of Business Reports
Business Impact Series....._pc_bi_pfbi004

Returning to Core Competencies
Business Impact Series....._pc_bi_lsbi014

Competitive Awareness and Strategy
Challenge Series....._pc_ch_lach022

Risk Management

Risk Management: Identifying Risk
Course.....stgy_09_a01_bs_enus

Risk Management: Assessing Risk
Course.....stgy_09_a02_bs_enus

Risk Management: Dealing with Risk
Course.....stgy_09_a03_bs_enus

Business Planning Essentials

Business Planning Essentials: Preparing a Business Plan
Course.....stgy_10_a01_bs_enus

Business Planning Essentials: Performing Key Analyses
Course.....stgy_10_a02_bs_enus

Business Planning Essentials: Preparing for Implementation
Course.....stgy_10_a03_bs_enus

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

Marketing Essentials

Marketing Essentials: Introduction to Marketing
Course.....mkt_01_a01_bs_enus

Marketing Essentials: Planning and People
Course.....mkt_01_a02_bs_enus

Marketing Essentials: Product and Price
Course.....mkt_01_a03_bs_enus

Marketing Essentials: Place
Course.....mkt_01_a04_bs_enus

Marketing Essentials: Promotion
Course.....mkt_01_a05_bs_enus

Marketing Essentials: Marketing and Ethics
Course.....mkt_01_a06_bs_enus

Designing Products to Fit the Channel
Business Impact Series ..... _pc_bi_spbi005

Using Web Analytics to Increase Sales
Business Impact Series ..... _pc_bi_spbi012

Trade Show Marketing - Planning Ahead
Business Impact Series ..... _pc_bi_spbi013

Competitive Marketing Strategies

Competitive Marketing Strategies: Conducting an Internal Analysis
Course ..... mkt_02_a01_bs_enus

Competitive Marketing Strategies: Analyzing Competitors
Course ..... mkt_02_a02_bs_enus

Competitive Marketing Strategies: Selecting and Implementing Strategies
Course ..... mkt_02_a03_bs_enus

Increasing Competitiveness through Collaboration
Challenge Series..... _pc_ch_lsch006

Strategic Brand Management

Building Lasting Customer-brand Relationships
Course ..... mkt_03_a01_bs_enus

Developing a Brand Internally
Course ..... mkt_03_a02_bs_enus

Global Brand Management
Course ..... mkt_03_a03_bs_enus

Brand Management for Social Media and Wireless Technologies
Course ..... mkt_03_a04_bs_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE AND ACCOUNTING CURRICULUM

Finance and Accounting Essentials for Non-financial Professionals

Principles of Accounting and Finance for Non-financial Professionals
Course ..... fin_02_a01_bs_enus

Cash Flow Management Essentials for Non-financial Professionals
Course ..... fin_02_a02_bs_enus

The Time Value of Money and Investment Decisions for Non-financial
Professionals
Course ..... fin_02_a03_bs_enus

The Essentials of Budgeting for Non–financial Professionals
Course ..... fin_02_a04_bs_enus

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Financial Statements for Non-financial Professionals
Course.....fin_02_a05_bs_enus

Analyzing Financial Statements for Non-financial Professionals
Course.....fin_02_a06_bs_enus

Increasing Cash Flow in Times of Need
Business Impact Series....._pc_bi_fabi003

Attracting New Investors - Keeping Presentations Focused
Business Impact Series....._pc_bi_fabi004

What's Your Gross Profit Margin Really Saying?
Business Impact Series....._pc_bi_fabi006

Recognizing The Value of Intangible Assets
Business Impact Series....._pc_bi_fabi007

Recession: How it Affects Business
Business Impact Series....._pc_bi_fabi008

Assessing Nonrecurring Items in Income Statements
Business Impact Series....._pc_bi_fabi009

The Time Value of Money: Possible Pitfalls
Business Impact Series....._pc_bi_fabi011

Using Financial Analysis for Credit Decisions
Challenge Series....._pc_ch_lach012

Accounting Fundamentals

Basic Accounting Principles and Framework
Course.....fin_03_a01_bs_enus

The Accounting Equation and Financial Statements
Course.....fin_03_a02_bs_enus

The Accounting Cycle and Accrual Accounting
Course.....fin_03_a03_bs_enus

Accounting Transactions and Books of Account
Course.....fin_03_a04_bs_enus

Trial Balance & Adjusting Entries
Course.....fin_03_a05_bs_enus

The Income Statement
Course.....fin_03_a06_bs_enus

The Balance Sheet
Course.....fin_03_a07_bs_enus

The Cash Flow Statement
Course.....fin_03_a08_bs_enus

Accounting for Companies' Stock Transactions and Dividends
Course.....fin_03_a09_bs_enus

Outsourcing Financial Activities
Business Impact Series....._pc_bi_fabi001

Deconstructing the Balance Sheet
Business Impact Series....._pc_bi_fabi010

Final Exam: Accounting Fundamentals
Final Exams ..... fin_03_a01_fe_enus

Budgeting Essentials

Organizational Budgeting Activities and the Master Budget
Course .....fin_05_a01_bs_enus

Planning and Preparing an Operating Budget
Course .....fin_05_a02_bs_enus

Preparing Operating Budgets and the Cash Budget
Course .....fin_05_a03_bs_enus

Using Budgets for Management and Control
Course .....fin_05_a04_bs_enus

Final Exam: Budgeting Essentials
Final Exams .....fin_05_a01_fe_enus

Auditing Essentials

Introduction to Auditing
Course .....fin_06_a01_bs_enus

Auditing for Internal Control and Risk Assessment
Course .....fin_06_a02_bs_enus

Auditing the Revenue Cycle
Course .....fin_06_a03_bs_enus

Auditing for Cash and Inventories
Course .....fin_06_a04_bs_enus

Using Audits to Help Prevent Business Fraud
Business Impact Series ....._pc_bi_fabi002

Final Exam: Auditing Essentials
Final Exams .....fin_06_a01_fe_enus

Capital Budgeting Essentials

Capital Budgeting: The Capital Budgeting Process
Course .....fin_07_a01_bs_enus

Capital Budgeting: Net Present Value and Internal Rate of Return
Course .....fin_07_a02_bs_enus

Capital Budgeting: Discounted Payback Period and Profitability Index
Course .....fin_07_a03_bs_enus

Capital Budgeting: Capital Allocation
Course .....fin_07_a04_bs_enus

Final Exam: Capital Budgeting Essentials
Final Exams .....fin_07_a01_fe_enus

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

Essential Skills for Administrative Support Professionals

Administrative Professionals: Common Administrative Support Tasks
Course .....ad_01_a02_bs_enus

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Administrative Professionals: Maximizing Your Relationship with Your Boss
Course..... ad_01_a03_bs_enus

Administrative Professionals: Interacting with Others
Course..... ad_01_a04_bs_enus

Administrative Professionals: Putting Your Best Foot Forward
Course..... ad_01_a05_bs_enus

Essential Skills for Administrative Support Professionals Simulation
Simulation AD001A

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

Recruiting and Retention Strategies

Recruiting Talent
Course..... hr_05_a01_bs_enus

Retaining Your Talent Pool
Course..... hr_05_a02_bs_enus

Creating a High-Retention Organizational Culture Simulation
Simulation HR005A

Fringe Benefits: Maintaining a Competitive Hiring Advantage
Business Impact Series..... _pc_bi_hrbi004

Aligning Recruitment to Job Requirements
Business Impact Series..... _pc_bi_hrbi001

Preventing High Turnover Rates: How to Keep The Best
Business Impact Series....._pc_bi_mgbi008

Disciplines of Organizational Learning: Personal Mastery
Business Impact Series....._pc_bi_pfbi011

Surviving the Talent Crunch
Challenge Series..... _pc_ch_lsch007

Essentials of Interviewing and Hiring

Essentials of Interviewing and Hiring: Screening Applicants for Interviewing
Course..... hr_06_a01_bs_enus

Essentials of Interviewing and Hiring: Preparing to Interview
Course..... hr_06_a02_bs_enus

Essentials of Interviewing and Hiring: Conducting an Effective Interview
Course..... hr_06_a03_bs_enus

Essentials of Interviewing and Hiring: Behavioral Interview Techniques
Course..... hr_06_a04_bs_enus

Essentials of Interviewing and Hiring: Selecting the Right Candidate
Course .....hr_06_a05_bs_enus

Guarding Against Interviewing Biases
Business Impact Series ....._pc_bi_hrbi003

Conducting Interviews: Asking the Right Questions
Business Impact Series ....._pc_bi_hrbi014

Creating a Compelling Job Description
Business Impact Series ....._pc_bi_hrbi015

Hiring Strategic Thinkers
Challenge Series..... _pc_ch_lach011

Hiring a New Employee
Challenge Series..... _pc_ch_lach028

The role of HR as a Business Partner

HR as Business Partner: From Cost Center to Strategic Partner
Course .....hr_07_a01_bs_enus

HR as Business Partner: Linking HR Functions with Organizational Goals
Course .....hr_07_a02_bs_enus

HR as Business Partner: Managing Talent for Organizational Success
Course .....hr_07_a03_bs_enus

HR as Business Partner: Using Metrics and Designing Strategic Initiatives
Course .....hr_07_a04_bs_enus

Organizational Behavior

Fundamentals of Organizational Behavior for the Individual
Course .....hr_08_a01_bs_enus

Fundamentals of Organizations – Groups
Course .....hr_08_a02_bs_enus

Understanding Organizational Power and Politics
Course .....hr_08_a03_bs_enus

Organizational Structure and Employee Behavior
Course .....hr_08_a04_bs_enus

Organizational Behavior: Dynamics of a Positive Organizational Culture
Course .....hr_08_a05_bs_enus

Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Human Resources Core Knowledge: Skills, Concepts, and Tools
Course .....hr_09_a01_bs_enus

Human Resources Core Knowledge: Functions and Activities
Course .....hr_09_a02_bs_enus

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Final Exam: Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_09_a01_fe_enus

Business Management and Strategy (HRCI: PHR/SPHR-aligned)

Business Management and Strategy: The HR Function and Business Environment
Course..... hr_10_a01_bs_enus

Business Management and Strategy: HR and the Strategic Planning Process
Course..... hr_10_a02_bs_enus

Business Management and Strategy: HR Functions and Roles
Course..... hr_10_a03_bs_enus

Final Exam: Business Management and Strategy (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_10_a01_fe_enus

Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Workforce Planning and Employment: Employment Legislation
Course..... hr_11_a01_bs_enus

Workforce Planning and Employment: Recruitment Strategies
Course..... hr_11_a02_bs_enus

Workforce Planning and Employment: Sourcing and Selecting Candidates
Course..... hr_11_a03_bs_enus

Workforce Planning and Employment: Orientation, Onboarding, and Exit Strategies
Course..... hr_11_a04_bs_enus

Final Exam: Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_11_a01_fe_enus

Human Resource Development (HRCI: PHR/SPHR-aligned)

Human Resource Development: Regulations and Organizational Development
Course..... hr_12_a01_bs_enus

Human Resource Development: Employee Training
Course..... hr_12_a02_bs_enus

Human Resource Development: Performance Appraisal and Talent Management
Course..... hr_12_a03_bs_enus

Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_12_a01_fe_enus

Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Compensation and Benefits: Regulations, Strategies, and Needs Assessment
Course .....hr_13_a01_bs_enus

Compensation and Benefits: Managing Policies, Programs, and Activities
Course .....hr_13_a02_bs_enus

Compensation and Benefits: Organizational Responsibilities
Course .....hr_13_a03_bs_enus

Final Exam: Compensation and Benefits (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_13_a01_fe_enus

Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Employee and Labor Relations: Employment Regulations and Organizational Programs
Course .....hr_14_a01_bs_enus

Employee and Labor Relations: Behavioral and Disciplinary Issues and Resolution
Course .....hr_14_a02_bs_enus

Employee and Labor Relations: Unions and Collective Bargaining
Course .....hr_14_a03_bs_enus

Final Exam: Employee and Labor Relations (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_14_a01_fe_enus

Risk Management (HRCI: PHR/SPHR-aligned)

Risk Management: Organizational Risk and Safety and Health Legislation
Course .....hr_15_a01_bs_enus

Risk Management: Workplace Safety, Security, and Privacy
Course .....hr_15_a02_bs_enus

Final Exam: Risk Management (HRCI: PHR/SPHR-aligned)
Final Exams ..... hr_15_a01_fe_enus

Strategic Human Resource Management (HRCI: SPHR-aligned)

Strategic HR for SPHR Exam Candidates Part I
Course .....hr_16_a01_bs_enus

Strategic HR for SPHR Exam Candidates Part II
Course .....hr_16_a02_bs_enus

Final Exam: Strategic Human Resource Management (HRCI: SPHR-aligned)
Final Exams ..... hr_16_a01_fe_enus

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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

The Fundamentals of Business Crises Management

Demonstrating Accountability in a Crisis Situation
Challenge Series ..... _pc_ch_lach007

Perseverance and Flexibility in Times of Crisis
Challenge Series ..... _pc_ch_lach026

Managing Organizational Change

Managing Change: Understanding Change
Course ..... mgmt_13_a01_bs_enus

Managing Change: Building Positive Support for Change
Course ..... mgmt_13_a02_bs_enus

Managing Change: Dealing with Resistance to Change
Course ..... mgmt_13_a03_bs_enus

Managing Change: Sustaining Organizational Change
Course ..... mgmt_13_a04_bs_enus

Communicating Properly during Layoffs
Business Impact Series ..... _pc_bi_hrbi005

Involving Employees in Corporate Change
Business Impact Series ..... _pc_bi_lsbi011

Communicating Organizational Change
Business Impact Series ..... _pc_bi_mgbi015

Developing People
Challenge Series ..... _pc_ch_lach013

Beyond Change: Working with Agility
Business Impact Series ..... _pc_bi_pabi009

Business Coaching Essentials

Business Coaching: Getting Ready to Coach
Course ..... mgmt_14_a01_bs_enus

Business Coaching: Conducting Coaching Sessions
Course ..... mgmt_14_a02_bs_enus

Business Coaching: Building the Coaching Relationship
Course ..... mgmt_14_a03_bs_enus

Business Coaching: Using Different Coaching Styles
Course ..... mgmt_14_a04_bs_enus

The Art of Effective Coaching
Business Impact Series ..... _pc_bi_lsbi018

Coaching
Challenge Series ..... _pc_ch_lach024

Management Essentials

Management Essentials: Directing Others
Course ..... mgmt_15_a01_bs_enus

Management Essentials: Delegating
Course ..... mgmt_15_a02_bs_enus

Management Essentials: Developing Your Direct Reports
Course ..... mgmt_15_a03_bs_enus

Management Essentials: Confronting Difficult Employee Behavior
Course ..... mgmt_15_a04_bs_enus

Management Essentials: Managing a Diverse Team
Course ..... mgmt_15_a05_bs_enus

Management Essentials: Treating Your Direct Reports Fairly
Course ..... mgmt_15_a06_bs_enus

Management Essentials: Caring about Your Direct Reports
Course ..... mgmt_15_a07_bs_enus

Acting Decisively
Challenge Series ..... _pc_ch_lach034

Employee Dismissal
Challenge Series ..... _pc_ch_lach038

Managing Fairly
Business Impact Series ..... _pc_bi_mgbi016

First Time Manager Essentials

First Time Manager: Understanding a Manager's Role
Course ..... mgmt_16_a01_bs_enus

First Time Manager: Challenges
Course ..... mgmt_16_a02_bs_enus

First Time Manager: Meeting Expectations
Course ..... mgmt_16_a03_bs_enus

Making the Move Into Management
Challenge Series ..... _pc_ch_lach029

Performance Appraisal Essentials

Performance Appraisal Essentials: Planning for Appraisals
Course ..... mgmt_17_a01_bs_enus

Performance Appraisal Essentials: Conducting Traditional Appraisals
Course ..... mgmt_17_a02_bs_enus

Performance Appraisal Essentials: 360-degree Appraisals
Course ..... mgmt_17_a03_bs_enus

Preparing for Your Performance Appraisal
Business Impact Series ..... _pc_bi_pfbi017

Talent Management Essentials

Talent Management: Basics
Course ..... mgmt_18_a01_bs_enus

Talent Management: Planning
Course ..... mgmt_18_a02_bs_enus

Talent Management: Acquiring Talent
Course ..... mgmt_18_a03_bs_enus

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Talent Management: Developing and Engaging Talent
Course..... mgmt_18_a04_bs_enus

Talent Management: Retaining Talent
Course..... mgmt_18_a05_bs_enus

Attracting and Retaining Talent
Challenge Series..... _pc_ch_lach021

Essentials of Managing Technical Professionals

Transitioning from Technical Professional to Management
Course..... mgmt_19_a01_bs_enus

Strategies for Transitioning to Technical Management
Course..... mgmt_19_a02_bs_enus

Managing Technical Professionals
Course..... mgmt_19_a03_bs_enus

Workforce Generations

Managing Workforce Generations: Introduction to Cross-generational Employees
Course..... mgmt_20_a01_bs_enus

Managing Workforce Generations: Working with a Multigenerational Team
Course..... mgmt_20_a02_bs_enus

Managing Workforce Generations: Working with the 21st-century Generation Mix
Course..... mgmt_20_a03_bs_enus

Managing an Aging Workforce
Business Impact Series..... _pc_bi_mgbi005

Developing the Next Generation
Business Impact Series..... _pc_bi_lsbi007

Understanding the Motives of Millennials
Business Impact Series..... _pc_bi_mgbi014

Managing Experts

Meeting the Needs of Your Experts
Course..... mgmt_21_a01_bs_enus

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

Managing Top Performers Is Always Easy...Right?
Business Impact Series..... _pc_bi_hrbi013

Recognizing Natural Leaders
Challenge Series..... _pc_ch_lsch001

Advanced Management Skills

Developing a High-performance Organization
Course..... mgmt_23_a01_bs_enus

Cross-functional Strategic Management
Course..... mgmt_23_a02_bs_enus

Managing for Rapid Change and Uncertainty
Course..... mgmt_23_a03_bs_enus

Managing High Performers
Course .....mgmt_23_a04_bs_enus

Managing New Managers
Course .....mgmt_23_a05_bs_enus

Managing Experienced Managers
Course .....mgmt_23_a06_bs_enus

Developing Adaptable Managers
Business Impact Series ..... _pc_bi_mgbi013

Employee Engagement
Challenge Series..... _pc_ch_mgch006

Delivering Bad News Effectively
Challenge Series..... _pc_ch_lach033

Building Upward Relationships
Challenge Series..... _pc_ch_lach039

Strategies for Successful Employee On-boarding

Strategies for Successful Employee Onboarding: An Introduction
Course .....mgmt_24_a01_bs_enus

Strategies for Successful Employee Onboarding: Getting Started
Course .....mgmt_24_a02_bs_enus

Strategies for Successful Employee Onboarding: Assessing Program Success
Course .....mgmt_24_a03_bs_enus

Managing during Difficult Times

Communicating during Difficult Times
Course .....mgmt_25_a01_bs_enus

Managing Resources during Difficult Times
Course .....mgmt_25_a02_bs_enus

Managing Attitudes during Difficult Times
Course .....mgmt_25_a03_bs_enus

Dismissing an Employee

Preparing to Dismiss an Employee
Course .....mgmt_26_a01_bs_enus

Managing the Dismissal of an Employee
Course .....mgmt_26_a02_bs_enus

Delegation Essentials

Delegation Essentials: An Introduction to Delegating
Course .....mgmt_27_a01_bs_enus

Delegation Essentials: The Delegation Process
Course .....mgmt_27_a02_bs_enus

Delegation Essentials: Overcoming Delegation Problems
Course .....mgmt_27_a03_bs_enus

Delegating Appropriate Tasks
Business Impact Series ..... _pc_bi_mgbi007

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Developing Employees through Delegation
Challenge Series ..... _pc_ch_lach017

Business Execution

Business Execution: Understanding the Fundamentals
Course..... mgmt_28_a01_bs_enus

Business Execution: Crafting a Business Strategy that Executes
Course..... mgmt_28_a02_bs_enus

Business Execution: Linking Strategy to People and Operations
Course..... mgmt_28_a03_bs_enus

Business Execution: Monitoring and Evaluating Initiatives
Course..... mgmt_28_a04_bs_enus

Fostering a Business Execution Culture
Business Impact Series ..... _pc_bi_lsbi008

Performance Dashboard or Scorecard?
Business Impact Series ..... _pc_bi_mgbi012

Essential Mentoring Techniques

Essential Mentoring Techniques: Mentoring Fundamentals
Course..... mgmt_29_a01_bs_enus

Essential Mentoring Techniques: Designing and Initiating Mentoring Programs
Course..... mgmt_29_a02_bs_enus

Essential Mentoring Techniques: Building and Maintaining Mentoring
Relationships
Course..... mgmt_29_a03_bs_enus

Essential Mentoring Techniques: Evaluating and Ending the Mentoring Program
Course..... mgmt_29_a04_bs_enus

Thinking Like a CFO

Thinking Like a CFO: Mind-set and Financial Priorities
Course..... mgmt_30_a01_bs_enus

Thinking Like a CFO: Making Financial Decisions
Course..... mgmt_30_a02_bs_enus

Thinking Like a CFO: Preparing and Presenting a Business Case
Course..... mgmt_30_a03_bs_enus

Thinking Like a CFO: Managing Risk
Course..... mgmt_30_a04_bs_enus

Essentials of Facilitating

Using Facilitation Skills as a Manager
Course..... mgmt_31_a01_bs_enus

Facilitating Collaborative Processes
Course..... mgmt_31_a02_bs_enus

Challenges of Facilitating
Course..... mgmt_31_a03_bs_enus

Effectively Managing Top Performers

Engaging Top Performers
Course ..... mgmt_33_a01_bs_enus

Retaining Top Performers
Course ..... mgmt_33_a02_bs_enus

Overcoming Challenges of Managing Top Performers
Course ..... mgmt_33_a03_bs_enus

Managing Problem Performance

Recognizing and Diagnosing Problem Performance
Course ..... mgmt_34_a01_bs_enus

First Steps for Turning Around a Performance Problem
Course ..... mgmt_34_a02_bs_enus

Using Progressive Discipline to Correct Problem Performance
Course ..... mgmt_34_a03_bs_enus

Preventing Problem Performance
Course ..... mgmt_34_a04_bs_enus

Underperforming Employee – Now What?
Business Impact Series ..... _pc_bi_hrbi010

Managing Performance
Challenge Series ..... _pc_ch_lach002

Difficult Conversations

Preparing for a Difficult Conversation
Course ..... mgmt_36_a01_bs_enus

Having a Difficult Conversation
Course ..... mgmt_36_a02_bs_enus

Handling Difficult Conversations Effectively
Course ..... mgmt_36_a03_bs_enus

Performance Management

Planning for Performance
Course ..... mgmt_37_a01_bs_enus

Monitoring and Improving Performance
Course ..... mgmt_37_a02_bs_enus

Reviewing and Rewarding Performance
Course ..... mgmt_37_a03_bs_enus

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

Leadership Essentials

Leadership Essentials: Motivating Employees
Course ..... lead_05_a01_bs_enus

Leadership Essentials: Communicating Vision
Course ..... lead_05_a02_bs_enus

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Leadership Essentials: Building Your Influence as a Leader
Course.....lead_05_a03_bs_enus

Leadership Essentials: Leading with Emotional Intelligence
Course.....lead_05_a04_bs_enus

Leadership Essentials: Leading Business Execution
Course.....lead_05_a05_bs_enus

Leadership Essentials: Leading Innovation
Course.....lead_05_a06_bs_enus

Leadership Essentials: Leading Change
Course.....lead_05_a07_bs_enus

Leadership Essentials: Creating Your Own Leadership Development Plan
Course.....lead_05_a08_bs_enus

Motivating Employees and Leading Change Simulation
Simulation LEAD005A

Leading Teams through Change
Business Impact Series..... _pc_bi_lsbi003

Leading Outside the Organization
Business Impact Series..... _pc_bi_lsbi005

Knowing When to Take Leadership Risks
Business Impact Series..... _pc_bi_lsbi006

Wanted - Innovation Leaders
Business Impact Series..... _pc_bi_lsbi013

Developing a Business Execution Culture
Challenge Series..... _pc_ch_lach001

Leading Change
Challenge Series..... _pc_ch_lach004

Leader as Motivator
Challenge Series..... _pc_ch_lach008

Leading Innovation
Challenge Series..... _pc_ch_lach010

Crafting an Organizational Vision
Challenge Series..... _pc_ch_lach040

Motivating Human Behavior
Challenge Series..... _pc_ch_lsch002

Communicating a Shared Vision
Business Impact Series..... _pc_bi_lsbi001

The Emotionally Intelligent Leader
Challenge Series..... _pc_ch_lach014

Employee Engagement

The Benefits and Challenges of Engaging Employees
Course.....lead_06_a01_bs_enus

Maintaining an Engaging Organization
Course.....lead_06_a02_bs_enus

Creating a Positive Work Environment

Creating and Maintaining a Positive Work Environment
Course.....lead_07_a01_bs_enus

Developing a Culture of Learning

Fundamentals of Organizational Learning
Course ..... lead_08_a01_bs_enus

Establishing the Conditions for a Learning Culture
Course ..... lead_08_a02_bs_enus

Developing Learning Practices
Course ..... lead_08_a03_bs_enus

Evaluating and Sustaining Organizational Learning
Course ..... lead_08_a04_bs_enus

Effective Succession Planning

Initiating Succession Planning
Course ..... lead_09_a01_bs_enus

Effective Succession Planning: Determining a Talent Pool for Key Positions
Course ..... lead_09_a02_bs_enus

Implementing and Assessing a Succession Planning Program
Course ..... lead_09_a03_bs_enus

Succession Planning
Business Impact Series ..... _pc_bi_lsbi002

Succession Planning and Management Programs
Challenge Series..... _pc_ch_lsch004

Making Cross-Functional Teams Work

Cross-functional Team Fundamentals
Course ..... lead_10_a01_bs_enus

Key Strategies for Managing Cross-functional Teams
Course ..... lead_10_a02_bs_enus

Managing Internal Dynamics in a Cross-functional Team
Course ..... lead_10_a03_bs_enus

Using Conflict to an Organization's Advantage
Business Impact Series ..... _pc_bi_mgbi002

Mediating Project Team Conflict
Business Impact Series ..... _pc_bi_pfbi006

Facilitating Work-related Conflict Discussions
Business Impact Series ..... _pc_bi_pfbi015

Setting and Managing Organizational Priorities

Setting and Managing Priorities within the Organization: Mission and Goals
Course ..... lead_11_a01_bs_enus

Setting and Managing Priorities within the Organization: Deciphering Priorities
Course ..... lead_11_a02_bs_enus

Setting and Managing Priorities within the Organization: Motivation
Course ..... lead_11_a03_bs_enus

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Setting and Managing Priorities within the Organization: Communication
Course.....lead_11_a04_bs_enus

Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

The Voice of Leadership

The Voice of Leadership: Inspirational Leadership
Course.....lead_13_a01_bs_enus

The Voice of Leadership: Self-assessment and Motivation
Course.....lead_13_a02_bs_enus

The Voice of Leadership: Effective Leadership Communication Strategies
Course.....lead_13_a03_bs_enus

The Voice of Leadership: The Power of Leadership Messaging
Course.....lead_13_a04_bs_enus

PROFESSIONAL EFFECTIVENESS COMMUNICATION CURRICULUM

How to Write an Effective Internal Business Case

Preparing a Business Case
Course.....comm_01_a01_bs_enus

Writing a Business Case
Course.....comm_01_a02_bs_enus

Presenting Your Case
Course.....comm_01_a03_bs_enus

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively
Course.....comm_17_a01_bs_enus

Addressing and Redistributing E-mail
Course.....comm_17_a02_bs_enus

Managing Your E-mail
Course.....comm_17_a03_bs_enus

Final Exam: E-mail Essentials for Business
Final Exams ..... comm_17_a01_fe_enus

Telephone Essentials for Business

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

Business Writing Basics

Business Writing: Know Your Readers and Your Purpose
Course.....comm_19_a01_bs_enus

Business Writing: How to Write Clearly and Concisely
Course.....comm_19_a02_bs_enus

Business Writing: Editing and Proofreading
Course .....comm_19_a03_bs_enus

Writing for Business
Business Impact Series ....._pc_bi_pabi012

Written Communication
Challenge Series....._pc_ch_pach015

Final Exam: Business Writing Basics
Final Exams .....comm_19_a01_fe_enus

Business Grammar Basics

Business Grammar: Parts of Speech
Course .....comm_20_a01_bs_enus

Business Grammar: Working with Words
Course .....comm_20_a02_bs_enus

Business Grammar: The Mechanics of Writing
Course .....comm_20_a03_bs_enus

Business Grammar: Punctuation
Course .....comm_20_a04_bs_enus

Business Grammar: Sentence Construction
Course .....comm_20_a05_bs_enus

Business Grammar: Common Usage Errors
Course .....comm_20_a06_bs_enus

Final Exam: Business Grammar Basics
Final Exams .....comm_20_a01_fe_enus

Interpersonal Communication

Interpersonal Communication: Communicating with Confidence
Course .....comm_21_a01_bs_enus

Interpersonal Communication: Targeting Your Message
Course .....comm_21_a02_bs_enus

Interpersonal Communication: Listening Essentials
Course .....comm_21_a03_bs_enus

Interpersonal Communication: Communicating Assertively
Course .....comm_21_a04_bs_enus

Interpersonal Communication: Being Approachable
Course .....comm_21_a05_bs_enus

Effective Interpersonal Communications Simulation
Simulation COMM021A

Making Yourself Approachable
Business Impact Series ....._pc_bi_pabi011

Asserting Yourself in the Workplace
Challenge Series....._pc_ch_pach016

Final Exam: Interpersonal Communication
Final Exams .....comm_21_a01_fe_enus

Workplace Conflict

Workplace Conflict: Recognizing and Responding to Conflict
Course .....comm_22_a01_bs_enus

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Workplace Conflict: Strategies for Resolving Conflicts
Course.....comm_22_a02_bs_enus

Confrontation: What's the Best Approach
Business Impact Series....._pc_bi_mgbi009

Personal Conflict Styles
Business Impact Series....._pc_bi_pabi002

Coping with Accusations in the Workplace
Challenge Series....._pc_ch_lsch003

Managing Conflict
Challenge Series....._pc_ch_lach009

Conflict: Avoid, Confront, or Delay?
Challenge Series....._pc_ch_pach004

Fundamentals of Working with Difficult People

Working with Difficult People: Identifying Difficult People
Course.....comm_23_a01_bs_enus

Working with Difficult People: How to Work with Aggressive People
Course.....comm_23_a02_bs_enus

Working with Difficult People: How to Work with Negative People
Course.....comm_23_a03_bs_enus

Working with Difficult People: How to Work with Procrastinators
Course.....comm_23_a04_bs_enus

Working with Difficult People: How to Work with Manipulative People
Course.....comm_23_a05_bs_enus

Working with Difficult People: How to Work with Self-serving People
Course.....comm_23_a06_bs_enus

Working with Difficult People: Dealing with Micromanagers
Course.....comm_23_a07_bs_enus

Coping with Aggressive Behavior in the Workplace
Business Impact Series....._pc_bi_pabi008

Blame Backfires--Conquer Negative Thinking
Business Impact Series....._pc_bi_pfbi003

Reacting to Co-workers Who Try Taking Advantage
Challenge Series....._pc_ch_pfch003

Negotiation Essentials

Negotiation Essentials: What Is Negotiation?
Course.....comm_24_a01_bs_enus

Negotiation Essentials: Planning for Negotiation
Course.....comm_24_a02_bs_enus

Negotiation Essentials: Communicating
Course.....comm_24_a03_bs_enus

Negotiation Essentials: Persuading
Course.....comm_24_a04_bs_enus

Negotiation Essentials: Avoiding Pitfalls in Negotiations
Course.....comm_24_a05_bs_enus

Negotiation Essentials
Simulation COMM024A

Effective Body Language in Negotiations
Business Impact Series ....._pc_bi_pfbi013

Vendor Negotiations: Choosing the Best Approach
Challenge Series..... _pc_ch_lach032

Emotional Intelligence Essentials

What is Emotional Intelligence?
Course .....comm_25_a01_bs_enus

Improving Your Emotional Intelligence Skills: Self-awareness and
Self-management
Course .....comm_25_a02_bs_enus

Using Emotional Intelligence on the Job
Course .....comm_25_a03_bs_enus

Emotional Intelligence at Work
Simulation COMM025A

How High Is Your EQ?
Business Impact Series ....._pc_bi_pfbi009

Emotional Intelligence at Work
Challenge Series....._pc_ch_pach014

Fundamentals of Cross Cultural Communication

Culture and Its Effect on Communication
Course .....comm_26_a01_bs_enus

Communicating Across Cultures
Course .....comm_26_a02_bs_enus

Improving Communication in Cross-cultural Relationships
Course .....comm_26_a03_bs_enus

Communicating with a Cross-cultural Audience
Business Impact Series ....._pc_bi_pfbi020

Dispute Resolution in International Contracts
Challenge Series..... _pc_ch_lsch005

Getting Results without Direct Authority

Getting Results without Direct Authority: Building Relationships and
Credibility
Course .....comm_27_a01_bs_enus

Getting Results without Direct Authority: Persuasive Communication
Course .....comm_27_a02_bs_enus

Getting Results without Direct Authority: Reciprocity
Course .....comm_27_a03_bs_enus

Getting Results without Direct Authority: Influencing Your Boss
Course .....comm_27_a04_bs_enus

Influencing Key Decision Makers
Business Impact Series ..... _pc_bi_lsbi015

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Influence and Persuasion
Challenge Series ..... _pc_ch_lach016

Listening Essentials

Listening Essentials: The Basics of Listening
Course ..... comm_28_a01_bs_enus

Listening Essentials: Improving Your Listening Skills
Course ..... comm_28_a02_bs_enus

Effective Listening
Challenge Series ..... _pc_ch_lach030

Listening with Skill
Challenge Series ..... _pc_ch_pach002

Final Exam: Listening Essentials
Final Exams ..... comm_28_a01_fe_enus

Constructive Feedback and Criticism

Giving Feedback
Course ..... comm_29_a01_bs_enus

Giving Constructive Criticism
Course ..... comm_29_a02_bs_enus

Receiving Feedback and Criticism
Course ..... comm_29_a03_bs_enus

Criticism in Context
Business Impact Series ..... _pc_bi_pfbi016

Giving Appropriate Feedback
Challenge Series ..... _pc_ch_lach006

Giving Feedback to Coworkers
Challenge Series ..... _pc_ch_pach006

Anger Management Essentials

Anger Management Essentials: Understanding Anger
Course ..... comm_30_a01_bs_enus

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

Communicating Effectively with the 'C' Level

Preparing to Communicate Effectively at the 'C' Level
Course ..... comm_31_a01_bs_enus

Techniques for Communicating Effectively with Senior Executives
Course ..... comm_31_a02_bs_enus

Running Effective Business Meetings

Preparing for Effective Business Meetings
Course ..... comm_32_a01_bs_enus

Managing Effective Business Meetings
Course ..... comm_32_a02_bs_enus

Dealing with Common Meeting Problems
Course ..... comm_32_a03_bs_enus

When Too Many Meetings Are Just Too Much
Business Impact Series ..... _pc_bi_pfbi008

Making Meetings Work
Business Impact Series ..... _pc_bi_pfbi018

Managing Meetings for Productivity and Effectiveness
Challenge Series ..... _pc_ch_lach031

Basic Presentation Skills

Basic Presentation Skills: Planning a Presentation
Course ..... comm_33_a01_bs_enus

Basic Presentation Skills: Creating a Presentation
Course ..... comm_33_a02_bs_enus

Basic Presentation Skills: Delivering a Presentation
Course ..... comm_33_a03_bs_enus

Handling Difficult Questions as a Presenter
Business Impact Series ..... _pc_bi_pabi007

Communicate with Diplomacy and Tact

The Impact of Situation and Style When Communicating with Diplomacy and Tact
Course ..... comm_34_a01_bs_enus

Strategies for Communicating with Tact and Diplomacy
Course ..... comm_34_a02_bs_enus

Delivering a Difficult Message with Diplomacy and Tact
Course ..... comm_34_a03_bs_enus

Professional Networking Essentials

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

Professional Networking Essentials: Developing Confidence
Course ..... comm_38_a02_bs_enus

Writing Skills for Technical Professionals

Writing for Technical Professionals: Preparation and Planning
Course ..... ib_wstp_a01_it_enus

Writing for Technical Professionals: Effective Writing Techniques
Course ..... ib_wstp_a02_it_enus

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

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Basic Business Math

Basic Business Math: Using Whole Numbers and Decimals
Course..... fnd_01_a01_bs_enus

Basic Business Math: Percentages and Ratios
Course..... fnd_01_a02_bs_enus

Basic Business Math: Averages and Equations
Course..... fnd_01_a03_bs_enus

Basic Business Math: Charts and Graphs
Course..... fnd_01_a04_bs_enus

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

Doing Business Professionally

Working for Your Inner Boss: Personal Accountability
Course..... pd_05_a01_bs_enus

Managing from Within: Self-empowerment
Course..... pd_05_a02_bs_enus

Goals and Setting Goals
Course..... pd_05_a03_bs_enus

Creating a Positive Attitude
Course..... pd_05_a04_bs_enus

Pursuing Successful Lifelong Learning
Course..... pd_05_a05_bs_enus

Doing Business Professionally Simulation
Simulation PD005A

Optimizing Your Work/Life Balance

Optimizing Your Work/Life Balance: Analyzing Your Life Balance
Course..... pd_06_a01_bs_enus

Optimizing Your Work/Life Balance: Maintaining Your Life Balance
Course..... pd_06_a02_bs_enus

Optimizing Your Work/Life Balance: Taking Control of Your Stress
Course..... pd_06_a03_bs_enus

Balancing Your Responsibilities Simulation
Simulation PD006A

Employee Exhaustion: Managing a Well-balanced Workload
Business Impact Series.....pc_bi_mgbi010

Managing Workplace Stress
Business Impact Series..... _pc_bi_hrbi006

Creating Work/Life Balance
Challenge Series.....pc_ch_lach036

Diversity on the Job

Diversity on the Job: The Importance of Diversity and the Changing Workplace
Course .....pd_07_a01_bs_enus

Diversity on the Job: Diversity and You
Course .....pd_07_a02_bs_enus

Developing Workplace Diversity Awareness Simulation
Simulation PD007A

Understanding Workplace Diversity
Business Impact Series .....pc_bi_hrbi002

Managing Diversity
Challenge Series..... _pc_ch_lach015

Telecommuting and the Remote Employee

Telecommuting Basics: Maximizing Productivity as a Remote Employee
Course .....pd_08_a01_bs_enus

Telecommuting Basics: Communication Strategies for the Remote Employee
Course .....pd_08_a02_bs_enus

Generating Creative & Innovative Ideas

Generating Creative and Innovative Ideas: Enhancing Your Creativity
Course .....pd_09_a01_bs_enus

Generating Creative and Innovative Ideas: Maximizing Team Creativity
Course .....pd_09_a02_bs_enus

Generating Creative and Innovative Ideas: Verifying and Building on Ideas
Course .....pd_09_a03_bs_enus

Executing Innovation
Business Impact Series ..... _pc_bi_lsbi016

Getting Ready to Present
Challenge Series.....pc_ch_pach018

Creativity: Developing and Communicating Ideas
Challenge Series.....pc_ch_pach025

Promoting Creative Thinking
Challenge Series..... _pc_ch_lach035

Managing Your Career

Managing Your Career: Creating a Plan
Course .....pd_10_a01_bs_enus

Managing Your Career: Getting on the Right Track
Course .....pd_10_a02_bs_enus

Managing Your Career: Professional Networking Essentials
Course .....pd_10_a03_bs_enus

Managing Your Career: You and Your Boss
Course .....pd_10_a04_bs_enus

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Managing Your Career: Leveraging the Performance Appraisal
Course..... pd_10_a05_bs_enus

Conquering Career Stagnation
Business Impact Series....._pc_bi_pfbi019

Developing Your Career
Challenge Series....._pc_ch_lach037

Building and Managing Upward Relationships
Challenge Series....._pc_ch_pach008

Planning Your Career
Challenge Series....._pc_ch_pach013

Exploring Self-development
Challenge Series....._pc_ch_pach023

Managing Your Relationship with Your Boss Simulation
Simulation PD010A

Effective Time Management

Time Management: Analyzing Your Use of Time
Course..... pd_11_a01_bs_enus

Time Management: Planning and Prioritizing Your Time
Course..... pd_11_a02_bs_enus

Time Management: Avoiding Time Stealers
Course..... pd_11_a03_bs_enus

Coping with Information Overload
Business Impact Series....._pc_bi_pfbi002

Prioritizing Personal and Professional Responsibilities
Business Impact Series....._pc_bi_mgbi003

Planning for Interruptions Helps with Procrastination
Business Impact Series....._pc_bi_pfbi014

Setting and Managing Priorities
Challenge Series....._pc_ch_lach018

Coping with Conflicting Priorities
Challenge Series....._pc_ch_pach005

Setting Goals
Challenge Series....._pc_ch_pach007

Getting Time under Control
Challenge Series....._pc_ch_pach021

Problem Solving and Decision-Making Strategies

Problem Solving: The Fundamentals
Course..... pd_12_a01_bs_enus

Problem Solving: Determining and Building Your Strengths
Course..... pd_12_a02_bs_enus

Problem Solving: Digging Deeper
Course..... pd_12_a03_bs_enus

Decision Making: The Fundamentals
Course..... pd_12_a04_bs_enus

Decision Making: Tools and Techniques
Course..... pd_12_a05_bs_enus

Decision Making: Making Tough Decisions
Course..... pd_12_a06_bs_enus

Uncovering the Root Problem
Challenge Series..... _pc_ch_lach003

Playing the Devil's Advocate in Decision Making
Business Impact Series ....._pc_bi_pfbi005

Turning Problems Around with Reverse Brainstorming
Business Impact Series ..... _pc_bi_lsbi017

Problem Solving: Process, Tools, and Techniques
Challenge Series..... _pc_ch_pach003

Dealing with Organizational Change

Understanding Organizational Change
Course .....pd_13_a01_bs_enus

Preparing for Organizational Change
Course .....pd_13_a02_bs_enus

Embracing Organizational Change
Course .....pd_13_a03_bs_enus

Managing the Stress of Organizational Change
Business Impact Series ..... _pc_bi_mgbi004

The Importance of Flexibility in the Workplace
Business Impact Series ....._pc_bi_pfbi007

Developing Organizational Agility
Challenge Series..... _pc_ch_pach024

Critical Thinking Essentials

Critical Thinking Essentials: What Is Critical Thinking?
Course .....pd_14_a01_bs_enus

Critical Thinking Essentials: Applying Critical Thinking Skills
Course .....pd_14_a02_bs_enus

Critical Thinking
Challenge Series..... _pc_ch_lach025

Building and Maintaining Trust

Building Trust
Course .....pd_15_a01_bs_enus

Rebuilding Trust
Course .....pd_15_a02_bs_enus

Rebuilding Trust
Business Impact Series ....._pc_bi_pabi005

The Fruits of Integrity: Building Trust at Work
Challenge Series..... _pc_ch_pach012

Personal Productivity Improvement

Personal Productivity Improvement: Managing Your Workspace
Course .....pd_16_a01_bs_enus

Personal Productivity: Self-organization and Overcoming Procrastination
Course .....pd_16_a02_bs_enus

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Personal Productivity Improvement: Managing Tasks and Maximizing Productivity
Course..... pd_16_a03_bs_enus

Peer Relationships

The Value of Peer Relationships
Course..... pd_17_a01_bs_enus

Developing Strategic Peer Relationships in Your Organization
Course..... pd_17_a02_bs_enus

Forming Peer Relationships and Alliances at Work
Course..... pd_17_a03_bs_enus

Peer Political Styles
Business Impact Series....._pc_bi_pabi010

Building Better Relationships through Understanding
Challenge Series....._pc_ch_pach017

Building Peer Relationships
Challenge Series....._pc_ch_pach019

Business Ethics

Introduction to Workplace Ethics
Course..... pd_18_a01_bs_enus

Developing a Code of Ethical Conduct
Course..... pd_18_a02_bs_enus

Ethical Decision-making in the Workplace
Course..... pd_18_a03_bs_enus

Do You Share Your Organization's Values?
Business Impact Series....._pc_bi_pabi006

Office Politics – What Will You Do?
Challenge Series....._pc_ch_pfch004

Ethics, Integrity, and Trust
Challenge Series....._pc_ch_lach005

The Ethics Enigma
Challenge Series....._pc_ch_pach020

Living and Working Abroad in the United States

American Work Culture and Values
Course..... pd_19_a01_bs_enus

Key Aspects of the American Work Environment
Course..... pd_19_a02_bs_enus

Communicating Successfully in the American Workplace
Course..... pd_19_a03_bs_enus

Succeeding in the American Workplace
Course..... pd_19_a04_bs_enus

Interviewing Strategies for the Interviewee

Preparing for an Internal Interview
Course..... pd_21_a01_bs_enus

Making a Positive Impression in an Internal Interview
Course..... pd_21_a02_bs_enus

Campus to Corporate

Campus to Corporate: Meeting New Expectations
Course .....pd_22_a01_bs_enus

Campus to Corporate: Developing a Professional Image
Course .....pd_22_a02_bs_enus

Public Speaking Strategies

Public Speaking Strategies: Preparing Effective Speeches
Course .....pd_23_a01_bs_enus

Public Speaking Strategies: Confident Public Speaking
Course .....pd_23_a02_bs_enus

Performance under Pressure

Developing the Right Attitude for Performing under Pressure
Course .....pd_24_a01_bs_enus

Taking Action for Performing under Pressure
Course .....pd_24_a02_bs_enus

Performing with Others under Pressure
Course .....pd_24_a03_bs_enus

Business Etiquette and Professionalism

Developing Your Reputation of Professionalism with Business Etiquette
Course .....pd_25_a01_bs_enus

Professionalism, Business Etiquette, and Personal Accountability
Course .....pd_25_a02_bs_enus

Communicating with Professionalism and Etiquette
Course .....pd_25_a03_bs_enus

Using Business Etiquette to Build Professional Relationships
Course .....pd_25_a04_bs_enus

Disciplines of Organizational Learning: Personal Mastery
Business Impact Series ....._pc_bi_pfbi011

Safe Small Talk
Business Impact Series ....._pc_bi_pfbi012

Reframing Negative Situations
Business Impact Series ....._pc_bi_hrbi008

Managing Goals
Challenge Series..... _pc_ch_lach027

Broadening Your Learning Horizons
Business Impact Series ....._pc_bi_pabi013

Targeting Personal Learning
Challenge Series..... _pc_ch_pach022

Perseverance and Resilience

Developing Character for Perseverance and Resilience
Course .....pd_26_a01_bs_enus

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Achieving Goals through Perseverance and Resilience
Course..... pd_26_a02_bs_enus

Bouncing Back with Perseverance and Resilience
Course..... pd_26_a03_bs_enus

Perseverance: Flexibility in Action
Business Impact Series....._pc_bi_pabi004

Persevering through Setbacks
Challenge Series....._pc_ch_pach011

Decisiveness

Developing Character for Decisiveness
Course..... pd_27_a01_bs_enus

Overcoming the Barriers to Decisiveness
Course..... pd_27_a02_bs_enus

Writing Under Pressure

Writing under Pressure: Preparing for Success
Course..... pd_28_a01_bs_enus

Writing under Pressure: The Writing Process
Course..... pd_28_a02_bs_enus

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals
Course..... proj_01_a01_bs_enus

Transitioning into a Project Management Role
Course..... proj_01_a02_bs_enus

Initiating and Planning a Project
Course..... proj_01_a03_bs_enus

Managing a Project
Course..... proj_01_a04_bs_enus

Troubleshooting and Closing the Project
Course..... proj_01_a05_bs_enus

Project Management for Non-Project Managers
Simulation PROJ001A

Managing Projects with No Direct Authority
Business Impact Series....._pc_bi_pmbi001

Supporting Project Managers
Challenge Series....._pc_ch_lach042

Ensuring Management Buy-in on a Project
Business Impact Series....._pc_bi_pmbi002

Managing Conflict in Project Teams
Business Impact Series....._pc_bi_pmbi003

Managing Scope on a Project
Business Impact Series....._pc_bi_pmbi004

Weighing the Costs of Project Change
Business Impact Series....._pc_bi_pmbi005

Managing Vendor Relationships
Business Impact Series ....._pc_bi_pmbi006

Anticipating and Solving Problems as a Project Champion
Business Impact Series ....._pc_bi_pmbi007

Addressing Stakeholder Conflicts
Business Impact Series ....._pc_bi_pmbi008

Portfolios, Programs, and Projects: What's the Difference?
Business Impact Series ....._pc_bi_pmbi009

Controlling Project Cost
Business Impact Series ....._pc_bi_pmbi010

Project Management Essentials
Challenge Series..... _pc_ch_lach041

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

Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
Course .....proj_19_a01_bs_enus

Project Management Overview (PMBOK® Guide Fifth Edition)
Course .....proj_19_a02_bs_enus

Project Management Process Groups (PMBOK® Guide Fifth Edition)
Course .....proj_19_a03_bs_enus

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

Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
Course .....proj_20_a01_bs_enus

Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
Course .....proj_20_a02_bs_enus

Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)
Course .....proj_20_a03_bs_enus

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

Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)
Course .....proj_21_a01_bs_enus

Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
Course .....proj_21_a02_bs_enus

Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)
Course .....proj_21_a03_bs_enus

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

Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
Course..... proj_22_a01_bs_enus

Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
Course..... proj_22_a02_bs_enus

Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)
Course..... proj_22_a03_bs_enus

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

Planning Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a01_bs_enus

Controlling Project Costs (PMBOK® Guide Fifth Edition)
Course..... proj_23_a02_bs_enus

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

Plan Quality Management (PMBOK® Guide Fifth Edition)
Course..... proj_24_a01_bs_enus

Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
Course..... proj_24_a02_bs_enus

Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

Planning Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a01_bs_enus

Managing Project Human Resources (PMBOK® Guide Fifth Edition)
Course..... proj_25_a02_bs_enus

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

Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
Course..... proj_26_a01_bs_enus

Control Project Communications (PMBOK® Guide Fifth Edition)
Course..... proj_26_a02_bs_enus

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

Risk Management Planning (PMBOK® Guide Fifth Edition)
Course .....proj_27_a01_bs_enus

Identifying Project Risks (PMBOK® Guide Fifth Edition)
Course .....proj_27_a02_bs_enus

Performing Risk Analysis (PMBOK® Guide Fifth Edition)
Course .....proj_27_a03_bs_enus

Risk Response and Control (PMBOK® Guide Fifth Edition)
Course .....proj_27_a04_bs_enus

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

Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
Course .....proj_28_a01_bs_enus

Managing Procurements (PMBOK® Guide Fifth Edition)
Course .....proj_28_a02_bs_enus

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

Project Stakeholder Management (PMBOK® Guide Fifth Edition)
Course .....proj_29_a01_bs_enus

Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
Course .....proj_29_a02_bs_enus

Program Management (PMI® Second Edition-aligned)

Introduction to Program Management
Course .....proj_16_a01_bs_enus

Program Life Cycle and Benefits Management
Course .....proj_16_a02_bs_enus

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

The Role of Ethics in Project Management
Course .....proj_15_a01_bs_enus

Core PMI® Values and Ethical Standards
Course .....proj_15_a02_bs_enus

IT Project Management Essentials

IT Project Management Essentials: Introduction to IT Project Management
Course .....proj_17_a01_bs_enus

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IT Project Management Essentials: Initiating and Planning IT Projects
Course..... proj_17_a02_bs_enus

IT Project Management Essentials: Executing IT Projects
Course..... proj_17_a03_bs_enus

IT Project Management Essentials: Monitoring and Controlling IT Projects
Course..... proj_17_a04_bs_enus

IT Project Management Essentials: Managing Risks in an IT Project
Course..... proj_17_a05_bs_enus

IT Project Management Essentials: Testing Deliverables and Closing IT Projects
Course..... proj_17_a06_bs_enus

Managing Software Project Outsourcing

Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
Course..... proj_18_a01_bs_enus

Managing Software Project Outsourcing: Developing a Vendor Contract
Course..... proj_18_a02_bs_enus

Managing Software Project Outsourcing: Working with the Outsourced Team
Course..... proj_18_a03_bs_enus

Managing Software Project Outsourcing: Dealing with Risks
Course..... proj_18_a04_bs_enus

Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials
Course.....ib_pmag_a01_it_enus

Adopting an Agile Approach to Project Management
Course.....ib_pmag_a02_it_enus

An Overview of Agile Methodologies
Course.....ib_pmag_a03_it_enus

Overview of the Scrum Development Process
Course.....ib_pmag_a04_it_enus

Agile Planning: Project Initiating and Requirements Gathering
Course.....ib_pmag_a05_it_enus

Agile Planning: Doing Estimates and Completing the Release Plan
Course.....ib_pmag_a06_it_enus

Planning and Monitoring Iterations on an Agile Project
Course.....ib_pmag_a07_it_enus

Leading an Agile Team
Course.....ib_pmag_a08_it_enus

Managing Stakeholder Engagement on an Agile Project
Course.....ib_pmag_a09_it_enus

Ensuring Delivery of Value and Quality in Agile Projects
Course .....ib_pmag_a10_it_enus

Core PMI® Values and Ethical Standards
Course .....proj_15_a02_bs_enus

PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2: 2009-aligned)
Course .....ib_prin_a01_it_enus

Project Organization, Planning and Risk (PRINCE2: 2009-aligned)
Course .....ib_prin_a02_it_enus

Project Quality, Change and Progress (PRINCE2: 2009-aligned)
Course .....ib_prin_a03_it_enus

Starting Up, Initiating and Directing a Project (PRINCE2: 2009-aligned)
Course .....ib_prin_a04_it_enus

Controlling, Managing and Closing a Project (PRINCE2: 2009-aligned)
Course .....ib_prin_a05_it_enus

Tailoring PRINCE2 to a Project Environment (PRINCE2: 2009-aligned)
Course .....ib_prin_a06_it_enus

Mentoring Assets

Mentoring PRINCE2: Foundation
Mentoring Assets mntprince2f

Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Mentoring Assets mntpmp5ed

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Mentoring Assets mntcapm5ed

Test Preps

TestPrep PRINCE2: Foundation
Testprep Exams.....ib_prin_a01_tp_enus

TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
Testprep Exams.....pm_proj_a04_tp_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.
Testprep Exams.....pm_capm_a02_tp_enus

PRINCE2®: Practitioner

PRINCE2 Practitioner Exam Information
Course .....prin_prac_a01_bs_enus

PROJECT EFFECTIVENESS

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BUSINESS SKILLS COURSEWARE

TEAM BUILDING CURRICULUM

Optimizing Your Performance On a Team

Being an Effective Team Member
Course..... team_02_a01_bs_enus

Establishing Team Goals and Responsibilities
Course..... team_02_a02_bs_enus

Elements of a Cohesive Team
Course..... team_02_a03_bs_enus

Effective Team Communication
Course..... team_02_a04_bs_enus

Using Feedback to Improve Team Performance
Course..... team_02_a05_bs_enus

Power and Politics in Matrixed Teams
Challenge Series....._pc_ch_mgch002

Leading Teams

Leading Teams: Launching a Successful Team
Course..... team_03_a01_bs_enus

Leading Teams: Establishing Goals, Roles, and Guidelines
Course..... team_03_a02_bs_enus

Leading Teams: Developing the Team and its Culture
Course..... team_03_a03_bs_enus

Leading Teams: Building Trust and Commitment
Course..... team_03_a04_bs_enus

Leading Teams: Fostering Effective Communication and Collaboration
Course..... team_03_a05_bs_enus

Leading Teams: Motivating and Optimizing Performance
Course..... team_03_a06_bs_enus

Leading Teams: Dealing with Conflict
Course..... team_03_a07_bs_enus

Leading Teams: Managing Virtual Teams
Course..... team_03_a08_bs_enus

Building Trust Incrementally
Business Impact Series..... _pc_bi_lsbi004

Inspiring Your Team
Business Impact Series..... _pc_bi_lsbi010

Support Your Leader
Business Impact Series....._pc_bi_pfbi010

Choosing the Right Team Culture
Challenge Series....._pc_ch_pfch006

Managing Communications in a Virtual Team
Business Impact Series....._pc_bi_mgbi001

Building and Leading Teams
Challenge Series....._pc_ch_lach023

Meeting Team Performance Challenges
Challenge Series....._pc_ch_pach010

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and Essential Competencies
Course ..... ib_buap_a01_it_enus

Introduction to Business Analysis Planning
Course ..... ib_buap_a02_it_enus

Planning Business Analysis Communication and Monitoring
Course ..... ib_buap_a03_it_enus

Business Analysis Requirements Elicitation
Course ..... ib_buap_a04_it_enus

Business Analysis Requirements Management and Communication
Course ..... ib_buap_a05_it_enus

Business Analysis: Enterprise Analysis
Course ..... ib_buap_a06_it_enus

Business Analysis: Introduction to Requirements Analysis
Course ..... ib_buap_a07_it_enus

Business Analysis: Verify and Validate Requirements
Course ..... ib_buap_a08_it_enus

Business Analysis: Solution Assessment and Validation
Course ..... ib_buap_a09_it_enus

Final Exam: Certified Business Analysis Professional (CBAP) - BABOK V2.0
aligned
Final Exams ..... ib_buap_a01_fe_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

Sales Foundations

Introduction to Sales
Course ..... sale_01_a01_bs_enus

Strategic Sales Planning
Course ..... sale_01_a02_bs_enus

Preparing for Successful Sales
Course ..... sale_01_a03_bs_enus

Developing Strong Customer Relationships
Course ..... sale_01_a04_bs_enus

Working within the Sales Culture of Your Organization
Course ..... sale_01_a05_bs_enus

Developing a Customer-focused Sales Approach
Course ..... sale_01_a06_bs_enus

Don't Only Go for the Big Fish
Business Impact Series ..... _pc_bi_spbi009

The Ethics of Gift Giving
Business Impact Series ..... _pc_bi_spbi014

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Using Persuasion Techniques to Boost Sales
Business Impact Series ..... _pc_bi_spbi018

Get it Together: Organizing Your Sales Approach
Business Impact Series ..... _pc_bi_sabi002

Presentations That Get People Talking
Business Impact Series ..... _pc_bi_sabi003

Initiating Discovery Meetings
Challenge Series ..... _pc_ch_sach001

The Proof Is in the Proposal
Challenge Series ..... _pc_ch_sach003

Building Momentum in Discovery Meetings
Business Impact Series ..... _pc_bi_sabi011

Using Customer Knowledge to Advance Sales
Challenge Series ..... _pc_ch_sach006

Appealing to Prospects
Business Impact Series ..... _pc_bi_sabi012

Getting Your Head around Pipeline Management
Business Impact Series ..... _pc_bi_sabi013

Prospecting Strategically
Challenge Series ..... _pc_ch_sach011

Responding to News of a Lost Sale
Challenge Series ..... _pc_ch_sach017

Sales Negotiations

Negotiation Skills for Sales Professionals: Preparing to Negotiate
Course ..... sale_02_a01_bs_enus

Negotiation Skills for Sales Professionals: Value Exchange
Course ..... sale_02_a02_bs_enus

Negotiation Skills for Sales Professionals: Reaching Agreement
Course ..... sale_02_a03_bs_enus

Talking Value with Your Customers
Business Impact Series ..... _pc_bi_sabi004

Dealing with Questions, Objections, and Resistance
Business Impact Series ..... _pc_bi_sabi005

Dealing with Negotiation Challenges
Business Impact Series ..... _pc_bi_sabi009

Negotiating Contract Terms
Challenge Series ..... _pc_ch_pach001

Communicating Your Company's Value
Challenge Series ..... _pc_ch_sach004

Turning Obstacles into Opportunities
Challenge Series ..... _pc_ch_sach005

Negotiating with Your Customer
Challenge Series ..... _pc_ch_sach009

Solution Selling

Solution Selling: Mastering the Essentials
Course ..... sale_03_a01_bs_enus

Solution Selling: Meeting an Active Need
Course ..... sale_03_a02_bs_enus

Solution Selling: Creating New Opportunities
Course ..... sale_03_a03_bs_enus

Turning Potential Customers into Allies
Challenge Series ..... _pc_ch_sach008

Preparing to Implement Solutions
Challenge Series ..... _pc_ch_sach010

Managing Implementation Problems
Business Impact Series ..... _pc_bi_sabi010

Connecting Customers and Solutions
Business Impact Series ..... _pc_bi_sabi008

Strategic Account Sales Skills

Selling to Key Players
Business Impact Series ..... _pc_bi_spbi001

Planning for Effective Selling
Business Impact Series ..... _pc_bi_spbi004

Building Profitable Customer Relationships
Business Impact Series ..... _pc_bi_spbi017

Crafting Sales Strategies
Challenge Series ..... _pc_ch_spch002

Performance Payout Plans
Challenge Series ..... _pc_ch_spch004

Sales and Marketing: Two Sides of the Same Coin?
Business Impact Series ..... _pc_bi_spbi011

Connecting the Dots: Insightful Account Management
Business Impact Series ..... _pc_bi_sabi016

Succeeding in Account Management
Challenge Series ..... _pc_ch_sach015

Sales Management

Storming: Developing and Leading Your Sales Team
Business Impact Series ..... _pc_bi_spbi003

Sales Support Roles for Better Customer Interaction
Business Impact Series ..... _pc_bi_spbi007

Succeeding in Account Management
Challenge Series ..... _pc_ch_sach015

Gaining Access through Cold Calls
Challenge Series ..... _pc_ch_sach019

Essential Selling Skills

Essential Selling Skills: Mastering Cold Calling
Course ..... sale_05_a01_bs_enus

Essential Selling Skills: Qualifying Sales Prospects
Course ..... sale_05_a02_bs_enus

Essential Selling Skills: Closing the Sale
Course ..... sale_05_a03_bs_enus

Effective Cold Calling
Business Impact Series ..... _pc_bi_sabi007

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Prompting Action through Focused Communication
Business Impact Series.....pc_bi_sabi014

Regaining Your Customer's Trust
Business Impact Series.....pc_bi_sabi015

Getting Organized to Meet Your Sales Goals
Challenge Series.....pc_ch_sach002

Making Contact: Access Strategies
Challenge Series.....pc_ch_sach007

Managing a Sales Pipeline
Challenge Series.....pc_ch_sach012

Demonstrating Business Acumen
Challenge Series.....pc_ch_sach013

Talking about the Competition
Business Impact Series.....pc_bi_sabi017

Responding to Bad News
Business Impact Series.....pc_bi_sabi018

Communicating a High-impact Business Case
Business Impact Series.....pc_bi_sabi019

Selling with Trust
Challenge Series.....pc_ch_sach014

Using Competitive Selling Skills
Challenge Series.....pc_ch_sach016

Making the Cold Call
Business Impact Series.....pc_bi_sabi020

Aligning Your Business Case to Customer Priorities
Challenge Series.....pc_ch_sach018

Effective Sales Coaching
Challenge Series.....pc_ch_sach020

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

Frontline Call Center Skills

The Importance of Call Tracking and Ticketing
Business Impact Series.....pc_bi_ctbi003

Creating an Effective On-hold Message
Business Impact Series.....pc_bi_ctbi008

Aligning Agent Behaviors with Caller Types
Business Impact Series.....pc_bi_ctbi010

Inbound Call Center Management

Converting a Call Center to a Profit Center
Business Impact Series.....pc_bi_ctbi001

Managing Your Call Center More Efficiently
Business Impact Series.....pc_bi_ctbi002

Customer Service Training - The Interview and Beyond
Business Impact Series.....pc_bi_ctbi004

Disaster Recovery - Keeping the Lines Open
Business Impact Series.....pc_bi_ctbi005

Preventing Agent Absenteeism through Better Working Conditions
Business Impact Series .....pc_bi_ctbi006

Prioritizing Rewards and Recognition in Call Centers
Business Impact Series .....pc_bi_ctbi011

ITIL® 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
Course .....ib_itlv_a01_it_enus

ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
Course .....ib_itlv_a02_it_enus

ITIL® 2011 Edition Foundation: Service Strategy Processes
Course .....ib_itlv_a03_it_enus

ITIL® 2011 Edition Foundation: Service Design Fundamentals
Course .....ib_itlv_a04_it_enus

ITIL® 2011 Edition Foundation: Service Design Processes
Course .....ib_itlv_a05_it_enus

ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
Course .....ib_itlv_a06_it_enus

ITIL® 2011 Edition Foundation: Introduction to Service Operation
Course .....ib_itlv_a07_it_enus

ITIL® 2011 Edition Foundation: Service Operation Processes
Course .....ib_itlv_a08_it_enus

ITIL® 2011 Edition Foundation: Continual Service Improvement
Course .....ib_itlv_a09_it_enus

ITIL® 2011 Edition Overview

ITIL® 2011 Edition Overview: Creating a Service Culture
Course .....ib_ovvx_a01_it_enus

ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
Course .....ib_ovvx_a02_it_enus

ITIL® 2011 Edition Overview: Certification and Benefits
Course .....ib_ovvx_a03_it_enus

ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
Course ..... ib_iosb_a01_it_enus

ITIL® 2011 Edition OSA: Introduction to Event Management
Course ..... ib_iosb_a02_it_enus

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ITIL® 2011 Edition OSA: Introduction to Incident Management
Course..... ib_iosb_a03_it_enus

ITIL® 2011 Edition OSA: Incident Management Interactions
Course..... ib_iosb_a04_it_enus

ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
Course..... ib_iosb_a05_it_enus

ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
Course..... ib_iosb_a06_it_enus

ITIL® 2011 Edition OSA: Introduction to Problem Management
Course..... ib_iosb_a07_it_enus

ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges
Course..... ib_iosb_a08_it_enus

ITIL® 2011 Edition OSA: Introduction to Access Management
Course..... ib_iosb_a09_it_enus

ITIL® 2011 Edition OSA: Introduction to the Service Desk
Course..... ib_iosb_a10_it_enus

ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
Course..... ib_iosb_a11_it_enus

ITIL® 2011 Edition OSA: Introduction to Functions
Course..... ib_iosb_a12_it_enus

ITIL® 2011 Edition OSA: Function Activities
Course..... ib_iosb_a13_it_enus

ITIL® 2011 Edition OSA: Technology and Implementation Considerations
Course..... ib_iosb_a14_it_enus

Customer Service Representative, Professionalism

The Customer Service Representative (CSR)
Course..... cust_06_a01_bs_enus

Support Center Services and Work Environment
Course..... cust_06_a02_bs_enus

Team and Customer Relationships
Course..... cust_06_a03_bs_enus

Customer Service Representative, Skills

Customer Interactions
Course..... cust_07_a01_bs_enus

Communication Skills
Course..... cust_07_a02_bs_enus

Conflict, Stress, and Time Management
Course..... cust_07_a03_bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures
Course ..... cust_08_a01_bs_enus

Quality in a Support Center
Course ..... cust_08_a02_bs_enus

Support Center Tools, Technologies and Metrics
Course ..... cust_08_a03_bs_enus

Dealing with Irrational Customers and Escalating Complaints
Course ..... cust_08_a04_bs_enus

Customer Service Fundamentals

Customer Service Fundamentals: Building Rapport in Customer Relationships
Course ..... cust_09_a01_bs_enus

Customer Service in the Field
Course ..... cust_09_a02_bs_enus

Customer Service over the Phone
Course ..... cust_09_a03_bs_enus

Internal Customer Service
Course ..... cust_09_a04_bs_enus

Customer Service Confrontation and Conflict
Course ..... cust_09_a05_bs_enus

Shaping the Direction of Customer Service in Your Organization
Course ..... cust_09_a06_bs_enus

Aligning Performance to Key Indicators
Business Impact Series ..... _pc_bi_ctbi007

The Angry Caller: What's Your Plan?
Business Impact Series ..... _pc_bi_spbi016

Customer Focus

Identifying and Managing Customer Expectations
Course ..... cust_10_a01_bs_enus

Creating and Sustaining a Customer-focused Organization
Course ..... cust_10_a02_bs_enus

Customer-focused Interaction
Course ..... cust_10_a03_bs_enus

Listening to Your Customers
Business Impact Series ..... _pc_bi_spbi002

Creating a Customer-focused Organization
Challenge Series..... _pc_ch_lach020

Developing Your Customer Focus
Challenge Series..... _pc_ch_pach009

Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships
Course ..... cust_11_a01_bs_enus

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Customer Advocacy: Enhancing the Customer Experience
Course.....cust_11_a02_bs_enus

Customer Advocacy: Supporting Customer Advocacy
Course.....cust_11_a03_bs_enus

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

Industry Overviews

The Telecommunications Industry Overview: Version 3
Course.....indo_01_a11_bs_enus

The Health Care Industry Overview: Version 3
Course.....indo_01_a12_bs_enus

The Insurance Industry Overview: Version 3
Course.....indo_01_a13_bs_enus

The Banking Industry Overview: Version 3
Course.....indo_01_a14_bs_enus

The Oil and Gas Industry Overview: Version 3
Course.....indo_01_a15_bs_enus

The Retail Industry Overview: Version 3
Course.....indo_01_a16_bs_enus

The Manufacturing Industry Overview: Version 3
Course.....indo_01_a17_bs_enus

The Pharmaceutical Industry Overview: Version 4
Course.....indo_01_a18_bs_enus

The Information Technology Industry Overview: Version 3
Course.....indo_01_a19_bs_enus

The Federal Government Industry Overview: Version 3
Course.....indo_01_a20_bs_enus

The Education Industry Overview: Version 1
Course.....indo_01_a21_bs_enus

The Utilities Industry Overview: Version 1
Course.....indo_01_a22_bs_enus

The Chemicals Industry Overview: Version 1
Course.....indo_01_a23_bs_enus

The Broadcasting & Entertainment Industry Overview: Version 1
Course.....indo_01_a24_bs_enus

The Capital Markets Industry Overview: Version 1
Course.....indo_01_a25_bs_enus

The Consumer Electronics Industry Overview: Version 1
Course.....indo_01_a26_bs_enus

The Aerospace & Defense Industry Overview: Version 1
Course.....indo_01_a27_bs_enus

The Biotechnology Industry Overview: Version 1
Course.....indo_01_a28_bs_enus

The Automotive Industry Overview: Version 3
Course.....indo_01_a29_bs_enus

The Food and Beverage Industry Overview: Version 3
Course.....indo_01_a30_bs_enus

The Agriculture Industry Overview
Course .....indo_01_a31_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

Test Preps

TestPrep ITIL Foundation
Testprep Exams..... ib_itlv_a01_tp_enus

SALES AND CUSTOMER FACING SKILLS

MENTORING ASSETS

Mentoring Assets

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ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Environmental

Environmental Management Systems (EMS)
Course.....esh_env_a01_sh_enus

Environmental Regulations Overview
Course.....esh_sah_a99_sh_enus

Hazardous Waste Generator (RCRA)
Course.....esh_sah_a34_sh_enus

Spill Prevention and Control
Course.....esh_sah_b01_sh_enus

Spill Prevention, Control, and Countermeasure Plan
Course.....esh_sah_b02_sh_enus

Storm Water Pollution Prevention
Course.....esh_sah_b03_sh_enus

Universal Waste Rule Training
Course.....esh_sah_b04_sh_enus

Used Oil Management
Course.....esh_sah_b05_sh_enus

Safety and Health

Access to Employee Medical and Exposure Records
Course.....esh_sah_a35_sh_enus

Accident Investigation and Reporting
Course.....esh_sah_a62_sh_enus

Aerial Work Platforms
Course.....esh_sah_b66_sh_enus

Ammonia Safety
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Asbestos
Course.....esh_sah_a37_sh_enus

Back Safety and Injury Prevention
Course.....esh_sah_a23_sh_enus

Behavior-based Safety for Supervisors
Course.....esh_sah_a71_sh_enus

Benzene Awareness
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Bloodborne Pathogen Awareness
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Carcinogen Safety
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Chemical Process Safety
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Chemical Process Safety Management
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Chlorine Safety
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Cold Stress
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Combustible Dust
Course ..... esh_sah_b46_sh_enus

Compressed Gas Safety
Course ..... esh_sah_a55_sh_enus

Computer Ergonomics
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Confined Spaces
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Construction Safety Orientation
Course ..... esh_sah_a84_sh_enus

Crane Signaling and Communications
Course ..... esh_sah_b67_sh_enus

Cryogenic Safety
Course ..... esh_sah_a04_sh_enus

Decontamination (HAZWOPER)
Course ..... esh_sah_b06_sh_enus

Electrical Safety
Course ..... esh_sah_b15_sh_enus

Electrostatic Discharge Safety Training
Course ..... esh_sah_a07_sh_enus

Emergency and Disaster Preparedness
Course ..... esh_sah_b18_sh_enus

Emergency Response and Spill Control (HAZWOPER)
Course ..... esh_sah_b07_sh_enus

Emergency Response in the Workplace
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Ergonomics in the Workplace
Course ..... esh_sah_b25_sh_enus

Fall Protection
Course ..... esh_sah_b22_sh_enus

Fire and Explosion Hazards (HAZWOPER)
Course ..... esh_sah_b08_sh_enus

Fire Safety and Prevention
Course ..... esh_sah_b20_sh_enus

First Aid: Automated External Defibrillator
Course ..... esh_sah_a72_sh_enus

First Aid: Basic
Course ..... esh_sah_b34_sh_enus

First Aid: CPR
Course ..... esh_sah_a73_sh_enus

First Aid: Medical Emergencies
Course ..... esh_sah_a74_sh_enus

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Forklift Operation 1: Safety Inspection and Maintenance
Course.....esh_sah_b76_sh_enus

Forklift Operation 2: Stability and Capacity
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Forklift Operation 3: Load Handling
Course.....esh_sah_b77_sh_enus

Forklift Operation 4: Traveling and Maneuvering
Course.....esh_sah_b79_sh_enus

Forklift Safety Awareness
Course.....esh_sah_b28_sh_enus

Globally Harmonized System of Classification and Labeling of Chemicals (GHS)
Course.....esh_sah_a56_sh_enus

Hand and Power Tool Safety
Course.....esh_sah_b33_sh_enus

Hazard Communication (HAZWOPER)
Course.....esh_sah_a80_sh_enus

Hazard Communication: An Employee's Right to Know
Course.....esh_sah_b23_sh_enus

Hazardous Material Handling and Storage
Course.....esh_sah_a20_sh_enus

Hazardous Materials in the Workplace
Course.....esh_sah_a36_sh_enus

Hazards to Outdoor Workers
Course.....esh_sah_b47_sh_enus

Hearing Conservation
Course.....esh_sah_b24_sh_enus

Heat and Cold Exposure Management (HAZWOPER)
Course.....esh_sah_b09_sh_enus

Heat Stress Recognition and Prevention
Course.....esh_sah_a39_sh_enus

Hexavalent Chromium
Course.....esh_sah_a41_sh_enus

Hot Work Permits
Course.....esh_sah_a51_sh_enus

Hydrogen Sulfide
Course.....esh_sah_a86_sh_enus

Indoor Hoisting and Rigging
Course.....esh_sah_a60_sh_enus

Industrial Ergonomics
Course.....esh_sah_b30_sh_enus

Injury and Illness Prevention Program (I2P2)
Course.....esh_sah_b50_sh_enus

Introduction to Industrial Hygiene
Course.....esh_sah_a15_sh_enus

Isocynates
Course..... Esh_sah_b89_sh_enus

Job Hazard Analysis
Course.....esh_sah_b29_sh_enus

Laboratory Safety
Course.....esh_sah_a85_sh_enus

Ladder Safety
Course ..... esh_sah_b31_sh_enus

Laser Safety Training
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Lead and Cadmium
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Lead Awareness
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Liquefied Petroleum Gas (LPG) Safety
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Loading Dock Safety
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Lockout/Tagout
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Lockout/Tagout for Authorized Persons
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Machine Guarding
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Mobile Crane Operator Safety
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Mold Awareness
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NFPA 70E Electrical Safety in the Workplace 2012 Edition
Course ..... esh_sah_a78_sh_enus

Non-Ionizing Radiation Safety
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Office Ergonomics
Course ..... esh_sah_a64_sh_enus

Office Safety
Course ..... esh_sah_b83_sh_enus

OSHA 300 Recordkeeping
Course ..... esh_sah_a83_sh_enus

Pandemic Flu Awareness
Course ..... esh_sah_a10_sh_enus

Personal Protective Equipment (HAZWOPER)
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PPE: Body Protection
Course ..... esh_sah_a66_sh_enus

PPE: Head Protection
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Portable Fire Extinguishers
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Powered Industrial Truck Safety
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PPE: Eye and Face Protection
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PPE: Foot and Leg Protection
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PPE: Hand Protection
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Radiation Safety
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Radio Frequency Safety for Communications Workers
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Regulatory Information
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Regulatory Overview (HAZWOPER)
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Respiratory Protection
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Rigging Equipment and Inspection
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Safe Work Practices
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Safety Data Sheets
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Signs and Tags
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Silica
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Site Safety and Health Plan Procedures (HAZWOPER)
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Trenching and Excavation Safety
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Tuberculosis: Prevention and Control
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Welding, Cutting, and Brazing
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Distracted Driving
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DOT: Air Brakes
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DOT 1: Hazardous Materials Table
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DOT 2: Packaging, Labeling, Marking, and Placarding
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DOT 3: Shipping Papers
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DOT 4: Loading and Storage
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DOT: CSA Fundamentals
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DOT Drug and Alcohol Awareness
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DOT Security for Shipment of Hazardous Materials
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Emergency Situations While Driving
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Ergonomics and Injury Prevention for Commercial Vehicle Operators
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Flagging Safety
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Hazardous Weather Driving for Commercial Vehicle Operators
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IATA 1: Hazard Class Identification/Classification
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IATA 2: Marking and Labeling
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IATA 3: Packaging
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IATA 5: Limitations and Shipment Review
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IMDG 1: Introduction, General Provisions, and Classifications
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IMDG 2: Dangerous Goods List, Special Provisions and Exceptions
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IMDG 3: Packaging, Marking, Labeling, Placarding, and Documentation
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IMDG 4: Loading, Unloading, and Offering Dangerous Goods
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Negotiating Hazards for Commercial Vehicles
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Trailer Coupling and Uncoupling
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Urban Driving
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Security

NFPA 1600 Disaster/Emergency Management
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Workplace Security Awareness
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NFPA 1600 Business Continuity Programs
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ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

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Defensive Driving Fundamentals – Canada
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Fall Prevention Awareness - Canada
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Hearing Conservation - Canada
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Ladder and Scaffolding Safety - Canada
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Lockout/Tagout – Canada
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Occupational Health and Safety Awareness: Ontario Reg. 297/13 – Canada
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Transport Canada TDG: Documents, Markings, and Containers
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Transport Canada TDG: Introduction and Responsibilities
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Transport Canada TDG: Related Regulations and Standards
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Transport Canada TDG: Special Situations and Emergency Actions
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Workplace Hazardous Materials Information System - Canada
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LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

HR Compliance

Conflicts of Interest in the Workplace
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Rightful Employment Termination
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Preventing Fraud and Abuse
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Sarbanes-Oxley: What You Need to Know
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I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens
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Wage and Hour Awareness for Managers
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Wage and Hour for Employees
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Code of Conduct Awareness
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A Manager's Guide to Diversity, Inclusion, and Accommodation
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Bullying and Violence in the Workplace
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Financial Integrity
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The AODA: Integrated Accessibility Standards
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Code of Conduct Awareness – Higher Education Edition
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Harassment

Workplace Harassment Prevention for Managers – Multi-State Edition
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Workplace Harassment Prevention for Employees
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Preventing Harassment in the Global Workplace – Employee Edition
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Preventing Harassment in the Global Workplace – Manager Edition
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Sexual Harassment Prevention for Employees
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Harassment Prevention for Managers - State and Local Government Sector Edition
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HIPAA - Privacy Rule for Covered Entities
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HIPAA - Security Rule for Business Associates
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COMPLIANCE IMPACT: Respectful Workplace – Reuben's Story
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COMPLIANCE IMPACT: Antitrust – Rigging the Bid
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COMPLIANCE IMPACT: Insider Dealing – The Tipping Point
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COMPLIANCE IMPACT: Conflict of Interest – Just Helping a Friend
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COMPLIANCE IMPACT: Reasonable Accommodation – The Ask
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COMPLIANCE IMPACT: Bribery – The Shipment
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COMPLIANCE IMPACT: Using the Internet – Beware the Share
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COMPLIANCE IMPACT: Business Ethics – Adjusting the Figures
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COMPLIANCE IMPACT: PCI – Verifying the Transaction
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COMPLIANCE IMPACT: Workplace Violence – The Warning Signs
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COMPLIANCE IMPACT: Antitrust – Trade Association Meeting
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COMPLIANCE IMPACT: Bribery – The High Commission Red Flag
Business Impact Series ..... _pc_bi_lcbi013

COMPLIANCE IMPACT: Insider Dealing - The Memo
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COMPLIANCE IMPACT: Social Media - Blogger Gone Bad
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COMPLIANCE IMPACT: Harassment - It's No Joke
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COMPLIANCE IMPACT: Harassment - Handling the Complaint
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COMPLIANCE IMPACT: Respectful Workplace – One Bad Apple
Business Impact Series..... _pc_bi_lcbi018

COMPLIANCE IMPACT: Reporting Misconduct – Trust Your Instincts
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COMPLIANCE IMPACT: Political Activities – Keep It Personal
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COMPLIANCE IMPACT: Respectful Workplace – The Bully
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COMPLIANCE IMPACT: Wage and Hour - Working Off the Clock
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FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

Federal Government Legal Compliance

The No FEAR Act
Course.....fgov_01_a17_lc_enus

The US Constitution
Course.....fgov_01_a18_lc_enus

Sexual Harassment Prevention for Federal Employees
Course.....fgov_01_a19_lc_enus

Accessibility and Section 508 Awareness
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Workplace Safety
Course.....fgov_01_a21_lc_enus

Government Ethics
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Proper Use of Government Charge Cards
Course.....fgov_01_a23_lc_enus

Federal HR Flexibilities
Course.....fgov_01_a24_lc_enus

Privacy Awareness
Course.....fgov_01_a26_lc_enus

Telework for Government Employees
Course.....fgov_01_a28_lc_enus

Sexual Harassment Prevention for Federal Managers
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Reasonable Accommodation for the Federal Workplace
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USERRA: An Overview
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Information Security Awareness
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Pre-retirement Planning for FERS
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The Plain Writing Act
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LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

DESIGN

Designing for Cisco Internetwork Solutions (DESGN) 2.1 Expert Encore

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Expert Encore Recording LLCS0079EN01P

Encore Session 2: Network Modeling
Expert Encore Recording LLCS0079EN02P

Encore Session 3: Designing WAN Connectivity
Expert Encore Recording LLCS0079EN03P

Encore Session 4: Designing a Routed Enterprise
Expert Encore Recording LLCS0079EN04P

Encore Session 5: Designing Network Security
Expert Encore Recording LLCS0079EN05P

Encore Session 6: Designing Voice and Wireless Networks
Expert Encore Recording LLCS0079EN06P

Mentoring: Designing for Cisco Internetwork Solutions (DESGN) 2.1
Live Learning Mentoring..... LLCS0079MN01

Post-Test 1: Network Design Methodologies
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Post-Test 2: Network Modeling
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Post-Test 6: Designing Voice and Wireless Networks
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Pre-Test 1: Network Design Methodologies
Pre-Test LLCS0079PR01P

Pre-Test 2: Network Modeling
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Pre-Test 3: Designing WAN Connectivity
Pre-Test LLCS0079PR03P

Pre-Test 4: Designing a Routed Enterprise
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Pre-Test 5: Designing Network Security
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Certification Practice Exam ..... llcs_0079_p01_pe_enus

CISCO SYSTEMS

DATA CENTER

Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0 Expert Encore

Mentoring: Implementing Cisco Data Center Unified Fabric (DCUFI) v5.0
Live Learning Mentoring LLCS0086MN01

Encore Session 2: Cisco Nexus Switch Feature Configuration
Expert Encore Recording.....LLCS0086EN02P

Encore Session 3: Cisco Nexus Switch Advanced Feature Configuration
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Encore Session 4: Cisco Nexus Storage Features
Expert Encore Recording.....LLCS0086EN04P

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Hands-On Labs
Hands-On Labs..... LLCS0086LB01P

Pre-Test 1: Cisco Nexus Product Overview
Pre-Test LLCS0086PR01P

Pre-Test 2: Cisco Nexus Switch Feature Configuration
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Pre-Test 3: Cisco Nexus Switch Advanced Feature Configuration
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Pre-Test 4: Cisco Nexus Storage Features
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Pre-Test 5: Cisco Nexus Switch Management
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Post-Test 1: Cisco Nexus Product Overview
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Post-Test 2: Cisco Nexus Switch Feature Configuration
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Post-Test 3: Cisco Nexus Switch Advanced Feature Configuration
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Encore Session 1: Cisco Nexus Product Overview
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Implementing Cisco Data Center Unified Computing (DCUCI) v5.0 Expert Encore

Mentoring: Implementing Cisco Data Center Unified Computing (DCUCI) v5.0
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Encore Session 1: Implement Cisco UCS C-Series Rack Servers
Expert Encore Recording LLCS0087EN01P

Encore Session 2: Manage the Cisco UCS B-Series
Expert Encore Recording LLCS0087EN02P

Encore Session 3: Manage and Implement Cisco UCS B-Series Connectivity
Expert Encore Recording LLCS0087EN03P

Encore Session 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
Expert Encore Recording LLCS0087EN04P

Encore Session 5: Provision Cisco UCS Compute Resources
Expert Encore Recording LLCS0087EN05P

Pre-Test 3: Manage and Implement Cisco UCS B-Series Connectivity
Pre-Test LLCS0087PR03P

Pre-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
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Pre-Test 5: Provision Cisco UCS Compute Resources
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Pre-Test 6: Implement Cisco UCS Server Virtualization Features
Pre-Test LLCS0087PR06P

Encore Session 6: Implement Cisco UCS Server Virtualization Features
Expert Encore Recording LLCS0087EN06P

Pre-Test 1: Implement Cisco UCS C-Series Rack Servers
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Pre-Test 2: Manage the Cisco UCS B-Series
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Post-Test 1: Implement Cisco UCS C-Series Rack Servers
Post-Test..... LLCS0087PO01P

Post-Test 2: Manage the Cisco UCS B-Series
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Post-Test 4: Implement Cisco UCS B-Series Connectivity and Provision Cisco UCS Compute Resources
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Post-Test 6: Implement Cisco UCS Server Virtualization Features
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Implementing Cisco Data Center Unified Fabric (DCUFI) v4.0 Expert Encore

Encore Session 1: Introduction to Cisco Nexus Technologies
Expert Encore Recording.....LLCS0083EN01P

Encore Session 2: Configuring Layer 2 Services on Cisco Nexus Equipment
Expert Encore Recording.....LLCS0083EN02P

Encore Session 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
Expert Encore Recording.....LLCS0083EN03P

Encore Session 4: Configuring Cisco Nexus Switch Management and Redundancy
Expert Encore Recording.....LLCS0083EN04P

Encore Session 5: Configuring Cisco FabricPath and Introducing FCoE
Expert Encore Recording.....LLCS0083EN05P

Encore Session 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
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Hands-On Labs..... LLCS0083LB01P

Pre-Test 1: Introduction to Cisco Nexus Technologies
Pre-Test.....LLCS0083PR01P

Pre-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
Pre-Test.....LLCS0083PR02P

Pre-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
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Pre-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
Pre-Test.....LLCS0083PR04P

Pre-Test 5: Configuring Cisco FabricPath and Introducing FCoE
Pre-Test.....LLCS0083PR05P

Pre-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing Nexus Troubleshooting Tools
Pre-Test.....LLCS0083PR06P

Post-Test 1: Introduction to Cisco Nexus Technologies
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Post-Test 2: Configuring Layer 2 Services on Cisco Nexus Equipment
Post-Test..... LLCS0083PO02P

Post-Test 3: Configuring Layer 3 Services, Security and QoS on Nexus 5K and 7Ks
Post-Test..... LLCS0083PO03P

Post-Test 4: Configuring Cisco Nexus Switch Management and Redundancy
Post-Test..... LLCS0083PO04P

Post-Test 5: Configuring Cisco FabricPath and Introducing FCoE
Post-Test..... LLCS0083PO05P

Post-Test 6: Configuring SAN Connectivity on Nexus Equipment and Describing
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MICROSOFT TECHNICAL

MICROSOFT SHAREPOINT SERVER 2013

Advanced Solutions of Microsoft Exchange Server 2013 Expert Live with Encore

Live Session 5: Advanced Exchange 2013 Monitoring and Troubleshooting
Expert Live Class LLMS0060LV05

Live Session 6: Configuring, Managing, and Migrating Unified Messaging
Expert Live Class LLMS0060LV06

Encore Session 1: Planning, Configuring, and Managing Site Resilience
Expert Encore Recording LLMS0060EN01P

Live Session 3: Configuring and Managing Compliance, Archiving, and Discovery
Solutions
Expert Live Class LLMS0060LV03

Live Session 1: Planning, Configuring, and Managing Site Resilience
Expert Live Class LLMS0060LV01

Live Session 2: Planning Configuring and Managing Advanced Security
Expert Live Class LLMS0060LV02

Live Session 4: Implementing & Managing Coexistence, Hybrid Scenarios,
Migration & Federation
Expert Live Class LLMS0060LV04

Pre-Test 5: Advanced Exchange 2013 Monitoring and Troubleshooting
Pre-Test LLMS0060PR05P

Pre-Test 6: Configuring, Managing, and Migrating Unified Messaging
Pre-Test LLMS0060PR06P

Post-Test 2: Planning Configuring and Managing Advanced Security
Post-Test..... LLMS0060PO02P

Post-Test 1: Planning, Configuring, and Managing Site Resilience
Post-Test..... LLMS0060PO01P

Encore Session 2: Planning Configuring and Managing Advanced Security
Expert Encore Recording LLMS0060EN02P

Encore Session 3: Configuring and Managing Compliance, Archiving, and Discovery
Solutions
Expert Encore Recording LLMS0060EN03P

Post-Test 3: Configuring and Managing Compliance, Archiving, and Discovery
Solutions
Post-Test..... LLMS0060PO03P

Post-Test 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration &
Federation
Post-Test..... LLMS0060PO04P

Encore Session 4: Implementing & Managing Coexistence, Hybrid Scenarios,
Migration & Federation
Expert Encore Recording LLMS0060EN04P

Pre-Test 2: Planning Configuring and Managing Advanced Security
Pre-Test LLMS0060PR02P

Pre-Test 3: Configuring and Managing Compliance, Archiving, and Discovery
Solutions
Pre-Test LLMS0060PR03P

Pre-Test 4: Implementing & Managing Coexistence, Hybrid Scenarios, Migration &
Federation
Pre-Test LLMS0060PR04P

Hands-On Labs
Hands-On Labs..... LLMS0060LB01P

Pre-Test 1: Planning, Configuring, and Managing Site Resilience
Pre-Test LLMS0060PR01P

Encore Session 5: Advanced Exchange 2013 Monitoring and Troubleshooting
Expert Encore Recording LLMS0060EN05P

Encore Session 6: Configuring, Managing, and Migrating Unified Messaging
Expert Encore Recording LLMS0060EN06P

Post-Test 5: Advanced Exchange 2013 Monitoring and Troubleshooting
Post-Test..... LLMS0060PO05P

Post-Test 6: Configuring, Managing, and Migrating Unified Messaging
Post-Test..... LLMS0060PO06P

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Live Learning Mentoring LLMS0060MN01

Advanced Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore

Live Session 1: Upgrading to SharePoint Server 2013
Expert Live Class LLMS0061LV01

Live Session 4: Creating and Configuring Service Applications
Expert Live Class LLMS0061LV04

Live Session 2: Planning for Business Continuity in SharePoint Server 2013
Expert Live Class LLMS0061LV02

Live Session 3: Planning for Expanded Enterprise SharePoint Support
Expert Live Class LLMS0061LV03

Encore Session 1: Upgrading to SharePoint Server 2013
Expert Encore Recording LLMS0061EN01P

Encore Session 2: Planning for Business Continuity in SharePoint Server 2013
Expert Encore Recording LLMS0061EN02P

Encore Session 3: Planning for Expanded Enterprise SharePoint Support
Expert Encore Recording LLMS0061EN03P

Encore Session 4: Creating and Configuring Service Applications
Expert Encore Recording LLMS0061EN04P

Live Session 5: Planning for SharePoint Business Intelligence
Expert Live Class LLMS0061LV05

Encore Session 5: Planning for SharePoint Business Intelligence
Expert Encore Recording LLMS0061EN05P

Live Session 6: Managing Solutions, Apps, and Enterprise Integration
Expert Live Class LLMS0061LV06

Encore Session 6: Managing Solutions, Apps, and Enterprise Integration
Expert Encore Recording LLMS0061EN06P

Pre-Test 5: Planning for SharePoint Business Intelligence
Pre-Test LLMS0061PR05P

Post-Test 6: Managing Solutions, Apps, and Enterprise Integration
Post-Test LLMS0061PO06P

Pre-Test 6: Managing Solutions, Apps, and Enterprise Integration
Pre-Test LLMS0061PR06P

Post-Test 1: Upgrading to SharePoint Server 2013
Post-Test LLMS0061PO01P

Post-Test 2: Planning for Business Continuity in SharePoint Server 2013
Post-Test LLMS0061PO02P

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Post-Test 3: Planning for Expanded Enterprise SharePoint Support
Post-Test LLMS0061PO03P

Post-Test 4: Creating and Configuring Service Applications
Post-Test LLMS0061PO04P

Post-Test 5: Planning for SharePoint Business Intelligence
Post-Test LLMS0061PO05P

Hands-On Labs
Hands-On Labs LLMS0061LB01P

Pre-Test 1: Upgrading to SharePoint Server 2013
Pre-Test LLMS0061PR01P

Pre-Test 2: Planning for Business Continuity in SharePoint Server 2013
Pre-Test LLMS0061PR02P

Pre-Test 3: Planning for Expanded Enterprise SharePoint Support
Pre-Test LLMS0061PR03P

Pre-Test 4: Creating and Configuring Service Applications
Pre-Test LLMS0061PR04P

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Live Learning Mentoring LLMS0061MN01

MICROSOFT TECHNICAL

MICROSOFT WINDOWS SERVER 2012

Installing and Configuring Microsoft Windows Server 2012 Expert Encore

Mentoring: Installing and Configuring Microsoft Windows Server 2012
Live Learning Mentoring LLMS0049MN01

Live Session 1: (No longer available)
Expert Live Class LLMS0049LV01

Live Session 2: (No longer available)
Expert Live Class LLMS0049LV02

Live Session 3: (No longer available)
Expert Live Class LLMS0049LV03

Live Session 4: (No longer available)
Expert Live Class LLMS0049LV04

Live Session 5: (No longer available)
Expert Live Class LLMS0049LV05

Live Session 6: (No longer available)
Expert Live Class LLMS0049LV06

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Encore Session 1: Install and Configure Windows Server 2012 Servers
Expert Encore Recording LLMS0049EN01P

Encore Session 2: Configure Windows Server 2012 Server Roles and Features
Expert Encore Recording LLMS0049EN02P

Encore Session 3: Configure Windows Server 2012 Hyper-V
Expert Encore Recording LLMS0049EN03P

Encore Session 4: Deploy and Configure Windows Server 2012 Core Network Services
Expert Encore Recording LLMS0049EN04P

Encore Session 5: Install and Administer Windows Server 2012 Active Directory
Expert Encore Recording LLMS0049EN05P

Encore Session 6: Create and Manage Windows Server 2012 Group Policy
Expert Encore Recording LLMS0049EN06P

Hands-On Labs
Hands-On Labs LLMS0049LB01P

Pre-Test 1: Install and Configure Windows Server 2012 Servers
Pre-Test LLMS0049PR01P

Pre-Test 2: Configure Windows Server 2012 Server Roles and Features
Pre-Test LLMS0049PR02P

Pre-Test 3: Configure Windows Server 2012 Hyper-V
Pre-Test LLMS0049PR03P

Pre-Test 4: Deploy and Configure Windows Server 2012 Core Network Services
Pre-Test LLMS0049PR04P

Pre-Test 5: Install and Administer Windows Server 2012 Active Directory
Pre-Test LLMS0049PR05P

Pre-Test 6: Create and Manage Windows Server 2012 Group Policy
Pre-Test LLMS0049PR06P

Post-Test 1: Install and Configure Windows Server 2012 Servers
Post-Test.....LLMS0049PO01P

Post-Test 2: Configure Windows Server 2012 Server Roles and Features
Post-Test.....LLMS0049PO02P

Post-Test 3: Configure Windows Server 2012 Hyper-V
Post-Test.....LLMS0049PO03P

Post-Test 4: Deploy and Configure Windows Server 2012 Core Network Services
Post-Test.....LLMS0049PO04P

Post-Test 5: Install and Administer Windows Server 2012 Active Directory
Post-Test.....LLMS0049PO05P

Post-Test 6: Create and Manage Windows Server 2012 Group Policy
Post-Test.....LLMS0049PO06P

Practice Exam
Certification Practice Exam ..... llms_0049_p01_pe_enus

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Class Notes.....LLMS0049CN01

Administering Microsoft Windows Server 2012 Expert Encore

Mentoring: Administering Microsoft Windows Server 2012
Live Learning Mentoring LLMS0050MN01

Live Session 1: (No longer available)
Expert Live Class LLMS0050LV01

Live Session 2: (No longer available)
Expert Live Class LLMS0050LV02

Live Session 3: (No longer available)
Expert Live Class LLMS0050LV03

Live Session 4: (No longer available)
Expert Live Class LLMS0050LV04

Live Session 5: (No longer available)
Expert Live Class LLMS0050LV05

Live Session 6: (No longer available)
Expert Live Class LLMS0050LV06

Encore Session 1: Deploy, Manage, and Maintain Servers
Expert Encore Recording.....LLMS0050EN01P

Encore Session 2: Configure File and Print Services
Expert Encore Recording.....LLMS0050EN02P

Encore Session 3: Configure Network Services and Access
Expert Encore Recording.....LLMS0050EN03P

Encore Session 4: Configure a Network Policy Server Infrastructure
Expert Encore Recording.....LLMS0050EN04P

Encore Session 5: Configure and Manage Active Directory
Expert Encore Recording.....LLMS0050EN05P

Encore Session 6: Configure and Manage Group Policy
Expert Encore Recording.....LLMS0050EN06P

Hands-On Labs
Hands-On Labs..... LLMS0050LB01P

Pre-Test 1: Deploy, Manage, and Maintain Servers
Pre-Test.....LLMS0050PR01P

Pre-Test 2: Configure File and Print Services
Pre-Test.....LLMS0050PR02P

Pre-Test 3: Configure Network Services and Access
Pre-Test.....LLMS0050PR03P

Pre-Test 4: Configure a Network Policy Server Infrastructure
Pre-Test.....LLMS0050PR04P

Pre-Test 5: Configure and Manage Active Directory
Pre-Test.....LLMS0050PR05P

Pre-Test 6: Configure and Manage Group Policy
Pre-Test.....LLMS0050PR06P

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Post-Test 1: Deploy, Manage, and Maintain Servers
Post-Test LLMS0050PO01P

Post-Test 2: Configure File and Print Services
Post-Test LLMS0050PO02P

Post-Test 3: Configure Network Services and Access
Post-Test LLMS0050PO03P

Post-Test 4: Configure a Network Policy Server Infrastructure
Post-Test LLMS0050PO04P

Post-Test 5: Configure and Manage Active Directory
Post-Test LLMS0050PO05P

Post-Test 6: Configure and Manage Group Policy
Post-Test LLMS0050PO06P

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Configuring Advanced Windows Server 2012 Services Expert Encore

Mentoring: Configuring Advanced Windows Server 2012 Services
Live Learning Mentoring LLMS0051MN01

Live Session 1: (No longer available)
Expert Live Class LLMS0051LV01

Live Session 2: (No longer available)
Expert Live Class LLMS0051LV02

Live Session 3: (No longer available)
Expert Live Class LLMS0051LV03

Live Session 4: (No longer available)
Expert Live Class LLMS0051LV04

Live Session 5: (No longer available)
Expert Live Class LLMS0051LV05

Live Session 6: (No longer available)
Expert Live Class LLMS0051LV06

Encore Session 1: Configure and Manage High Availability
Expert Encore Recording LLMS0051EN01P

Encore Session 2: Configure File and Storage Solutions
Expert Encore Recording LLMS0051EN02P

Encore Session 3: Implement Business Continuity and Disaster Recovery
Expert Encore Recording LLMS0051EN03P

Encore Session 4: Configure Network Services
Expert Encore Recording LLMS0051EN04P

Encore Session 5: Configure the Active Directory Infrastructure
Expert Encore Recording LLMS0051EN05P

Encore Session 6: Configure Identity and Access Solutions
Expert Encore Recording LLMS0051EN06P

Hands-On Labs
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Pre-Test 1: Configure and Manage High Availability
Pre-Test LLMS0051PR01P

Pre-Test 5: Configure the Active Directory Infrastructure
Pre-Test LLMS0051PR05P

Pre-Test 2: Configure File and Storage Solutions
Pre-Test LLMS0051PR02P

Pre-Test 3: Implement Business Continuity and Disaster Recovery
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Pre-Test 4: Configure Network Services
Pre-Test LLMS0051PR04P

Post-Test 3: Implement Business Continuity and Disaster Recovery
Post-Test LLMS0051PO03P

Post-Test 4: Configure Network Services
Post-Test LLMS0051PO04P

Pre-Test 6: Configure Identity and Access Solutions
Pre-Test LLMS0051PR06P

Post-Test 1: Configure and Manage High Availability
Post-Test LLMS0051PO01P

Post-Test 2: Configure File and Storage Solutions
Post-Test LLMS0051PO02P

Post-Test 5: Configure the Active Directory Infrastructure
Post-Test LLMS0051PO05P

Post-Test 6: Configure Identity and Access Solutions
Post-Test LLMS0051PO06P

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Student Guide
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Designing and Implementing a Server 2012 R2 Infrastructure Expert Live with Encore

Mentoring: Designing and Implementing a Server 2012 Infrastructure
Live Learning Mentoring LLMS0052MN01

Encore Session 1: Active Directory Design and Implementation
Expert Encore Recording LLMS0052EN01P

Pre-Test 2: OU Design and Implementation to Support Group Policy
Pre-Test LLMS0052PR02P

Post-Test 6: Design and Implement Network Services Part 3
Post-Test LLMS0052PO06P

Encore Session 2: OU Design and Implementation to Support Group Policy
Expert Encore Recording LLMS0052EN02P

Encore Session 3: Plan and Deploy a Server Infrastructure
Expert Encore Recording LLMS0052EN03P

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Pre-Test 3: Plan and Deploy a Server Infrastructure
Pre-Test LLMS0052PR03P

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Encore Session 4: Design and Implement Network Services Part 1
Expert Encore Recording LLMS0052EN04P

Pre-Test 4: Design and Implement Network Services Part 1
Pre-Test LLMS0052PR04P

Pre-Test 5: Design and Implement Network Services Part 2
Pre-Test LLMS0052PR05P

Encore Session 5: Design and Implement Network Services Part 2
Expert Encore Recording LLMS0052EN05P

Pre-Test 6: Design and Implement Network Services Part 3
Pre-Test LLMS0052PR06P

Encore Session 6: Design and Implement Network Services Part 3
Expert Encore Recording LLMS0052EN06P

Hands-On Labs
Hands-On Labs LLMS0052LB01P

Pre-Test 1: Active Directory Design and Implementation
Pre-Test LLMS0052PR01P

Post-Test 1: Active Directory Design and Implementation
Post-Test LLMS0052PO01P

Post-Test 2: OU Design and Implementation to Support Group Policy
Post-Test LLMS0052PO02P

Post-Test 3: Plan and Deploy a Server Infrastructure
Post-Test LLMS0052PO03P

Post-Test 4: Design and Implement Network Services Part 1
Post-Test LLMS0052PO04P

Post-Test 5: Design and Implement Network Services Part 2
Post-Test LLMS0052PO05P

Live Session 1: Active Directory Design and Implementation
Expert Live Class LLMS0052LV01

Live Session 2: OU Design and Implementation to Support Group Policy
Expert Live Class LLMS0052LV02

Live Session 3: Plan and Deploy a Server Infrastructure
Expert Live Class LLMS0052LV03

Live Session 4: Design and Implement Network Services Part 1
Expert Live Class LLMS0052LV04

Live Session 5: Design and Implement Network Services Part 2
Expert Live Class LLMS0052LV05

Live Session 6: Design and Implement Network Services Part 3
Expert Live Class LLMS0052LV06

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Implementing an Advanced Server 2012 R2 Infrastructure Expert Live with Encore

Mentoring: Implementing an Advanced Server 2012 Infrastructure
Live Learning Mentoring LLMS0053MN01

Live Session 3: VM Administration and Business Continuity Planning
Expert Live Class LLMS0053LV03

Live Session 4: Clustering, NLB, and Monitoring
Expert Live Class LLMS0053LV04

Live Session 5: Certificate Services
Expert Live Class LLMS0053LV05

Live Session 6: AD RMS and AD FS
Expert Live Class LLMS0053LV06

Encore Session 1: The Datacenter and SCVMM
Expert Encore Recording LLMS0053EN01P

Encore Session 2: VM Hosts, Storage, and Networks
Expert Encore Recording LLMS0053EN02P

Encore Session 3: VM Administration and Business Continuity Planning
Expert Encore Recording LLMS0053EN03P

Encore Session 4: Clustering, NLB, and Monitoring
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Encore Session 5: Certificate Services
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Encore Session 6: AD RMS and AD FS
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Pre-Test 1: The Datacenter and SCVMM
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Pre-Test 5: Certificate Services
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Pre-Test 6: AD RMS and AD FS
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Post-Test 1: The Datacenter and SCVMM
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Post-Test 2: VM Hosts, Storage, and Networks
Post-Test LLMS0053PO02P

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Live Session 2: VM Hosts, Storage, and Networks
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Live Session 1: The Datacenter and SCVMM
Expert Live Class LLMS0053LV01

Post-Test 3: VM Administration and Business Continuity Planning
Post-Test LLMS0053PO03P

Post-Test 4: Clustering, NLB, and Monitoring
Post-Test LLMS0053PO04P

Post-Test 5: Certificate Services
Post-Test LLMS0053PO05P

Post-Test 6: AD RMS and AD FS
Post-Test LLMS0053PO06P

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Installing and Configuring Microsoft Windows Server 2012 R2 Expert Live with Encore

Live Session 1: Server Roles and Remote Management
Expert Live Class LLMS0054LV01

Live Session 2: Disks, NTFS, and Sharing
Expert Live Class LLMS0054LV02

Live Session 3: IP Subnetting, DHCP, and NIC Teaming
Expert Live Class LLMS0054LV03

Live Session 4: DNS and Hyper-V
Expert Live Class LLMS0054LV04

Live Session 5: Active Directory
Expert Live Class LLMS0054LV05

Live Session 6: Groups and GPOs
Expert Live Class LLMS0054LV06

Encore Session 1: Server Roles and Remote Management
Expert Encore Recording LLMS0054EN01P

Encore Session 2: Disks, NTFS, and Sharing
Expert Encore Recording LLMS0054EN02P

Encore Session 3: IP Subnetting, DHCP, and NIC Teaming
Expert Encore Recording LLMS0054EN03P

Encore Session 4: DNS and Hyper-V
Expert Encore Recording LLMS0054EN04P

Encore Session 5: Active Directory
Expert Encore Recording LLMS0054EN05P

Encore Session 6: Groups and GPOs
Expert Encore Recording LLMS0054EN06P

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Pre-Test 1: Server Roles and Remote Management
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Pre-Test 2: Disks, NTFS, and Sharing
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Pre-Test 3: IP Subnetting, DHCP, and NIC Teaming
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Pre-Test 4: DNS and Hyper-V
Pre-Test LLMS0054PR04P

Pre-Test 5: Active Directory
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Pre-Test 6: Groups and GPOs
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Post-Test 1: Server Roles and Remote Management
Post-Test LLMS0054PO01P

Post-Test 2: Disks, NTFS, and Sharing
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Post-Test 3: IP Subnetting, DHCP, and NIC Teaming
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Post-Test 4: DNS and Hyper-V
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Live Learning Mentoring LLMS0054MN01

Administering Microsoft Windows Server 2012 R2 Expert Live with Encore

Mentoring: Administering Microsoft Windows Server 2012 R2
Live Learning Mentoring LLMS0055MN01

Live Session 1: Managing a Server Infrastructure
Expert Live Class LLMS0055LV01

Live Session 2: Deploying and Managing Network Servers
Expert Live Class LLMS0055LV02

Live Session 3: Remote Access Solutions
Expert Live Class LLMS0055LV03

Live Session 4: Service Accounts, Account Policies and Fine Grained Password Policies
Expert Live Class LLMS0055LV04

Live Session 5: Understanding and Managing Active Directory
Expert Live Class LLMS0055LV05

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Live Session 6: Group Policy
Expert Live Class LLMS0055LV06

Encore Session 4: Service Accounts, Account Policies and Fine Grained Password
Policies
Expert Encore Recording LLMS0055EN04P

Encore Session 1: Managing a Server Infrastructure
Expert Encore Recording LLMS0055EN01P

Encore Session 2: Deploying and Managing Network Servers
Expert Encore Recording LLMS0055EN02P

Encore Session 3: Remote Access Solutions
Expert Encore Recording LLMS0055EN03P

Encore Session 5: Understanding and Managing Active Directory
Expert Encore Recording LLMS0055EN05P

Encore Session 6: Group Policy
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Pre-Test 1: Managing a Server Infrastructure
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Post-Test 4: Service Accounts, Account Policies and Fine Grained Password
Policies
Post-Test.....LLMS0055PO04P

Post-Test 5: Understanding and Managing Active Directory
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Post-Test 6: Group Policy
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Pre-Test 2: Deploying and Managing Network Servers
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Pre-Test 3: Remote Access Solutions
Pre-Test LLMS0055PR03P

Pre-Test 4: Service Accounts, Account Policies and Fine Grained Password
Policies
Pre-Test LLMS0055PR04P

Pre-Test 5: Understanding and Managing Active Directory
Pre-Test LLMS0055PR05P

Pre-Test 6: Group Policy
Pre-Test LLMS0055PR06P

Post-Test 1: Managing a Server Infrastructure
Post-Test.....LLMS0055PO01P

Post-Test 2: Deploying and Managing Network Servers
Post-Test.....LLMS0055PO02P

Post-Test 3: Remote Access Solutions
Post-Test..... LLMS0055PO03P

Configuring Advanced Windows Server 2012 R2 Services Expert Live with Encore

Mentoring: Configuring Advanced Windows Server 2012 R2 Services
Live Learning Mentoring LLMS0056MN01

Post-Test 3: Configuring Storage, File Management, and DAC
Post-Test..... LLMS0056PO03P

Live Session 1: Configuring Advanced Services
Expert Live Class LLMS0056LV01

Live Session 2: Clustered VMs and DR
Expert Live Class LLMS0056LV02

Live Session 3: Configuring Storage, File Management, and DAC
Expert Live Class LLMS0056LV03

Live Session 4: DHCP, DNS & IPAM
Expert Live Class LLMS0056LV04

Live Session 5: AD Domains and Replication
Expert Live Class LLMS0056LV05

Live Session 6: PKI, RMS, and Federation
Expert Live Class LLMS0056LV06

Encore Session 1: Configuring Advanced Services
Expert Encore Recording.....LLMS0056EN01P

Encore Session 2: Clustered VMs and DR
Expert Encore Recording.....LLMS0056EN02P

Post-Test 4: DHCP, DNS & IPAM
Post-Test..... LLMS0056PO04P

Post-Test 5: AD Domains and Replication
Post-Test..... LLMS0056PO05P

Post-Test 6: PKI, RMS, and Federation
Post-Test..... LLMS0056PO06P

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Certification Practice Exam ..... llms_0056_p01_pe_enus

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Encore Session 3: Configuring Storage, File Management, and DAC
Expert Encore Recording.....LLMS0056EN03P

Encore Session 4: DHCP, DNS & IPAM
Expert Encore Recording.....LLMS0056EN04P

Encore Session 5: AD Domains and Replication
Expert Encore Recording.....LLMS0056EN05P

Encore Session 6: PKI, RMS, and Federation
Expert Encore Recording.....LLMS0056EN06P

Hands-On Labs
Hands-On Labs..... LLMS0056LB01P

Pre-Test 1: Configuring Advanced Services
Pre-Test LLMS0056PR01P

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Pre-Test 2: Clustered VMs and DR
Pre-Test LLMS0056PR02P

Pre-Test 3: Configuring Storage, File Management, and DAC
Pre-Test LLMS0056PR03P

Pre-Test 4: DHCP, DNS & IPAM
Pre-Test LLMS0056PR04P

Pre-Test 5: AD Domains and Replication
Pre-Test LLMS0056PR05P

Pre-Test 6: PKI, RMS, and Federation
Pre-Test LLMS0056PR06P

Post-Test 1: Configuring Advanced Services
Post-Test..... LLMS0056PO01P

Post-Test 2: Clustered VMs and DR
Post-Test..... LLMS0056PO02P

MICROSOFT TECHNICAL

SHAREPOINT SERVER 2010

Microsoft SharePoint 2010 Administration Expert Encore

Encore Session 1: Designing a Farm Topology
Expert Encore Recording LLMS0043EN01P

Encore Session 2: Planning Application Services and Component Deployment
Expert Encore Recording LLMS0043EN02P

Encore Session 3: Planning an Upgrade/Migration Strategy and Security
Deployment
Expert Encore Recording LLMS0043EN03P

Encore Session 4: Defining Operations Strategy and Business Continuity
Expert Encore Recording LLMS0043EN04P

Encore Session 5: Planning Search Solutions
Expert Encore Recording LLMS0043EN05P

Mentoring: SharePoint Administration
Live Learning Mentoring..... LLMS0043MN01

Encore Session 6: Planning Business Solutions
Expert Encore Recording LLMS0043EN06P

Pre-Test 1: Designing a Farm Topology
Pre-Test LLMS0043PR01P

Pre-Test 2: Planning Application Services and Component Deployment
Pre-Test LLMS0043PR02P

Pre-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment
Pre-Test LLMS0043PR03P

Pre-Test 4: Defining Operations Strategy and Business Continuity
Pre-Test LLMS0043PR04P

Pre-Test 5: Planning Search Solutions
Pre-Test LLMS0043PR05P

Pre-Test 6: Planning Business Solutions
Pre-Test LLMS0043PR06P

Post-Test 1: Designing a Farm Topology
Post-Test..... LLMS0043PO01P

Post-Test 2: Planning Application Services and Component Deployment
Post-Test..... LLMS0043PO02P

Post-Test 3: Planning an Upgrade/Migration Strategy and Security Deployment
Post-Test..... LLMS0043PO03P

Post-Test 4: Defining Operations Strategy and Business Continuity
Post-Test..... LLMS0043PO04P

Post-Test 5: Planning Search Solutions
Post-Test..... LLMS0043PO05P

Post-Test 6: Planning Business Solutions
Post-Test..... LLMS0043PO06P

Practice Exam
Certification Practice Exam ..... llms_0043_p01_pe_enus

Student Guide
Printable Online Student Guide.....LLMS0043SG01

Class Notes
Class Notes.....LLMS0043CN01

Configuring Microsoft SharePoint 2010 Expert Encore

Class Notes
Class Notes.....LLMS0045CN01

Encore Session 1: Installing and Configuring Microsoft SharePoint 2010
Expert Encore Recording.....LLMS0045EN01P

Encore Session 2: Upgrading to Microsoft SharePoint 2010
Expert Encore Recording.....LLMS0045EN02P

Encore Session 3: Configuring and Administering SharePoint 2010 Search
Expert Encore Recording.....LLMS0045EN03P

Encore Session 4: Web Applications, Authentication and Application Security
Configuration
Expert Encore Recording.....LLMS0045EN04P

Encore Session 5: Configuring SharePoint 2010 Site Collections, Managing
Features and Solutions
Expert Encore Recording.....LLMS0045EN05P

Encore Session 6: SharePoint 2010 Operational Health and Performance
Expert Encore Recording.....LLMS0045EN06P

Mentoring: Configuring Microsoft SharePoint 2010
Live Learning Mentoring LLMS0045MN01

Post-Test 1: Installing and Configuring Microsoft SharePoint 2010
Post-Test..... LLMS0045PO01P

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Post-Test 2: Upgrading to Microsoft SharePoint 2010
Post-Test LLMS0045PO02P

Post-Test 3: Configuring and Administering SharePoint 2010 Search
Post-Test LLMS0045PO03P

Post-Test 4: Web Applications, Authentication and Application Security Configuration
Post-Test LLMS0045PO04P

Post-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
Post-Test LLMS0045PO05P

Post-Test 6: SharePoint 2010 Operational Health and Performance
Post-Test LLMS0045PO06P

Pre-Test 1: Installing and Configuring Microsoft SharePoint 2010
Pre-Test LLMS0045PR01P

Pre-Test 2: Upgrading to Microsoft SharePoint 2010
Pre-Test LLMS0045PR02P

Pre-Test 3: Configuring and Administering SharePoint 2010 Search
Pre-Test LLMS0045PR03P

Pre-Test 4: Web Applications, Authentication and Application Security Configuration
Pre-Test LLMS0045PR04P

Pre-Test 5: Configuring SharePoint 2010 Site Collections, Managing Features and Solutions
Pre-Test LLMS0045PR05P

Pre-Test 6: SharePoint 2010 Operational Health and Performance
Pre-Test LLMS0045PR06P

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Printable Online Student Guide LLMS0045SG01

Practice Exam
Certification Practice Exam ..... llms_0045_p01_pe_enus

Core Solutions of Microsoft SharePoint Server 2013 Expert Live with Encore

Mentoring: Core Solutions of Microsoft SharePoint Server 2013
Live Learning Mentoring LLMS0059MN01

Live Session 1: SharePoint Components and Design
Expert Live Class LLMS0059LV01

Encore Session 6: User Profiles Maintenance and Monitoring
Expert Encore Recording LLMS0059EN06P

Post-Test 1: SharePoint Components and Design
Post-Test LLMS0059PO01P

Post-Test 2: Web and Service Applications
Post-Test LLMS0059PO02P

Post-Test 3: Security
Post-Test LLMS0059PO03P

Hands-On Labs
Hands-On Labs LLMS0059LB01P

Pre-Test 1: SharePoint Components and Design
Pre-Test LLMS0059PR01P

Pre-Test 2: Web and Service Applications
Pre-Test LLMS0059PR02P

Pre-Test 3: Security
Pre-Test LLMS0059PR03P

Post-Test 4: SharePoint Taxonomy
Post-Test LLMS0059PO04P

Post-Test 5: Planning Search Solutions
Post-Test LLMS0059PO05P

Post-Test 6: User Profiles Maintenance and Monitoring
Post-Test LLMS0059PO06P

Live Session 2: Web and Service Applications
Expert Live Class LLMS0059LV02

Live Session 3: Security
Expert Live Class LLMS0059LV03

Live Session 4: SharePoint Taxonomy
Expert Live Class LLMS0059LV04

Live Session 5: Planning Search Solutions
Expert Live Class LLMS0059LV05

Live Session 6: User Profiles Maintenance and Monitoring
Expert Live Class LLMS0059LV06

Encore Session 1: SharePoint Components and Design
Expert Encore Recording LLMS0059EN01P

Encore Session 2: Web and Service Applications
Expert Encore Recording LLMS0059EN02P

Encore Session 3: Security
Expert Encore Recording LLMS0059EN03P

Encore Session 4: SharePoint Taxonomy
Expert Encore Recording LLMS0059EN04P

Encore Session 5: Planning Search Solutions
Expert Encore Recording LLMS0059EN05P

Pre-Test 4: SharePoint Taxonomy
Pre-Test LLMS0059PR04P

Pre-Test 5: Planning Search Solutions
Pre-Test LLMS0059PR05P

Pre-Test 6: User Profiles Maintenance and Monitoring
Pre-Test LLMS0059PR06P

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Printable Online Student Guide LLMS0059SG01

Class Notes
Class Notes LLMS0059CN01

MICROSOFT TECHNICAL

MICROSOFT SQL SERVER 2012

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Administering Microsoft SQL Server 2012 Databases

Mentoring: Administering Microsoft SQL Server 2012 Databases
Live Learning Mentoring LLMS0058MN01

Encore Session 1: Installing SQL Server Instances and Creating Databases
Expert Encore Recording LLMS0058EN01P

Pre-Test 4: Recovering Databases, Configuring Mail, and Automating Tasks
Pre-Test LLMS0058PR04P

Live Session 1: Installing SQL Server Instances and Creating Databases
Expert Live Class LLMS0058LV01

Live Session 2: Manage Data in SQL 2012
Expert Live Class LLMS0058LV02

Live Session 3: Optimizing and Troubleshooting SQL 2012
Expert Live Class LLMS0058LV03

Encore Session 2: Manage Data in SQL 2012
Expert Encore Recording LLMS0058EN02P

Encore Session 3: Optimizing and Troubleshooting SQL 2012
Expert Encore Recording LLMS0058EN03P

Pre-Test 5: Implementing Security
Pre-Test LLMS0058PR05P

Pre-Test 6: High Availability
Pre-Test LLMS0058PR06P

Encore Session 4: Recovering Databases, Configuring Mail, and Automating Tasks
Expert Encore Recording LLMS0058EN04P

Encore Session 5: Implementing Security
Expert Encore Recording LLMS0058EN05P

Encore Session 6: High Availability
Expert Encore Recording LLMS0058EN06P

Hands-On Labs
Hands-On Labs LLMS0058LB01P

Post-Test 1: Installing SQL Server Instances and Creating Databases
Post-Test LLMS0058PO01P

Post-Test 2: Manage Data in SQL 2012
Post-Test LLMS0058PO02P

Post-Test 3: Optimizing and Troubleshooting SQL 2012
Post-Test LLMS0058PO03P

Post-Test 4: Recovering Databases, Configuring Mail, and Automating Tasks
Post-Test LLMS0058PO04P

Pre-Test 1: Installing SQL Server Instances and Creating Databases
Pre-Test LLMS0058PR01P

Live Session 4: Recovering Databases, Configuring Mail, and Automating Tasks
Expert Live Class LLMS0058LV04

Live Session 5: Implementing Security
Expert Live Class LLMS0058LV05

Live Session 6: High Availability
Expert Live Class LLMS0058LV06

Pre-Test 2: Manage Data in SQL 2012
Pre-Test LLMS0058PR02P

Pre-Test 3: Optimizing and Troubleshooting SQL 2012
Pre-Test LLMS0058PR03P

Post-Test 5: Implementing Security
Post-Test LLMS0058PO05P

Post-Test 6: High Availability
Post-Test LLMS0058PO06P

Practice Exam
Certification Practice Exam ..... llms_0058_p01_pe_enus

Student Guide
Printable Online Student Guide LLMS0058SG01

Class Notes
Class Notes LLMS0058CN01

VMWARE

VSPHERE

Datacenter Virtualization with vSphere 5: Part 1 Expert Encore

Live Session 1: (No longer available)
Expert Live Class LLVM0001LV01

Live Session 2: (No longer available)
Expert Live Class LLVM0001LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0001LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0001LV04

Live Session 5: (No longer available)
Expert Live Class LLVM0001LV05

Live Session 6: (No longer available)
Expert Live Class LLVM0001LV06

Encore Session 1: Introduction to Virtualization with VMware vSphere 5
Expert Encore Recording LLVM0001EN01P

Encore Session 2: Installation and Setup
Expert Encore Recording LLVM0001EN02P

Encore Session 3: vCenter Server and ESXi Host Management
Expert Encore Recording LLVM0001EN03P

Encore Session 4: Virtual Machine Administration
Expert Encore Recording LLVM0001EN04P

Encore Session 5: Networking
Expert Encore Recording LLVM0001EN05P

Encore Session 6: Storage
Expert Encore Recording LLVM0001EN06P

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Hands-On Labs
Hands-On Labs LLVM0001LB01P

Pre-Test 1: Introduction to Virtualization with VMware vSphere 5
Pre-Test LLVM0001PR01P

Pre-Test 2: Installation and Setup
Pre-Test LLVM0001PR02P

Pre-Test 3: vCenter Server and ESXi Host Management
Pre-Test LLVM0001PR03P

Pre-Test 4: Virtual Machine Administration
Pre-Test LLVM0001PR04P

Pre-Test 5: Networking
Pre-Test LLVM0001PR05P

Pre-Test 6: Storage
Pre-Test LLVM0001PR06P

Post-Test 1: Introduction to Virtualization with VMware vSphere 5
Post-Test..... LLVM0001PO01P

Post-Test 2: Installation and Setup
Post-Test..... LLVM0001PO02P

Post-Test 3: vCenter Server and ESXi Host Management
Post-Test..... LLVM0001PO03P

Post-Test 4: Virtual Machine Administration
Post-Test..... LLVM0001PO04P

Post-Test 5: Networking
Post-Test..... LLVM0001PO05P

Post-Test 6: Storage
Post-Test..... LLVM0001PO06P

Student Guide
Printable Online Student Guide LLVM0001SG01

Datacenter Virtualization with vSphere 5: Design and Optimization Expert Encore

Mentoring: Datacenter Virtualization with vSphere 5: Design and Optimization
Live Learning Mentoring..... LLVM0003MN01

Live Session 1: (No longer available)
Expert Live Class LLVM0003LV01

Live Session 2: (No longer available)
Expert Live Class LLVM0003LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0003LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0003LV04

Live Session 5: (No longer available)
Expert Live Class LLVM0003LV05

Live Session 6: (No longer available)
Expert Live Class LLVM0003LV06

Encore Session 1: Install and Configure vCSA and Upgrading vSphere 4 to vSphere 5
Expert Encore Recording LLVM0003EN01P

Encore Session 2: Introduction to Design Fundamentals
Expert Encore Recording LLVM0003EN02P

Encore Session 3: DCD Objectives: Creating a Conceptual vSphere Design
Expert Encore Recording LLVM0003EN03P

Encore Session 4: DCD Objectives: Creating a Logical vSphere Design
Expert Encore Recording LLVM0003EN04P

Encore Session 5: DCD Objectives: Creating a Physical vSphere Design
Expert Encore Recording LLVM0003EN05P

Encore Session 6: DCD Objectives: Implementation Planning
Expert Encore Recording LLVM0003EN06P

vSphere 5.1 ICM Part Two Expert Encore

Live Session 1: (No longer available)
Expert Live Class LLVM0005LV01

Live Session 2: (No longer available)
Expert Live Class LLVM0005LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0005LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0005LV04

Encore Session 1: Business Continuity, Clustering and Resource Management
Expert Encore Recording LLVM0005EN01P

Encore Session 2: Performance and Monitoring
Expert Encore Recording LLVM0005EN02P

Encore Session 3: Installing and Managing Updates
Expert Encore Recording LLVM0005EN03P

Encore Session 4: Performing Upgrades of vSphere components
Expert Encore Recording LLVM0005EN04P

Pre-Test 1: Business Continuity, Clustering and Resource Management
Pre-Test LLVM0005PR01P

Pre-Test 2: Performance and Monitoring
Pre-Test LLVM0005PR02P

Pre-Test 3: Installing and Managing Updates
Pre-Test LLVM0005PR03P

Pre-Test 4: Performing Upgrades of vSphere components
Pre-Test LLVM0005PR04P

Post-Test 1: Business Continuity, Clustering and Resource Management
Post-Test..... LLVM0005PO01P

Post-Test 2: Performance and Monitoring
Post-Test..... LLVM0005PO02P

Post-Test 3: Installing and Managing Updates
Post-Test..... LLVM0005PO03P

Post-Test 4: Performing Upgrades of vSphere components
Post-Test..... LLVM0005PO04P

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Student Guide
Printable Online Student Guide LLVM0005SG01

Hands-On Labs
Hands-On Labs LLVM0005LB01P

vSphere 5.5 ICM Part One Expert Live with Encore

Live Session 1: Introduction to vSphere and Installation Requirements
Expert Live Class LLVM0007LV01

Post-Test 4: vDistributed Switch Options and Storage Introduction
Post-Test.....LLVM0007PO04P

Pre-Test 3: Networking
Pre-Test LLVM0007PR03P

Pre-Test 4: vDistributed Switch Options and Storage Introduction
Pre-Test LLVM0007PR04P

Pre-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
Pre-Test LLVM0007PR05P

Encore Session 3: Networking
Expert Encore Recording LLVM0007EN03P

Encore Session 4: vDistributed Switch Options and Storage Introduction
Expert Encore Recording LLVM0007EN04P

Encore Session 1: Introduction to vSphere and Installation Requirements
Expert Encore Recording LLVM0007EN01P

Encore Session 2: Installation and Management Tools
Expert Encore Recording LLVM0007EN02P

Encore Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
Expert Encore Recording LLVM0007EN05P

Encore Session 6: Virtual Machines
Expert Encore Recording LLVM0007EN06P

Hands-On Labs
Hands-On Labs LLVM0007LB01P

Pre-Test 1: Introduction to vSphere and Installation Requirements
Pre-Test LLVM0007PR01P

Pre-Test 2: Installation and Management Tools
Pre-Test LLVM0007PR02P

Post-Test 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
Post-Test.....LLVM0007PO05P

Post-Test 6: Virtual Machines
Post-Test.....LLVM0007PO06P

Student Guide
Printable Online Student Guide LLVM0007SG01

Mentoring: vSphere 5.5 ICM Part One
Live Learning Mentoring.....LLVM0007MN01

Live Session 4: vDistributed Switch Options and Storage Introduction
Expert Live Class LLVM0007LV04

Live Session 5: Storage (Continued): Fibre Channel, iSCSI, VMFS
Expert Live Class LLVM0007LV05

Live Session 6: Virtual Machines
Expert Live Class LLVM0007LV06

Post-Test 1: Introduction to vSphere and Installation Requirements
Post-Test..... LLVM0007PO01P

Live Session 2: Installation and Management Tools
Expert Live Class LLVM0007LV02

Live Session 3: Networking
Expert Live Class LLVM0007LV03

Post-Test 2: Installation and Management Tools
Post-Test..... LLVM0007PO02P

Post-Test 3: Networking
Post-Test..... LLVM0007PO03P

Pre-Test 6: Virtual Machines
Pre-Test LLVM0007PR06P

vSphere 5.5 ICM Part Two Expert Live with Encore

Pre-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
Pre-Test LLVM0008PR03P

Live Session 1: vMotion, Clusters, HA
Expert Live Class LLVM0008LV01

Live Session 2: DRS, Storage DRS, Fault Tolerance
Expert Live Class LLVM0008LV02

Pre-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and
Reporting
Pre-Test LLVM0008PR04P

Pre-Test 5: Update Manager
Pre-Test LLVM0008PR05P

Pre-Test 6: Upgrading
Pre-Test LLVM0008PR06P

Post-Test 1: vMotion, Clusters, HA
Post-Test..... LLVM0008PO01P

Post-Test 2: DRS, Storage DRS, Fault Tolerance
Post-Test..... LLVM0008PO02P

Post-Test 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
Post-Test..... LLVM0008PO03P

Live Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled
Tasks
Expert Live Class LLVM0008LV03

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Live Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Expert Live Class LLVM0008LV04

Live Session 5: Update Manager
Expert Live Class LLVM0008LV05

Live Session 6: Upgrading
Expert Live Class LLVM0008LV06

Encore Session 1: vMotion, Clusters, HA
Expert Encore Recording LLVM0008EN01P

Encore Session 2: DRS, Storage DRS, Fault Tolerance
Expert Encore Recording LLVM0008EN02P

Encore Session 3: Shares, Reservations, Limits, Resource Pools, and Scheduled Tasks
Expert Encore Recording LLVM0008EN03P

Post-Test 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Post-Test..... LLVM0008PO04P

Post-Test 5: Update Manager
Post-Test..... LLVM0008PO05P

Post-Test 6: Upgrading
Post-Test..... LLVM0008PO06P

Student Guide
Printable Online Student Guide..... LLVM0008SG01

Mentoring: vSphere 5.5 ICM Part Two
Live Learning Mentoring..... LLVM0008MN01

Encore Session 6: Upgrading
Expert Encore Recording LLVM0008EN06P

Encore Session 4: Alarms, Host Profiles, Storage Profiles, and Monitoring and Reporting
Expert Encore Recording LLVM0008EN04P

Encore Session 5: Update Manager
Expert Encore Recording LLVM0008EN05P

Hands-On Labs
Hands-On Labs LLVM0008LB01P

Pre-Test 1: vMotion, Clusters, HA
Pre-Test LLVM0008PR01P

Pre-Test 2: DRS, Storage DRS, Fault Tolerance
Pre-Test LLVM0008PR02P

Datacenter Virtualization with vSphere 5: Part 2 Expert Encore

Live Session 1: (No longer available)
Expert Live Class LLVM0002LV01

Live Session 2: (No longer available)
Expert Live Class LLVM0002LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0002LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0002LV04

Live Session 5: (No longer available)
Expert Live Class LLVM0002LV05

Live Session 6: (No longer available)
Expert Live Class LLVM0002LV06

Encore Session 1: Clustering, High Availability and Fault Tolerance
Expert Encore Recording LLVM0002EN01P

Encore Session 2: Resource Management and Distributed Resource Scheduling
Expert Encore Recording LLVM0002EN02P

Encore Session 3: Logging and Performance Monitoring
Expert Encore Recording LLVM0002EN03P

Encore Session 4: VMware Management Assistant and RESXTOP
Expert Encore Recording LLVM0002EN04P

Encore Session 5: Security
Expert Encore Recording LLVM0002EN05P

Encore Session 6: Auto Deployment and Automatic Updates
Expert Encore Recording LLVM0002EN06P

Hands-On Labs
Hands-On Labs LLVM0002LB01P

Pre-Test 1: Clustering, High Availability and Fault Tolerance
Pre-Test LLVM0002PR01P

Pre-Test 2: Resource Management and Distributed Resource Scheduling
Pre-Test LLVM0002PR02P

Pre-Test 3: Logging and Performance Monitoring
Pre-Test LLVM0002PR03P

Pre-Test 4: VMware Management Assistant and RESXTOP
Pre-Test LLVM0002PR04P

Pre-Test 5: Security
Pre-Test LLVM0002PR05P

Pre-Test 6: Auto Deployment and Automatic Updates
Pre-Test LLVM0002PR06P

Post-Test 1: Clustering, High Availability and Fault Tolerance
Post-Test..... LLVM0002PO01P

Post-Test 2: Resource Management and Distributed Resource Scheduling
Post-Test..... LLVM0002PO02P

Post-Test 3: Logging and Performance Monitoring
Post-Test..... LLVM0002PO03P

Post-Test 4: VMware Management Assistant and RESXTOP
Post-Test..... LLVM0002PO04P

Post-Test 5: Security
Post-Test..... LLVM0002PO05P

Post-Test 6: Auto Deployment and Automatic Updates
Post-Test..... LLVM0002PO06P

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VMWARE

VCLOUD

vSphere 5.1 ICM Part One Expert Encore

Live Session 2: (No longer available)
Expert Live Class LLVM0004LV02

Live Session 3: (No longer available)
Expert Live Class LLVM0004LV03

Live Session 4: (No longer available)
Expert Live Class LLVM0004LV04

Live Session 5: (No longer available)
Expert Live Class LLVM0004LV05

Encore Session 1: Introduction to vSphere 5.1
Expert Encore Recording LLVM0004EN01P

Encore Session 2: Install, Configure, and Secure ESXi, vCenter Server, and
Support Tools
Expert Encore Recording LLVM0004EN02P

Encore Session 3: Install, Configure, and Manage Networking
Expert Encore Recording LLVM0004EN03P

Encore Session 4: Install, Configure, and Manage Storage
Expert Encore Recording LLVM0004EN04P

Encore Session 5: Install, Configure, and Manage Virtual Machines and vApps
Expert Encore Recording LLVM0004EN05P

Pre-Test 1: Introduction to vSphere 5.1
Pre-Test LLVM0004PR01P

Pre-Test 2: Install, Configure, and Secure ESXi, vCenter Server, and Support
Tools
Pre-Test LLVM0004PR02P

Pre-Test 3: Install, Configure, and Manage Networking
Pre-Test LLVM0004PR03P

Pre-Test 4: Install, Configure, and Manage Storage
Pre-Test LLVM0004PR04P

Pre-Test 5: Install, Configure, and Manage Virtual Machines and vApps
Pre-Test LLVM0004PR05P

Post-Test 1: Introduction to vSphere 5.1
Post-Test..... LLVM0004PO01P

Post-Test 2: Install, Configure, and Secure ESXi, vCenter Server, and Support
Tools
Post-Test..... LLVM0004PO02P

Post-Test 3: Install, Configure, and Manage Networking
Post-Test..... LLVM0004PO03P

Post-Test 4: Install, Configure, and Manage Storage
Post-Test..... LLVM0004PO04P

Post-Test 5: Install, Configure, and Manage Virtual Machines and vApps
Post-Test..... LLVM0004PO05P

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Printable Online Student Guide.....LLVM0004SG01

Live Session 1: (No longer available)
Expert Live Class LLVM0004LV01

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Hands-On Labs..... LLVM0004LB01P

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GLOBAL BANKING AND FINANCIAL SERVICES CURRICULUM

Global Banking and Financial Services Curriculum

Bank Branch Operations Management
Bank Branch Operations Management ..... fini_01_enUS

Commodity and Energy Markets, Futures, and Forwards
Commodity and Energy Markets, Futures, and Forwards ..... fini_02_enUS

Insurance Concepts, Types, and Annuities
Insurance Concepts, Types, and Annuities .. fini_03_enUS

Mutual Fund Concepts, Portfolio Management, and Regulations
Mutual Fund Concepts, Portfolio Management, and Regulations ..... fini_04_enUS

Global Banking Supervision and Anti-Money Laundering Regulations
Global Banking Supervision and Anti-Money Laundering Regulations ..... fini_05_enUS

Bank Risks and Capital Adequacy Planning
Bank Risks and Capital Adequacy Planning fini_06_enUS

Basel Regulations and Bank Risk Management
Basel Regulations and Bank Risk Management fini_07_enUS

Basel III and Liquidity Risk Management
Basel III and Liquidity Risk Management ..... fini_08_enUS

Counterparty Credit Risk and Credit Rating
Counterparty Credit Risk and Credit Rating . fini_09_enUS

Credit Risk Analysis
Credit Risk Analysis ..... fini_10_enUS

Credit Derivative Instruments
Credit Derivative Instruments ..... fini_11_enUS

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ITS
Student Registration Form

ITS Use Only
Entered by:_____
Date:_____

Name Mr./Ms.:		ACE PID Number (or SSN if you do not have ACE PID):	
Agency & Division Name:		Office Phone:	Fax Number:
Office Address: (Please provide Handmail address, if applicable)		Cell Phone:	
City:	State:	Zip:	Email Address:

Course No./Name	Section 1st Choice	Section 2nd Choice	Dates/Times	Course Cost	Materials Needed *
					All None
					All None
					All None
					All None

* Circle All or None. See the current schedule for materials needed for each course.

☐ Bill State Agency

PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.

Agency/Employer Code: _____
Provider Number: _____

Agency must provide a 3-digit agency code and an 11-digit provider number for billing purposes. This information may be obtained from the SAAS (Statewide Automated accounting System) or the Education Assistant at (601) 432-8186.

☐ Bill Student ☐ Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course(s) must pay **ON OR BEFORE** the class start date.

Billing will be sent to the address given in the Student Information section, unless otherwise specified.

Supervisor Name:			Office Phone:
Supervisor Address: (Specify Handmail, if applicable)			
City:	State:	Zip:	Email Address:

Please Read Carefully Before Signing:
All registration forms MUST be signed by the individual responsible for payment. If the student cancels a vendor-conducted course within thirty (30) days of the first class meeting or an ITS-conducted course within ten (10) days of the first class meeting, **the agency/student will be charged the full tuition.**

Authorized Signature: _____ Date: _____

Return form to: ITS Eastwood Education Center, 3771 Eastwood Dr., Jackson, Ms 39211 ● Phone: (601) 432-8186 ● Fax: (601) 713-6380
For more information on the Eastwood Education Center, visit the website: http://www.its.ms.gov

ITS On-Line Training Registration Form

Name: (Please Print)
Mr./Ms.

ACE PID Number (or SSN if you do not have ACE PID):

Agency & Division Name:

Office Address: (Please provide Handmail address, if applicable)

City:	State:	Zip:

Office Phone:

Fax Number:

Cell Phone:

Email Address:

Course No./Name:
ANNUAL SUBSCRIPTION FOR ON-LINE TRAINING

COURSE COST: PLEASE CHECK ONE

( ) ANNUAL SUBSCRIPTION FOR **SKILLCHOICE COMPLETE** ON-LINE TRAINING
$225 per person (includes Technical, Business, and Desktop courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **FULL** LIBRARY ON-LINE TRAINING
$150 per person (includes Technical, Business, and Desktop courses)

( ) ANNUAL SUBSCRIPTION FOR **TECHNICAL** LIBRARY ON-LINE TRAINING
$150 per person (includes Technical courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **BUSINESS** LIBRARY ON-LINE TRAINING
$150 per person (includes Business courses, e-books, & mentoring)

( ) ANNUAL SUBSCRIPTION FOR **DESKTOP** LIBRARY ON-LINE TRAINING
$55 per person (includes Desktop courses & e-books)

( ) ANNUAL SUBSCRIPTION FOR **MAINFRAME** LIBRARY ON-LINE TRAINING
$1,600 per person (includes Mainframe courses)

☐ Bill State Agency

PLEASE DO NOT PREPAY. AGENCIES WILL BE BILLED FOR COURSE COSTS.

☐ Bill Student ☐ Bill Non-State Agency

All non-state employees and any registrant whose agency is not paying for the course will be billed and must pay tuition and materials BEFORE the class begins.

Agency/Employer Code: _____

Provider No.: _____

Supervisor's Name: (Please Print)

*All registration forms **MUST** be signed by the individual responsible for payment.*

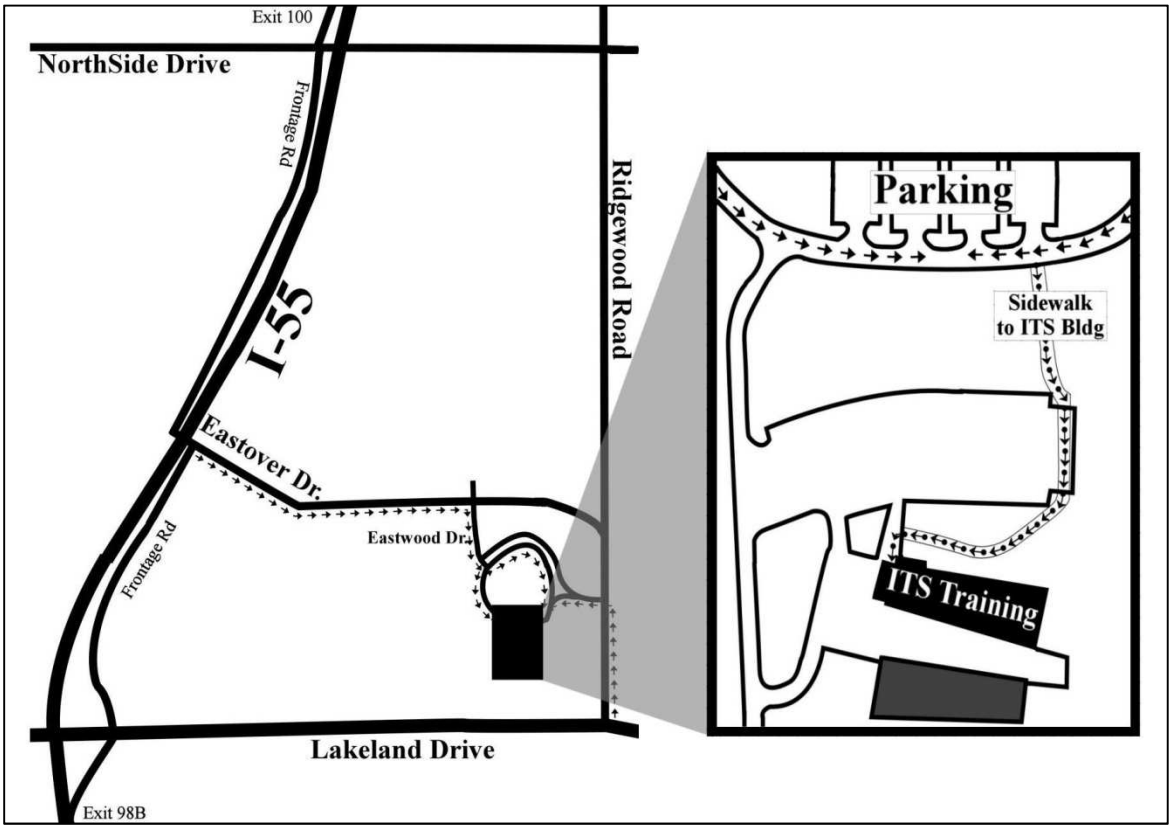
_____
Authorized Signature

PLEASE RETURN FORM TO:
Susan McClain, ITS Education Services
3771 Eastwood Drive
Jackson, MS 39211
Phone: (601) 432-8186
Fax: (601) 713-6380
susan.mcclain@its.ms.gov
ITS WEB Home Page:
http://www.its.ms.gov

mississippi department of Information Technology Services
3771 Eastwood Drive | Jackson, Mississippi 39211-6381

Map and Directions

3771 Eastwood Drive, Jackson, MS 39211
(601) 432-8000



From North of Jackson:

- Take I-55 South to the Northside Drive exit (Exit 100).
- Get on I-55 Frontage Road South and cross over Meadowbrook Road.
- Continue on the frontage road until you reach Eastover Drive.
- Turn left onto Eastover Drive.
- Go under I-55, continuing on Eastover Drive until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

From South, East, or West of Jackson:

- Take I-20 to I-55 North and take the Lakeland Drive exit (Exit 98B).
- Cross over Lakeland Drive, staying on I-55 Frontage Road North until you reach Eastover Drive.
- Turn right onto Eastover Drive and continue until you reach Eastwood Drive.
- Turn right onto Eastwood Drive and circle around until you reach ITS at 3771 Eastwood Drive.

mississippi department of
Information Technology Services

3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

Craig P. Orgeron, Ph.D., Executive Director

QUESTIONS & ANSWERS

1. What do I do if I need to cancel a class?

If you are unable to attend a class for which you have registered, please contact the Eastwood Education Center immediately at (601) 432-8186. Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which the course begins.

2. Why is being on time important?

Each course topic covered builds on the previous topic. There is a lot of material to be covered in each class, and it is disruptive to the entire class when someone arrives late and the instructor has to catch the late-comer up to rest of the class. For this reason, it is very important that everyone be on time for class.

3. What should I wear to class?

Please dress comfortably. Bring a jacket or sweater, as the room temperature may vary.

If you have further questions, please contact the Eastwood Education Center at (601) 432-8186.

Thank you, and enjoy your training session!

Board Members - Rodney Pearson, Chairman • Thomas A. Wicker, Vice-Chairman • D. Shane Loper • J. Keith Van Camp
Legislative Advisors - Senator Sampson Jackson, II • Representative Gary V. Staples

ITS Contact Information

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