Army e-Learning Program Listing as of 6/1/2012

SkillSoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc.
To register for access, go to AKO at www.us.army.mil > Self Service > My Education > Army e-Learning Portal Page > New User Link

Program Administration

Primary POC Email:..... army.elearning@us.army.mil

Leslie A. York 703-704-2747
Kimberly Berry..... 703-704-2933

COR and Project Director.....Megan M. Walsh

SkillSoft Account Consultant ..... Army@skillsoft.com

Access Information

Registration: AKO > Self Service > My Education > Army e-Learning

Access URL: .....https://usarmy.skillport.com

Help Desk Information

AKO: www.us.army.mil or call 1-866-335-2769 (DSN 312-654-4357)
ATRRS: http://www.atrrs.army.mil/help or call 703-695-2060 (DSN 225-2060)
Army e-Learning Program Administration:
Email: ..... army.elearning@us.army.mil
Phone: ..... Program Administration Above

SkillSoft Technical Support 24x7: 1-888-562-4777
Dedicated e-Mail: ..... skillport_armyelearning@skillsoft.com

Notes and Legends:

> * = In development as of 6/1/2012. Subject, titles and estimated hours are subject to change/cancellation prior to release.
> (#) = Special usage and ordering conditions apply.
> (a) = program does not contain an assessment and does not export completion/certificate data.
> "Final Exams" are content elements designed specifically for college credit exam testing.
> (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
> tbd = to be determined.
> gray indicates recent additions to the catalog
> (ACE) = Number of college credits recommended by ACE. Procedures for obtaining college credits for these courses can be found at AKO >> MyEducation >> Army e-Learning Portal Page.
> For the latest changes please reference the Product Strategy Roadmap and Content Development Roadmap documents.

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SKILLSOFT ENTERPRISE LEARNING CONNECTION

CONNECTED LEARNING DEFINED

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

KNOWLEDGECENTER CONNECTION

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

- KnowledgeCenters are licensed individually

Business Professionals KnowledgeCenters
- Leadership
- Project Management

IT Professionals KnowledgeCenters
- DoD 8570.1
- Microsoft MCSE & MCSA Certification

ADMINISTRATIVE SOFTWARE TOOLS

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

NEWER CONTENT TYPES

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

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

CHALLENGE SERIES
These are role-based content designed to enable problem analysis and solution definition. As part of a KnowledgeCenter and other related curricula, they involve and interact with the student to help them practice and apply the content.

EMBEDDED VIDEO CONTENT
These are role-based content designed to enable problem analysis and solution definition. As part of a KnowledgeCenter and other related curricula, they involve and interact with the student to help them practice and apply the content.

BLENDED LEARNING RESOURCES
These are role-based content designed to enable problem analysis and solution definition. As part of a KnowledgeCenter and other related curricula, they involve and interact with the student to help them practice and apply the content.

EXPERT INSTRUCTION SESSIONS
These are role-based content designed to enable problem analysis and solution definition. As part of a KnowledgeCenter and other related curricula, they involve and interact with the student to help them practice and apply the content.

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Your Boss (1.0) ..... ad_01_a03_bs_enus
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Standards for Financial Statements and Their Items (1.0).....fin_04_a02_bs_enus
Key Standards for Financial and Accounting Activities (1.0).....fin_04_a03_bs_enus
Transitioning to IFRS (1.0).....fin_04_a04_bs_enus

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Accounting for Non-Accounting Majors (ACE=2)
Accounting 101 (z)
Accounting Fundamentals (3.5) FIN0121
Accrual Accounting Procedures (2.0) FIN0122
Accounting Systems and Closing Activities (2.5) FIN0123
Accounting for Cash Control (3.0)..... FIN0124
Accounting for Merchandising Businesses (2.5) FIN0125
Final Exam: Accounting 101 ..... FE0004_eng
Accounting 102 (z)
Accounting for Partnerships (3.5) FIN0221
Accounting for Corporations (2.5) FIN0222
Analyzing Cash Flow Statements (2.0)..... FIN0223
Master Budgets (4.0) FIN0224
Final Exam: Accounting 102 ..... FE0006_eng

Business Finance (ACE=1)
Advanced Business Finance (z)
Introduction to Advanced Finance (3.0)..... FIN0211
Investment Project Analysis and Selection (2.0) FIN0212
Raising Capital and Financing Decisions (3.0)..... FIN0213
Managing Working Capital (4.0) FIN0214
Corporate Restructuring (2.5)..... FIN0215
Financial Risk Management (1.5) FIN0216
International Finance (2.0)..... FIN0217
Final Exam: Advanced Business Finance..... FE0005_eng

Auditing Essentials
Introduction to Auditing (1.0) ..... fin_06_a01_bs_enus
Auditing for Internal Control and Risk
Assessment (1.0)..... fin_06_a02_bs_enus
Auditing the Revenue Cycle (1.0)..... fin_06_a03_bs_enus
Auditing for Cash and Inventories (1.0)..... fin_06_a04_bs_enus
Using Audits to Help Prevent Business Fraud..... _pc_bi_fabi002
Establishing the Role of the Audit Department ... _pc_ch_fach001

FOUNDATION SKILLS CURRICULUM

Basic Business Math
Using Whole Numbers and Decimals (1.0) . fnd_01_a01_bs_enus
Percentages and Ratios (1.0) ..... fnd_01_a01_bs_enus
Averages and Equations (1.0)..... fnd_01_a01_bs_enus
Charts and Graphs (1.0)..... fnd_01_a01_bs_enus

HUMAN RESOURCES CURRICULUM

Essentials of Interviewing and Hiring
Screening Applicants for Interviewing (1.0).. hr_06_a01_bs_enus
Preparing to Interview (1.0)..... hr_06_a02_bs_enus
Conducting an Effective Interview (1.0)..... hr_06_a03_bs_enus
Behavioral Interview Techniques (1.0)..... hr_06_a04_bs_enus
Selecting the Right Candidate (1.0)..... hr_06_a05_bs_enus
Guarding Against Interviewing Biases ..... _pc_bi_hrbi003
Screening Applicants for Emotional Intelligence . _pc_bi_hrbi012
Interview Questioning Techniques..... _pc_bi_hrbi014
Creating a Compelling New Job Description..... _pc_bi_hrbi015
Hiring Strategic Thinkers ..... _pc_ch_lach011
Hiring and Interviewing..... _pc_ch_lach028

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Recruitment and Retention Strategies
Recruiting Talent (2.0) .....hr_05_a01_bs_enus
Retaining Your Talent Pool (2.0).....hr_05_a02_bs_enus
Creating a High-Retention Organizational
Culture **SkillSim** (0.5)..... HR005A
Fringe Benefits: Maintaining a Competitive
Hiring Advantage ..... _pc_bi_hrbi004
Aligning Recruitment to Job Requirements..... _pc_bi_hrbi001
Employer Branding ..... _pc_bi_hrbi007
Devising an Effective Corporate Wellness
Program..... _pc_bi_hrbi009
Addressing Attrition in High Performing Teams _pc_ch_hrch001
Preventing High Turnover Rates: How to Keep
The Best..... _pc_bi_mgbi008
Disciplines of Organizational Learning:
Personal Mastery ..... _pc_bi_pfbi011
Understanding Employment Attrition in High
Performing Teams ..... _pc_ch_hrch001
Surviving the Talent Crunch ..... _pc_ch_lsch007

The Role of HR as a Business Partner
From Cost Center to Strategic Partner (1.0) ...hr_07_a01_bs_enus
Linking HR Functions with Organizational
Goals (1.0) .....hr_07_a02_bs_enus
Managing Talent for Organizational
Success (1.0).....hr_07_a03_bs_enus
Using Metrics and Designing Strategic
Initiatives (1.0).....hr_07_a04_bs_enus

Organizational Behavior
Fundamentals of Organizational Behavior
for the Individual (1.0) .....hr_08_a01_bs_enus
Fundamentals of Organizations –
Groups (1.0).....hr_08_a02_bs_enus
Understanding Organizational Power and
Politics (1.0).....hr_08_a03_bs_enus
Organizational Structure and Employee
Behavior (1.0).....hr_08_a04_bs_enus
Dynamics of a Positive Organizational
Culture (1.0).....hr_08_a05_bs_enus

HRCI/S/PHR Certification Program
20 titles.....tbd

HRCI/PHR Certification Program (ACE=2)
HRCI/PHR Certification Program (z)
(exam PHR)
Human Resources Fundamentals (2.0) HR0261
Strategic Management (2.5)..... HR0262
Affirmative Action and the EEO (HRCI/PHR) (2.5) HR0263
Employment Management (HRCI/PHR) (2.5)..... HR0264
Recruiting and Selecting Candidates (HRCI/PHR) (2.0) . HR0265
Offers, Contracts, and Exit from the Organization
(HRCI/PHR) (3.0) HR0266
Developing Employees (HRCI/PHR) (1.5) HR0267
Developing Human Resources (HRCI/PHR) (1.5)..... HR0268
Compensating Employees (HRCI/PHR) (3.0)..... HR0269
Programs to Benefit Employees (HRCI/PHR) (1.5) HR0271
Employment Relations (HRCI/PHR) (1.5)..... HR0272
Sexual Harassment at Work (HRCI/PHR) (1.5)..... HR0273

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Non-Unionized Workplaces (HRCI/PHR) (1.5)..... HR0274
Unionized Workplaces (HRCI/PHR) (1.5) HR0275
Health and Safety in the Workplace (HRCI/PHR) (1.5)... HR0276
Risk Assessment and Prevention (2.5)..... HR0277
TestPrep Professional in Human
Resources (PHR) ..... tpphr05ed_eng

HRCI/SPHR (ACE=1)
HRCI Senior Professional Human Resources (SPHR) (z)
(exam SPHR)
HR's Strategic Role in the
Organization (1.0)..... hr_04_a01_bs_enus
Management of the HR Process (2.0) ..... hr_04_a02_bs_enus
Strategic Approaches to Workforce
Planning and Employment (3.0)..... hr_04_a03_bs_enus
Strategic Approaches to Human Resource
Development (2.5) ..... hr_04_a04_bs_enus
Strategic Approaches to Total
Rewards (2.0)..... hr_04_a05_bs_enus
Strategic Approaches to Labor
Relations (4.5)..... hr_04_a06_bs_enus
Strategic Approaches to Risk
Management (2.0)..... hr_04_a07_bs_enus
Final Exam: HRCI/SPHR ..... FE0028_eng

INDUSTRY FOUNDATIONS CURRICULUM

Industry Overviews
The Telecommunications Industry
Overview Version 3 (1.0) ..... indo_01_a11_bs_enus
The Health Care Industry Overview
Version 3 (1.0) ..... indo_01_a12_bs_enus
The Insurance Industry Overview
Version 3 (1.0) ..... indo_01_a13_bs_enus
The Banking Industry Overview
Version 3 (1.0) ..... indo_01_a14_bs_enus
The Oil and Gas Industry Overview
Version 3 (1.0) ..... indo_01_a15_bs_enus
The Retail Industry Overview
Version 3 (1.0) ..... indo_01_a16_bs_enus
The Manufacturing Industry Overview
Version 3 (1.0) ..... indo_01_a17_bs_enus
The Pharmaceutical Industry Overview
Version 3 (1.0) ..... indo_01_a18_bs_enus
The Information Technology Industry
Overview Version 3 (1.0) ..... indo_01_a19_bs_enus
The Federal Government Industry
Overview Version 3 (1.0) ..... indo_01_a20_bs_enus
The Education Industry Overview
Version 3 (1.0) ..... indo_01_a21_bs_enus
The Utilities Industry Overview
Version 3 (1.0) ..... indo_01_a22_bs_enus
The Chemicals Industry Overview
Version 3 (1.0) ..... indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry
Overview Version 3 (1.0) ..... indo_01_a24_bs_enus
The Capital Markets Industry Overview
Version 3 (1.0) ..... indo_01_a25_bs_enus
The Consumer Electronics Industry Overview
Version 3 (1.0) ..... indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview
Version 3 (1.0) ..... indo_01_a27_bs_enus

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The Biotechnology Industry Overview
Version 3 (1.0).....indo_01_a28_bs_enus
The Automotive Industry Overview
Version 3 (1.0).....indo_01_a29_bs_enus
The Food and Beverage Industry
Overview Version 3 (1.0).....indo_01_a30_bs_enus
*The Agriculture Industry Overview .....tbd

LEADERSHIP CURRICULUM

KnowledgeCenter for Leadership is available

Leadership Essentials
Motivating Employees (1.0)..... lead_05_a01_bs_enus
Communicating Vision (1.0)..... lead_05_a02_bs_enus
Building Your Influence as a Leader (1.0) . lead_05_a03_bs_enus
Leading with Emotional Intelligence (1.0) . lead_05_a04_bs_enus
Leading Business Execution (1.0)..... lead_05_a05_bs_enus
Leading Innovation (1.0)..... lead_05_a06_bs_enus
Leading Change (1.0)..... lead_05_a07_bs_enus
Creating Your Own Leadership
Development Plan (1.0)..... lead_05_a08_bs_enus
Motivating Employees and Leading
Change **SkillSim** (0.5)..... LEAD005A
Leading Teams through Change ..... _pc_bi_lsbi003
Leading Outside the Organization ..... _pc_bi_lsbi005
Knowing When to Take Leadership Risks ..... _pc_bi_lsbi006
Wanted - Innovation Leaders ..... _pc_bi_lsbi013
Developing a Business Execution Culture..... _pc_ch_lach001
Leading Change..... _pc_ch_lach004
Leader as Motivator..... _pc_ch_lach008
Leading Innovation..... _pc_ch_lach010
Leading Organizational Vision ..... _pc_ch_lach040
Motivating Human Behavior..... _pc_ch_lsch002
Communicating a Shared Vision ..... _pc_bi_lsbi001
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Setting and Managing Organizational Priorities
Mission and Goals (1.0) ..... lead_11_a01_bs_enus
Deciphering Priorities (1.0)..... lead_11_a02_bs_enus
Motivation (1.0)..... lead_11_a03_bs_enus
Communication (1.0)..... lead_11_a04_bs_enus

The Voice of Leadership
Inspirational Leadership (1.0) ..... lead_13_a01_bs_enus
Self-assessment and Motivation (1.0)..... lead_13_a02_bs_enus
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Strategies (1.0)..... lead_13_a03_bs_enus
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Employee Engagement
The Benefits and Challenges of
Engaging Employees (1.0) ..... lead_06_a01_bs_enus
Maintaining an Engaging
Organization (1.0)..... lead_06_a02_bs_enus

Creating a Positive Work Environment
Creating and Maintaining a Positive
Work Environment (1.0) ..... lead_07_a01_bs_enus

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Making Cross-functional Teams Work
Cross-functional Team Fundamentals (1.0) lead_10_a01_bs_enus
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Cross-functional Teams (1.0) .....lead_10_a02_bs_enus
Managing Internal Dynamics in a
Cross-functional Team (1.0).....lead_10_a03_bs_enus
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Mediating Project Team Conflict ..... _pc_bi_pfbi006
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Developing a Culture of Learning
Fundamentals of Organizational
Learning (1.0) .....lead_08_a01_bs_enus
Establishing the Conditions for a
Learning Culture (1.0) .....lead_08_a02_bs_enus
Developing Learning Practices (1.0).....lead_08_a03_bs_enus
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Organizational Learning (1.0) .....lead_08_a04_bs_enus

Effective Succession Planning
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Implementing and Assessing a
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Evaluating Succession Planning and
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First Time Manager Essentials
Understanding a Manager's Role (1.0) ....mgmt_16_a01_bs_enus
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Meeting Expectations (1.0).....mgmt_16_a03_bs_enus
New Manager Transitions ..... _pc_ch_lach029
Adopting the Appropriate Management Style ... _pc_ch_mgch005

Management Essentials
Directing Others (1.0).....mgmt_15_a01_bs_enus
Delegating (1.0) .....mgmt_15_a02_bs_enus
Developing Your Direct Reports (1.0).....mgmt_15_a03_bs_enus
Confronting Difficult Employee
Behavior (1.0) .....mgmt_15_a04_bs_enus
Managing a Diverse Team (1.0).....mgmt_15_a05_bs_enus
Treating your Direct Reports Fairly (1.0) mgmt_15_a06_bs_enus
Caring about Your Direct Reports (1.0)...mgmt_15_a07_bs_enus
Acting Decisively ..... _pc_ch_lach034
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Managing Experts
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Managing Experts (1.0) .....mgmt_21_a02_bs_enus
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Easy…Right? ..... _pc_bi_pfbi011
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Effectively Managing Top Performers
Engaging Top Performers (1.0)..... mgmt_33_a01_bs_enus
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Top Performers (1.0) ..... mgmt_33_a03_bs_enus

Advanced Management Skills Series
Developing a High-performance
Organization (1.0)..... mgmt_23_a01_bs_enus
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Managing for Rapid Change and
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Managing High Performers (1.0)..... mgmt_23_a04_bs_enus
Managing New Managers (1.0) ..... mgmt_23_a05_bs_enus
Managing Experienced Managers (1.0)... mgmt_23_a06_bs_enus
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Procedure Manual..... _pc_ch_hrch003
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Communicating Bad News.....
Managing Upwards Relationships.....
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Performance Management
Planning for Performance (1.0)..... mgmt_37_a01_bs_enus
Monitoring and Improving
Performance (1.0)..... mgmt_37_a02_bs_enus
Reviewing and Rewarding
Performance (1.0)..... mgmt_37_a03_bs_enus

Managing Problem Performance
Recognizing and Diagnosing Problem
Performance (1.0)..... mgmt_34_a01_bs_enus
First Steps for Turning Around a
Performance Problem (1.0) ..... mgmt_34_a02_bs_enus
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Correct Problem Performance (1.0)..... mgmt_34_a03_bs_enus
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Underperforming Employee – Now What?..... _pc_bi_hrbi010
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Overcoming Delegation Problems (1.0).. mgmt_27_a03_bs_enus
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Using Facilitation Skills as a
Manager (1.0) ..... mgmt_31_a01_bs_enus
Facilitating Collaborative Processes (1.0) mgmt_31_a02_bs_enus
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Facilitative Fundamentals: Tools and Techniques (4.5) ..... mgmt_08_a02_bs_enus
Facilitating Meetings and Work Groups (4.5) ..... mgmt_08_a03_bs_enus
Facilitating Difficult Situations (5.0)..... mgmt_08_a04_bs_enus
Facilitative Tools and Formats: Offering Options (4.5) ..... mgmt_08_a05_bs_enus
Facilitative Leadership (4.5)..... mgmt_08_a06_bs_enus
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Designing and Initiating Mentoring Programs (1.0)..... mgmt_29_a02_bs_enus
Building and Maintaining Mentoring Relationships (1.0)..... mgmt_29_a03_bs_enus
Evaluating and Ending the Mentoring Program (1.0)..... mgmt_29_a04_bs_enus

Managing Organizational Change
Understanding Change (1.0)..... mgmt_13_a01_bs_enus
Building Positive Support for Change (1.0)..... mgmt_13_a02_bs_enus
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Business Coaching Essentials
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Building the Coaching Relationship (1.0) mgmt_14_a03_bs_enus
Using Different Coaching Styles (1.0)..... mgmt_14_a04_bs_enus
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Technical Management Essentials
Transitioning from Technical Professional to Management (1.0)..... mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management (1.0)..... mgmt_19_a02_bs_enus
Managing Technical Professionals (1.0).. mgmt_19_a03_bs_enus

Performance Appraisal Essentials
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Conducting Traditional Appraisals (1.0).. mgmt_17_a02_bs_enus
360-degree Appraisals (1.0) ..... mgmt_17_a03_bs_enus
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Talent Management Essentials
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Planning (1.0)..... mgmt_18_a02_bs_enus
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Workforce Generations
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Working with a Multi-generational Team (1.0) ..... mgmt_20_a02_bs_enus
Working with the 21st-century Generation Mix (1.0)..... mgmt_20_a03_bs_enus
Managing an Aging Workforce ..... _pc_bi_mgbi005
Developing the Next Generation..... _pc_bi_lsbi007
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Difficult Conversations
Preparing for a Difficult Conversation (1.0) ..... mgmt_36_a01_bs_enus
Having a Difficult Conversation (1.0) ..... mgmt_36_a02_bs_enus
Handling Difficult Conversations Effectively (1.0)..... mgmt_36_a03_bs_enus

Managing During Difficult Times
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Dismissing an Employee
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The Fundamentals of Business Crisis Management
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Recovering from Business Crises (2.0)..... MGMT0173
Business Crises Management **SkillSim** (0.5) MGMT0170
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Perseverance and Flexibility in Times of Crisis ... _pc_ch_lach026

Managing Contractors and Temporary Employees (ACE=1) (z)
Doing Business with Independent Contractors (4.5). MGMT0701
Hiring Temporary (Contingent) Employees (5.0) MGMT0702
Managing Contingent Workers (4.5) MGMT0703
Legal Pitfalls Regarding Independent Contractors (3.0)..... MGMT0704
Working with Temporary Agencies (5.5)..... MGMT0705
Hiring and Managing Contractors **SkillSim** (0.5) MGMT0700
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Strategies for Successful Employee On-Boarding
An Introduction (1.0)..... mgmt_24_a01_bs_enus
Getting Started (1.0)..... mgmt_24_a02_bs_enus
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Executes (1.0) ..... mgmt_28_a02_bs_enus
Linking Strategy to People and
Operations (1.0) ..... mgmt_28_a03_bs_enus
Monitoring and Evaluating
Initiatives (1.0) ..... mgmt_28_a04_bs_enus
Fostering a Business Execution Culture..... _pc_bi_lsbi008
Pave Your Own Path ..... _pc_bi_lsbi009
Performance Dashboard or Scorecard? ..... _pc_bi_mgbi012

Thinking Like a CFO
Mind-set and Financial Priorities (1.0)..... mgmt_30_a01_bs_enus
Making Financial Decisions (1.0) ..... mgmt_30_a02_bs_enus
Preparing and Presenting a
Business Case (1.0)..... mgmt_30_a03_bs_enus
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Marketing Essentials
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Planning and People (1.0)..... mkt_01_a02_bs_enus
Product and Price (1.0) ..... mkt_01_a03_bs_enus
Place (1.0) ..... mkt_01_a04_bs_enus
Promotion (1.0)..... mkt_01_a05_bs_enus
Marketing and Ethics (1.0) ..... mkt_01_a06_bs_enus
Using Online Strategies to Accelerate Sales
Performance ..... _pc_ch_spch001
Designing Products to Fit the Channel..... _pc_bi_spbi005
Advertising Costs, PR Pays ..... _pc_bi_spbi008
Using Blogs to Attract Customers..... _pc_bi_spbi010
Using Web Analytics to Increase Sales..... _pc_bi_spbi012
Trade Show Marketing – Planning Ahead ..... _pc_bi_spbi013

Strategic Brand Management
Building Lasting Customer-brand
Relationships (1.0)..... mkt_03_a01_bs_enus
Developing a Brand Internally (1.0)..... mkt_03_a02_bs_enus
Global Brand Management (1.0)..... mkt_03_a03_bs_enus
Brand Management for Social Media and
Wireless Technologies (1.0)..... mkt_03_a04_bs_enus

Online Branding Strategy
Using Blogs to Attract Customers..... _pc_bi_spbi010
Using Web Analytics to Increase Sales..... _pc_bi_spbi012
Using Online Strategies to Accelerate Sales
Performance ..... _pc_ch_spch001

Competitive Marketing Strategies
Conducting an Internal Analysis (1.0)..... mkt_02_a01_bs_enus
Analyzing Competitors (1.0)..... mkt_02_a02_bs_enus
Selecting and Implementing Strategies (1.0)mkt_02_a03_bs_enus
Increasing Competitiveness through
Collaboration..... _pc_ch_lsch006

Product Management Essentials
Designing Products to Fit the Channel..... _pc_bi_spbi005

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OPERATIONS CURRICULUM

Fundamentals of Lean for Business Organizations
Introduction to Lean for Service and
Manufacturing Organizations (1.0).....oper_20_a01_bs_enus
Using Lead for Perfection and
Quality (1.0).....oper_20_a02_bs_enus
Lean Tools and Techniques for Flow
and Pull (1.0) .....oper_20_a03_bs_enus
Reducing Waste and Streamlining
Value Flow Using Lean (1.0).....oper_20_a04_bs_enus
Value Stream Mapping in Lean
Business (1.0) .....oper_20_a05_bs_enus
Applying Lean in Service and
Manufacturing Organizations (1.0).....oper_20_a06_bs_enus
Five Steps to Perfection: Implementing Lean....._pc_bi_ssbi009
Value Stream Maps for Non-manufacturing
Processes....._pc_bi_ssbi010

Operations Management
Operations Management and the
Organizations (1.0).....oper_21_a01_bs_enus
Product and Service Management (1.0).....oper_21_a02_bs_enus
Operations and Supply Chain
Management (1.0).....oper_21_a03_bs_enus
Inventory Management (1.0).....oper_21_a04_bs_enus
Forecasting and Capacity Planning (1.0)....oper_21_a05_bs_enus
Operations Scheduling (1.0).....oper_21_a06_bs_enus
Management of Quality (1.0).....oper_21_a07_bs_enus
Facilities Planning and Management (1.0) .oper_21_a08_bs_enus

Managing Customer-Driven Process Improvement
Basic Framework (1.0).....oper_22_a01_bs_enus
Identifying Customer Needs (1.0).....oper_22_a02_bs_enus
From Customer Needs to Process
Requirements (1.0) .....oper_22_a03_bs_enus
Mapping and Measuring Processes (1.0)....oper_22_a04_bs_enus
Analyzing Process Problems (1.0) .....oper_22_a05_bs_enus
Identifying Improvement Ideas and
Solutions (1.0) .....oper_22_a06_bs_enus
Implementing and Maintaining
Improvements (1.0) .....oper_22_a07_bs_enus

Purchasing and Vendor Management Essentials
Fundamentals of Purchasing and Vendor
Management (1.0).....oper_23_a01_bs_enus
Purchasing: Finding Sources of
Supply (1.0) .....oper_23_a02_bs_enus
Selecting Suppliers and Administering
Contracts (1.0) .....oper_23_a03_bs_enus
Evaluating Supplier Performance and
Managing Supplier Relationships (1.0) ...oper_23_a04_bs_enus

NOTE: Six Sigma Training
Commercial courses such as SkillSoft Six Sigma training offered through the Army e-Learning Program are offered for overview and awareness purposes only. They do NOT replace or count towards Army Lean Six Sigma course work completion or Certification. In addition, they do not count towards the attainment of an ASI or Skill Code. For information on Army-approved Lean Six Sigma training, click here.

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Six Sigma Foundations
Introduction to Six Sigma (2.0) ..... oper_10_a01_bs_enus
Are you listening to your customers?
(Role of VOC in Six Sigma)..... _pc_bi_ssbi001
Quick Wins in Six Sigma Implementation..... _pc_bi_ssbi002
Six Sigma Versus TQM..... _pc_bi_ssbi003
Lean Inbound Transportation ..... _pc_bi_ssbi004
Promoting Six Sigma in the Workplace..... _pc_bi_ssbi005
A Critical-to-Quality Tree – What's That? ..... _pc_bi_ssbi006
Basic Measurement Concepts in Six Sigma..... _pc_bi_ssbi007
Kaizen Events ..... _pc_bi_ssbi008
Does your Business Really Need Six Sigma?..... _pc_ch_ssch001
Identifying Candidates for Key Six Sigma Roles _pc_ch_ssch002

Six Sigma Green Belt (ACE=3)
Mentoring: Six Sigma Green Belt (SSGB)..... mntssgb

Six Sigma Green Belt: Six Sigma and the Organization (ASQ)
Six Sigma and Lean in the
Organization (2.5)..... oper_05_a01_bs_enus
Design for Six Sigma in the
Organization (2.0)..... oper_05_a02_bs_enus

Six Sigma Green Belt: Define (ASQ)
Processes and Customer Analysis in Six
Sigma Projects (2.5)..... oper_06_a01_bs_enus
Basics of Six Sigma Projects and
Teams (2.5) ..... oper_06_a02_bs_enus
Tools for Planning and Managing Six
Sigma Project Opportunities (2.5)..... oper_06_a03_bs_enus
Using Six Sigma Analysis Tools and
Metrics for Project Decisions (1.5)..... oper_06_a04_bs_enus

Six Sigma Green Belt: Measurement (ASQ)
Modeling and Analyzing Processes in
Six Sigma (2.0) ..... oper_07_a01_bs_enus
Statistics and Probability in Six
Sigma (2.0)..... oper_07_a02_bs_enus
Data Classification and Collection in Six
Sigma (1.5)..... oper_07_a03_bs_enus
Summarizing and Presenting Data in Six
Sigma (1.5)..... oper_07_a04_bs_enus
Probability Distributions and Measurement
Systems Analysis in Six Sigma (2.0) ..... oper_07_a05_bs_enus
Measuring Process Capability and
Performance in Six Sigma (2.0) ..... oper_07_a06_bs_enus

Six Sigma Green Belt: Analyze (ASQ)
Exploratory Data Analysis in Six
Sigma (1.5)..... oper_08_a01_bs_enus
Introduction to Hypothesis Testing and
Testing for Means in Six Sigma (2.0) ..... oper_08_a02_bs_enus
Hypothesis Tests for Variances,
Proportions, ANOVA, and
Chi-Square in Six Sigma (1.5)..... oper_08_a03_bs_enus

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

Six Sigma Green Belt: Improve and Control (ASQ)
Design of Experiments and Validation of
Solutions in Six Sigma (1.5) .....oper_09_a01_bs_enus
Statistical Process Control and Control
Plans in Six Sigma (1.5).....oper_09_a02_bs_enus

TestPrep: Six Sigma Green Belt (SSGB)..... tpssgb_eng

Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment
Lean and Six Sigma (2.0).....oper_11_a01_bs_enus
Six Sigma Projects and the Black Belt
Role (2.0) .....oper_11_a02_bs_enus
Six Sigma Leadership and Change
Management (2.0).....oper_11_a03_bs_enus

Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures
Critical Requirements and Benchmarking
for Six Sigma (2.0) .....oper_12_a01_bs_enus
Business Performance and Financial
Measures in Six Sigma (2.0) .....oper_12_a02_bs_enus

Six Sigma Black Belt (2007 BOK): Team Management
Forming Project Teams for Six Sigma (2.0)oper_13_a01_bs_enus
Motivation and Communication in Six
Sigma Teams (2.0).....oper_13_a02_bs_enus
Managing Six Sigma Team
Performance (2.0).....oper_13_a03_bs_enus

Six Sigma Black Belt (2007 BOK): Define
Using Voice of the Customer in Six
Sigma (2.0) .....oper_14_a01_bs_enus
Developing Project Charters and Tracking
Six Sigma Projects (1.5).....oper_14_a02_bs_enus

Six Sigma Black Belt (2007 BOK): Measure
Process Characteristics for Six Sigma (2.0)oper_15_a01_bs_enus
Data Collections and Measurement in
Six Sigma (2.0).....oper_15_a02_bs_enus
Six Sigma Measurement Systems (2.0).....oper_15_a03_bs_enus
Basic Statistics and Graphical Methods
for Six Sigma (2.0) .....oper_15_a04_bs_enus
Probability for Six Sigma (2.0) .....oper_15_a05_bs_enus
Process Capability for Six Sigma (2.0).....oper_15_a06_bs_enus

Six Sigma Black Belt (2007 BOK): Analyze
Correlation and Regression Analysis in
Six Sigma (1.5).....oper_16_a01_bs_enus
Multivariate Analysis and Attribute Data
Analysis in Six Sigma (1.5).....oper_16_a02_bs_enus
Hypothesis Testing Concepts and Tests
for Means in Six Sigma (2.0) .....oper_16_a03_bs_enus
Tests for Variances and Proportions,
ANOVA, and Chi-square Tests in
Six Six Sigma (2.0).....oper_16_a04_bs_enus
Nonparametric Tests in Six Sigma
Analysis (2.0).....oper_16_a05_bs_enus
Non-Statistical Analysis Methods in
Six Sigma (2.0).....oper_16_a06_bs_enus

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Six Sigma Black Belt (2007 BOK): Improve
Designing and Planning Experiments in Six Sigma (2.0) ..... oper_17_a01_bs_enus
Conducting Experiments and Analyzing Results in Six Sigma (2.0) ..... oper_17_a02_bs_enus
Improvement Methods and Implementation Issues in Six Sigma (2.0) ..... oper_17_a03_bs_enus

Six Sigma Black Belt (2007 BOK): Control
Statistical Process Control (SPC) in Six Sigma (2.0) ..... oper_18_a01_bs_enus
Non-Statistical Control Tools and Maintaining Controls in Six Sigma (2.0) oper_18_a02_bs_enus
Sustaining Improvements and Gains from Six Sigma Projects (2.0) ..... oper_18_a03_bs_enus

Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies
Common Design for Six Sigma Methodologies, Design for X, and Robust Design (2.0) ..... oper_19_a01_bs_enus
Special Design Tools in Designing for Six Sigma (2.0) ..... oper_19_a02_bs_enus

Six Sigma: Champion Training
Introduction to Six Sigma (3.0) ..... oper_03_a01_bs_enus
Six Sigma Process Improvement (3.0)..... oper_03_a02_bs_enus
Six Sigma Projects and Project Teams (2.5) ..... oper_03_a03_bs_enus
Managing and Deploying Six Sigma (3.5). oper_03_a04_bs_enus

Certified Manager of Quality/Organizational Excellence (exam CQM)
Leadership (2.5)..... oper_04_a01_bs_enus
Team Dynamics (2.0) ..... oper_04_a02_bs_enus
Developing and Deploying Strategic Plans (2.5) ..... oper_04_a03_bs_enus
Managerial Skills and Abilities (2.5)..... oper_04_a04_bs_enus
Communication Skills and Project Management (2.0)..... oper_04_a05_bs_enus
Quality Systems, Models, and Theories (2.0)..... oper_04_a06_bs_enus
Problem Solving and Process Management Tools (2.5)..... oper_04_a07_bs_enus
Measurement: Assessment and Metrics (1.5)..... oper_04_a08_bs_enus
Customer Focused Management (2.0) ..... oper_04_a09_bs_enus
Supply Chain Management (1.5)..... oper_04_a10_bs_enus
Training and Development (2.0) ..... oper_04_a11_bs_enus

PERSONAL DEVELOPMENT CURRICULUM

Optimizing Your Work/Life Balance
Analyzing Your Life Balance (1.0).....pd_06_a01_bs_enus
Maintaining Your Life Balance (1.0).....pd_06_a02_bs_enus
Taking Control of Your Stress (1.0).....pd_06_a03_bs_enus
Balancing Your Responsibilities **SkillSim** (0.5).....PD006A
Employee Exhaustion: Managing a Well-balanced Workload..... _pc_bi_mgbi010
Managing Workplace Stress..... _pc_bi_hrbi006
Work/Life Balance..... _pc_ch_lach036

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

Diversity on the Job
The Importance of Diversity and the Changing Workforce (1.0) .....pd_07_a01_bs_enus
Diversity and You (1.0).....pd_07_a02_bs_enus
Diversity on the Job **SkillSim** (0.5)..... PD007A
Understanding Workplace Diversity ..... _pc_bi_hrbi002
Instituting a Dress Code ..... _pc_bi_hrbi011
Diversity Benefits..... _pc_bi_lsbi012
Diversity..... _pc_ch_lach015

Telecommuting and the Remote Employee
Maximizing Productivity as a Remote Employee (1.0) .....pd_08_a01_bs_enus
Communication Strategies for the Remote Employee (1.0) .....pd_08_a02_bs_enus

Generating Creative and Innovative Ideas
Enhancing Your Creativity (1.0).....pd_09_a01_bs_enus
Maximizing Team Creativity (1.0) .....pd_09_a02_bs_enus
Verifying and Building on Ideas (1.0) .....pd_09_a03_bs_enus
Executing Innovation ..... _pc_bi_lsbi016

Managing Your Career
Creating a Plan (1.0).....pd_10_a01_bs_enus
Getting on the Right Track (1.0).....pd_10_a02_bs_enus
Professional Networking Essentials (1.0).....pd_10_a03_bs_enus
You and Your Boss (1.0).....pd_10_a04_bs_enus
Leveraging the Performance Appraisal (1.0).pd_10_a05_bs_enus
Conquering Career Stagnation ..... _pc_bi_pfbi019
Career Development..... _pc_ch_lach037
Managing Your Relationship with Your Boss SkillSim (0.5) PD010A

Effective Time Management
Analyzing Your Use of Time (1.0) .....pd_11_a01_bs_enus
Planning and Prioritizing Your Time (1.0)....pd_11_a02_bs_enus
Avoiding Time Stealers (1.0).....pd_11_a03_bs_enus
Coping with Information Overload..... _pc_bi_pfbi002
Prioritizing Personal and Professional Responsibilities..... _pc_bi_mgbi003
Planning for Interruptions Helps with Procrastination ..... _pc_bi_pfbi014
Setting and Managing Priorities..... _pc_ch_lach018
Coping with Conflicting Priorities ..... _pc_ch_pach005
Setting Goals ..... _pc_ch_pach007

Problem Solving and Decision Making Strategies
Problem Solving: The Fundamentals (1.0)....pd_12_a01_bs_enus
Problem Solving: Determining and Building Your Strengths (1.0).....pd_12_a02_bs_enus
Problem Solving: Digging Deeper (1.0).....pd_12_a03_bs_enus
Decision Making: The Fundamentals (1.0) ...pd_12_a04_bs_enus
Decision Making: Tools and Techniques (1.0).....pd_12_a05_bs_enus
Decision Making: Making Tough Decisions (1.0) .....pd_12_a06_bs_enus
Uncovering the Root Problem..... _pc_ch_lach003
Playing the Devil's Advocate in Decision Making ..... _pc_bi_pfbi005
Turning Problems Around with Reverse Brainstorming..... _pc_bi_lsbi017
Solving Problems: Process, Tools, and Techniques ..... _pc_ch_pach003

SkillSoft program listing
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Dealing with Organizational Change
Understanding Organizational Change (1.0)..pd_13_a01_bs_enus
Preparing for Organizational Change (1.0)....pd_13_a02_bs_enus
Embracing Organizational Change (1.0).....pd_13_a03_bs_enus
Managing the Stress of Organizational Change.. _pc_bi_mgbi004
The Importance of Flexibility in the Workplace... _pc_bi_pfbi007

Critical Thinking Essentials
What is Critical Thinking? (1.0).....pd_14_a01_bs_enus
Applying Critical Thinking Skills (1.0) .....pd_14_a02_bs_enus
Critical Thinking ..... _pc_ch_lach025

Building and Maintaining Trust
Building Trust (1.0) .....pd_15_a01_bs_enus
Rebuilding Trust (1.0) .....pd_15_a02_bs_enus

Personal Productivity Improvement
Managing Your Workspace (1.0).....pd_16_a01_bs_enus
Self-organization and Overcoming
Procrastination (1.0).....pd_16_a02_bs_enus
Managing Tasks and Maximizing
Productivity (1.0).....pd_16_a03_bs_enus

Peer Relationships
The Value of Peer Relationships (1.0) .....pd_17_a01_bs_enus
Developing Strategic Peer Relationships
in Your Organization (1.0) .....pd_17_a02_bs_enus
Forming Peer Relationships and
Alliances at Work (1.0).....pd_17_a03_bs_enus

Business Ethics
Introduction to Workplace Ethics (1.0).....pd_18_a01_bs_enus
Developing a Code of Ethical Conduct (1.0).pd_18_a02_bs_enus
Ethical Decision-making in the
Workplace (1.0) .....pd_18_a03_bs_enus
Office Politics – What Will You Do? ..... _pc_ch_pfch004
Ethical Self-promotion..... _pc_ch_pfch005
Ethics, Integrity, and Trust ..... _pc_ch_lach005

Living and Working Abroad in the United States
American Work Culture and Values (1.0) .....pd_19_a01_bs_enus
Key Aspects of the American Work
Environment (1.0).....pd_19_a02_bs_enus
Communicating Successfully in the
American Workplace (1.0) .....pd_19_a03_bs_enus
Succeeding in the American
Workplace (1.0) .....pd_19_a04_bs_enus

Interviewing Strategies for the Interviewee
Preparing for an Internal Interview (1.0).....pd_21_a01_bs_enus
Making a Positive Impression in an
Internal Interview (1.0).....pd_21_a02_bs_enus

Campus to Corporate
Meeting New Expectations (1.0).....pd_22_a01_bs_enus
Developing a Professional Image (1.0).....pd_22_a02_bs_enus

Public Speaking Strategies
Preparing Effective Speeches (1.0) .....pd_23_a01_bs_enus
Confident Public Speaking (1.0) .....pd_23_a02_bs_enus

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Performance Under Pressure
Developing the Right Attitude for
Performing under Pressure (1.0) .....pd_24_a01_bs_enus
Taking Action for Performing under
Pressure (1.0).....pd_24_a02_bs_enus
Performing with Others under Pressure (1.0) pd_24_a03_bs_enus

Doing Business Professionally
Developing Your Reputation of
Professionalism with Business
Etiquette (1.0) .....pd_25_a01_bs_enus
Professionalism, Business Etiquette,
And Personal Accountability (1.0).....pd_25_a02_bs_enus
Communicating with Professionalism
And Etiquette (1.0) .....pd_25_a03_bs_enus
Using Business Etiquette to Build
Professional Relationships (1.0).....pd_25_a04_bs_enus
Business Etiquette in Introductions..... _pc_bi_pfbi001
Disciplines of Organizational Learning:
Personal Mastery ..... _pc_bi_pfbi011
Safe Small Talk ..... _pc_bi_pfbi012
Reframing Negative Situations ..... _pc_bi_hrbi008
Managing Goals..... _pc_ch_lach027

Perseverance and Resilience
Developing Character for Perseverance
and Resilience (1.0).....pd_26_a01_bs_enus
Achieving Goals through Perseverance
and Resilience (1.0).....pd_26_a02_bs_enus
Bouncing Back with Perseverance and
Resilience (1.0).....pd_26_a03_bs_enus

Decisiveness
Developing Character for Decisiveness (1.0) pd_27_a01_bs_enus
Overcoming the Barriers to
Decisiveness (1.0).....pd_27_a02_bs_enus

Writing Under Pressure
Preparing for Success (1.0) .....pd_28_a01_bs_enus
The Writing Process (1.0) .....pd_28_a02_bs_enus

PROGRAM MANAGEMENT CURRICULUM

Program Management Overview
Introduction to Program Management (1.5) proj_16_a01_bs_enus
Program Life Cycle and Benefits
Management (2.0).....proj_16_a02_bs_enus

PROJECT MANAGEMENT CURRICULUM

KnowledgeCenter for Project Management is available

Note: The following CompTIA Express Guide is now available with SkillPort: Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> CompTIA Project+ 2009 Express
Guide (37.5)..... pc_eg_444139

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

Project Management for Non-Project Managers
Project Management Fundamentals (2.5).... proj_01_a01_bs_enus
Transitioning into a Project Management Role (3.0) ..... proj_01_a02_bs_enus
Initiating and Planning a Project (2.0)..... proj_01_a03_bs_enus
Managing a Project (2.5) ..... proj_01_a04_bs_enus
Troubleshooting and Closing the Project (2.0)..... proj_01_a05_bs_enus
Project Management for Non-Project Managers **SkillSim** (0.5) PROJ001A
Managing Project without Direct Authority..... _pc_bi_pmbi001
Supporting Project Managers ..... _pc_ch_lach042
Ensuring Management Buy-in on a Project ..... _pc_bi_pmbi002
Managing Conflict in Project Teams..... _pc_bi_pmbi003
Handling a Change Request ..... _pc_ch_pmch001
Scope Definition Tools and Techniques ..... _pc_ch_pmch002
Managing Scope on a Project..... _pc_bi_pmbi004
Weighing the Costs of Project Change..... _pc_bi_pmbi005
Managing Vendor Relationships..... _pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion ..... _pc_bi_pmbi007
Addressing Stakeholder Conflicts ..... _pc_bi_pmbi008
Portfolios, Programs, and Projects: What's The Difference ..... _pc_bi_pmbi009
Controlling Project Cost ..... _pc_bi_pmbi010
Mitigating Risks when Improving Processes..... _pc_bi_pmbi011
Ethics and Risks: Why They Matter in Project Success..... _pc_ch_pmch003
Project Management Essentials ..... _pc_ch_lach041

Project Management Professional Exam PMP 4th edition (ACE=3)
(exams PMP, CAPM)
Mentoring Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned..... mntpmp4ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned mntcapm4ed

Project Management Essentials (PMBOK – Fourth Edition aligned)
Managing Projects within Organizations (2.0) ..... proj_05_a01_bs_enus
Project Management Overview (1.5) ..... proj_05_a02_bs_enus
Project Management Process Groups (2.0). proj_05_a03_bs_enus
Project Integration Management (PMBOK – Fourth Edition aligned)
Integrated Initiation and Planning (2.0)..... proj_06_a01_bs_enus
Integrated Project Execution, Monitoring, and Control (1.5) ..... proj_06_a02_bs_enus
Integrated Project Change Control and Close (1.0)..... proj_06_a03_bs_enus
Project Scope Management (PMBOK – Fourth Edition aligned)
Project Requirements and Defining Scope (2.0) ..... proj_07_a01_bs_enus
Create Work Breakdown Structure (1.5)..... proj_07_a02_bs_enus
Monitoring and Controlling Project Scope (1.5) ..... proj_07_a03_bs_enus

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

Project Time Management (PMBOK – Fourth Edition aligned)
Defining and Sequencing Project Activities (2.0) .....proj_08_a01_bs_enus
Estimating Activity Resources and Durations (2.0).....proj_08_a02_bs_enus
Developing and Controlling the Project Schedule (2.0).....proj_08_a03_bs_enus
Project Cost Management (PMBOK – Fourth Edition aligned)
Estimating and Budgeting Project Costs (2.0).....proj_09_a01_bs_enus
Controlling Costs (1.5).....proj_09_a02_bs_enus
Project Quality Management (PMBOK – Fourth Edition aligned)
Project Quality Planning (2.0).....proj_10_a01_bs_enus
Quality Assurance and Quality Control (2.0) .....proj_10_a02_bs_enus
Project Human Resources Management (PMBOK – Fourth Edition aligned)
Planning Project Human Resources (2.0)...proj_11_a01_bs_enus
Managing Project Human Resources (2.0)..proj_11_a02_bs_enus
Planning and Managing Project Human Resources **SkillSim** (0.5) PROJ011A
Project Communications Management (PMBOK – Fourth Edition aligned)
Stakeholders and the Communication Management Plan (2.0) .....proj_12_a01_bs_enus
Processes for Managing Project Communications (2.0).....proj_12_a02_bs_enus
Communicating Effectively with Project Stakeholders **SkillSim** (0.5) PROJ012A
Project Risk Management (PMBOK – Fourth Edition aligned)
Risk Management Planning (1.5).....proj_13_a01_bs_enus
Performing Risk Analysis (2.0).....proj_13_a02_bs_enus
Risk Response, Monitor, and Control (2.0) .proj_13_a03_bs_enus
Identifying Project Risks (2.0) .....proj_13_a04_bs_enus
Project Procurement Management (PMBOK – Fourth Edition aligned)
Planning Project Procurement (2.0) .....proj_14_a01_bs_enus
Managing Procurements (2.0).....proj_14_a02_bs_enus
Code of Ethics and Processional Conduct (PMI Standard-aligned)
The Role of Ethics in Project Management (1.5).....proj_15_a01_bs_enus
Core PMI Values and Ethical Standards (2.0).....proj_15_a02_bs_enus

TestPrep Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned .....pm_proj_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned..... pm_capm_a01_tp_enus

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PRINCE2: 2009 Foundation
Mentoring PRINCE2: Foundation mntprince2f
Overview of Project Management (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a05_it_enus
Tailoring PRICE2 to a Project Environment (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a06_it_enus
TestPrep PRINCE2: Foundation ..... ib_prin_a01_tp_enus

Managing Software Project Outsourcing
Preparing to Manage as Outsourced Project (1.0) ..... proj_18_a01_bs_enus
Developing a Vendor Contract (1.0) ..... proj_18_a02_bs_enus
Working with the Outsourced Team (1.0) .. proj_18_a03_bs_enus
Dealing with Risks (1.0) ..... proj_18_a04_bs_enus

IT Project Management Essentials
Introduction to IT Project Management (1.0) ..... proj_17_a01_bs_enus
Initiating and Planning IT Projects (1.0) ..... proj_17_a02_bs_enus
Executing IT Projects (1.0) ..... proj_17_a03_bs_enus
Monitoring and Controlling IT Projects (1.0) ..... proj_17_a04_bs_enus
Managing Risks in an IT Project (1.0) ..... proj_17_a05_bs_enus
Testing Deliverables and Closing IT Projects (1.0) ..... proj_17_a06_bs_enus

Project Management for IT Professionals (ACE=1) (z)
Introduction to IT Project Management (4.0) PROJ0351
Functions of IT Project Managers (4.5) PROJ0352
The Life Cycle of an IT Project (5.0) PROJ0353
Managing the Execution and Control of IT Projects (5.5) PROJ0354
Managing Efficiencies of IT Projects (4.5) PROJ0355
Project IT Management **SkillSim** – The Early Stages (0.5) PROJ0350
Project IT Management **SkillSim** – Design to Rollout (0.5) PROJ035S
Final Exam: Project Management for IT Professionals ..... FE0013_eng

Strategic Project Management for IT Projects (ACE=1) (z)
Strategic Planning and Positioning for IT Projects (5.0) PROJ0361
Strategic Approaches to Managing IT Projects (5.0) PROJ0362
Estimating the IT Project Work Effort (5.5) PROJ0363
IT Project Leadership, Authority & Accountability (6.0) PROJ0364
Managing Multiple IT Projects (5.5) PROJ0365
Cost Management and IT Project Trade-offs (4.5) PROJ0366
Strategic Project Management for IT Projects **SkillSim** (0.5) PROJ0360
Final Exam: Strategic Project Management for IT Projects ..... FE0014_eng

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

Instructor Series: CompTIA Project+ (2009 Edition)
Initiating a Project ISCT0010EN01P
Project Scope and Schedule ISCT0010EN02P
Resources, Risks and Quality ISCT0010EN03P
Communication, Procurement and Cost ISCT0010EN04P
Executing the Project ISCT0010EN05P
Monitoring, Controlling and Closing Projects ... ISCT0010EN06P

Agile Practitioner
(PMI-ACP & ScrumMaster aligned)
*10 titles ..... ib_pmag

SALES CURRICULUM

Sales Foundations
Introduction to Sales (1.0) ..... sale_01_a01_bs_enus
Strategic Sales Planning (1.0) ..... sale_01_a02_bs_enus
Preparing for Sales Success (1.0) ..... sale_01_a03_bs_enus
Developing Strong Customer Relationships (1.0) ..... sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization (1.0) ..... sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach (1.0) ..... sale_01_a06_bs_enus
Don't Only Go for the Big Fish ..... _pc_bi_spbi009
The Ethics of Gift Giving ..... _pc_bi_spbi014
Using Persuasion Techniques to Boost Sales ..... _pc_bi_spbi018

Negotiation Skills for Sales Professionals
Preparing to Negotiate (1.0) ..... sale_02_a01_bs_enus
Value Exchange (1.0) ..... sale_02_a02_bs_enus
Reaching Agreement (1.0) ..... sale_02_a03_bs_enus
Creating a Customer-focused Organization ..... _pc_ch_lach020
Negotiating Contract Terms ..... _pc_ch_pach001

Solution Selling
Mastering the Essentials (1.0) ..... sale_03_a01_bs_enus
Meeting an Active Need (1.0) ..... sale_03_a02_bs_enus
Creating New Opportunities (1.0) ..... sale_03_a03_bs_enus

Essential Selling Skills
Mastering Cold Calling (1.0) ..... sale_05_a01_bs_enus
Qualifying Sales Prospects (1.0) ..... sale_05_a02_bs_enus
*1 title ..... sale_05_a03_bs_enus

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

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

Strategic Account Sales Skills
The Strategic Account Sales Approach (3.0)..... SALE0131
Understanding Your Customer (3.5)..... SALE0132
Conducting Effective Sales Research Meetings (3.5).. SALE0133
Working with Your Customer's Key Players (3.5)..... SALE0134
Delivering High-Impact Sales Presentations (6.0)..... SALE0135
Strategic Account Sales Skills **SkillSim** (0.5) SALE0130
Selling to Key Players ..... _pc_bi_spbi001
Planning for Effective Selling ..... _pc_bi_spbi004
Building Profitable Customer Relationships..... _pc_bi_spbi017
Crafting Sales Strategies..... _pc_ch_spch002
Pricing Strategy..... _pc_ch_spch003
Performance Payout Plans..... _pc_ch_spch004
Sales and Marketing: Two Sides of the Same Coin? ..... _pc_bi_spbi011

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

Sales Team Management
Building a Winning Sales Team (5.5)..... SALE0151
Using Business Tools to Manage a Sales Team (3.0).. SALE0152
Motivating a Winning Sales Team (4.5) SALE0153
Communicating in Sales Teams (2.5) SALE0154
Sales Team Management **SkillSim** (0.5) SALE0150
Storming: Developing and Leading Your Sales Team ..... _pc_bi_spbi003
Planning Direct Mail to Generate Leads for Complex Sales ..... _pc_bi_spbi006
Sales Support Roles for Better Customer Interaction ..... _pc_bi_spbi007

STRATEGIC PLANNING CURRICULUM

Developing Strategic Thinking Acumen
Developing the Capacity to Think Strategically (1.0).....stgy_08_a01_bs_enus
Developing the Strategic Thinking Skill of Seeing the Big Picture (1.0) .....stgy_08_a01_bs_enus
Using Strategic Thinking Skills (1.0).....stgy_08_a01_bs_enus
Effective Critical Analysis of Business Reports ... _pc_bi_pfbi004
External Consultants Can Help ..... _pc_ch_mgch004
Returning to Core Competencies..... _pc_bi_lsbi014
Competitive Awareness and Strategy..... _pc_ch_lach022

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

Leading and Implementing Sustainable Green Business Strategies
Introduction to Green Business and Sustainability (2.0)..... stgy_04_a01_bs_enus
Green Business: Planning Sustainability Strategies (2.0)..... stgy_04_a02_bs_enus
Green Business: Implementing Sustainability Strategies (2.0)..... stgy_04_a03_bs_enus

IT Strategy Essentials
Business and IT Strategy Alignment (1.0).. stgy_06_a01_bs_enus
Creating an IT Strategy Plan (1.0) ..... stgy_06_a02_bs_enus
Implementing an IT Strategy (1.0)..... stgy_06_a03_bs_enus

Fundamentals of Globalization
The Global Context (1.0)..... stgy_05_a01_bs_enus
Analyzing the Global Environment (1.0).... stgy_05_a02_bs_enus
Strategies for Globalization (1.0)..... stgy_05_a03_bs_enus
Managing in a Global Environment (1.0)... stgy_05_a04_bs_enus
Managing Expatriates' Career Development..... _pc_bi_mgbi011
The Etiquette of Cross-cultural Gift Giving ..... _pc_bi_spbi015
Globalization ..... _pc_ch_lach022

Business Law Essentials
Business Law Basic Concepts (1.0)..... stgy_07_a01_bs_enus
Business Law and Ethics (1.0) ..... stgy_07_a02_bs_enus
Business Law and the Manager's Responsibilities (1.0)..... stgy_07_a03_bs_enus

Risk Management
Identifying Risk (1.0) ..... stgy_09_a01_bs_enus
Assessing Risk (1.0) ..... stgy_09_a02_bs_enus
Dealing with Risk (1.0) ..... stgy_09_a03_bs_enus

Business Planning Essentials
Preparing a Business Plan (1.0)..... stgy_10_a01_bs_enus
Performing Key Analyses (1.0)..... stgy_10_a02_bs_enus
Preparing for Implementation (1.0)..... stgy_10_a03_bs_enus

TEAM BUILDING CURRICULUM

Optimizing Your Performance on a Team
Being an Effective Team Member (1.0) .... team_02_a01_bs_enus
Elements of a Cohesive Team (1.0)..... team_02_a02_bs_enus
Effective Team Communication (1.0) ..... team_02_a03_bs_enus
Using Feedback to Improve Team Performance (1.0)..... team_02_a04_bs_enus
Power and Politics in Matrixed Teams (1.0)..... team_02_a05_bs_enus
Power and Politics in Matrixed Teams..... _pc_ch_mgch002

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

Leading Teams
Launching a Successful Team (1.0) .....team_03_a01_bs_enus
Establishing Goals, Roles, and
Guidelines (1.0).....team_03_a02_bs_enus
Developing the Team and its Culture (1.0) team_03_a03_bs_enus
Building Trust and Commitment (1.0).....team_03_a04_bs_enus
Fostering Effective Communication and
Collaboration (1.0).....team_03_a05_bs_enus
Motivating and Optimizing
Performance (1.0) .....team_03_a06_bs_enus
Dealing with Conflict (1.0).....team_03_a07_bs_enus
Managing Virtual Teams (1.0) .....team_03_a08_bs_enus
Building Trust Incrementally..... _pc_bi_lsbi004
Inspiring Your Team ..... _pc_bi_lsbi010
Support Your Leader ..... _pc_bi_pfbi010
Developing Self-Sufficient Teams..... _pc_ch_mgch001
Choosing the Right Team Culture ..... _pc_ch_pfch006
Managing Communications in a Virtual Team. _pc_bi_mgbi001
Building and Leading Teams..... _pc_ch_lach023
Contributing in a Team Environment ..... _pc_ch_pach010

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

DESKTOP SKILLS CURRICULA

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

Information Security for End Users
Using Your Desktop Computer and
Mobile Devices Safely (1.0).....db_iseu_a01_dt_enus
Introduction to Information Security (1.0)..db_iseu_a02_dt_enus
Using E-mail, the Internet, and
Social Media Safely in a
Corporate Environment (1.0) .....db_iseu_a03_dt_enus

Information Security Best Practices for Business Users
Introduction to Information Security (1.7).....216913_eng
Operational Information Security (1.5).....217983_eng
Malicious Code and Information Security (1.7) .....217043_eng
Information Security and the Internet (1.7) .....216960_eng

MICROSOFT OPERATING SYSTEMS

Microsoft Windows 8 End Users
*1 title .....tbd

Microsoft Windows 7: First Look for End Users
First Look for End Users (2.0) .....mw_mwfe_a01_dt_enus

Microsoft Windows 7: End User
Getting Started with Windows 7 (1.5) ... mw_mweu_a01_dt_enus
Setting Up and Securing
Windows 7 (2.0) ..... mw_mweu_a02_dt_enus
Customizing Windows 7 (1.0) ..... mw_mweu_a03_dt_enus

Mac OS X Lion for End Users
Getting Started with Mac OS X Lion
for End Users (1.0) .....ao_ameu_a01_dt_enus
Getting Organized with Mac OS X
Lion (1.0) .....ao_ameu_a02_dt_enus
Using Mac OS X Lion to Interact with
the World (1.0) .....ao_ameu_a03_dt_enus
Under the Hood with Mac OS X
Lion (1.0) .....ao_ameu_a04_dt_enus

Microsoft Windows Vista for the End User
Getting Started with Windows Vista (1.2) mv_wveu_a01_it_enus
Work with Files, Programs and Printing
In Windows Vista (1.8) ..... mv_wveu_a02_it_enus
Navigating the Web and System
Maintenance with Windows Vista (1.7) mv_wveu_a03_it_enus

Microsoft Windows Vista: New Features
Windows Vista User Experience (2.0).....242954_eng
Windows Vista Security and Performance
Improvements (1.7) .....242964_eng

Microsoft Windows XP Getting Started
Introducing Windows XP (1.3).....112615_eng

Microsoft Windows XP – New Features
Windows XP: Fundamentals (3.7).....112553_eng
Windows XP: Advanced (4.7) .....112554_eng

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

Microsoft Windows XP for Beginners
Getting Started with Microsoft Windows XP (4.7) ....112949_eng
Up and Running with Microsoft Windows XP (4.0) ..112954_eng

Home Networking with Microsoft Windows XP
Home Networking with Microsoft
Windows XP (1.0) .....66335_eng

INTERNET SKILLS

Microsoft Internet Explorer 9
*3 titles .....tbd

Microsoft Internet Explorer 8
Basic Features (1.5) ..... id_mcie_a01_dt_enus
Advanced Features (1.5)..... id_mcie_a02_dt_enus

Apple Safari for End Users
Getting Started with Safari (1.0).....id_apsa_a01_dt_enus
Up and Running with Safari 5.1 (1.0) .....id_apsa_a02_dt_enus
Sharing Content and Browsing the Web
Privately and Securely with Safari (1.0)....id_apsa_a03_dt_enus

Microsoft Internet Explorer 7: End User
Fundamentals of Internet Explorer 7 (2.7).....250164_eng
Customization and Security in Internet
Explorer 7 (2.2).....250177_eng

Microsoft Internet Explorer 6
Fundamentals of Internet Explorer 6 (3.3).....117246_eng
Moving On with Internet Explorer 6 (2.7).....117260_eng

SOCIAL NETWORKING

Social Networking for Users
Social Networking for Users (1.0)..... sn_snts_a01_tp_enus

E-MAIL AND GROUPWARE

Lotus Notes 8.0: New Features for End Users
New Features for End Users (2.0).....ia_lnnf_a01_dt_enus

Lotus Notes 8.0: End User
Getting Started with Lotus Notes 8 and
Using Mail (2.5)..... ia_lteu_a01_dt_enus
Scheduling Events and Managing
Applications (2.5) ..... ia_lteu_a02_dt_enus
Working with Instant Messaging, Contacts,
And Blogs (2.5)..... ia_lteu_a03_dt_enus
Using Productivity Tools and Accessing
Lotus Notes 8 Remotely (2.5)..... ia_lteu_a04_dt_enus

Lotus Notes 7.0: End User
Getting Started with Lotus Notes 7
and Mail (2.3).....233489_eng
Managing Mail, Instant Messaging, and
Contacts in Lotus Notes 7 (2.8).....233490_eng
Working with Databases, the Calendar, and the
To Do List in Lotus Notes 7 (2.9) .....233491_eng
Using Lotus Notes 7 Remotely (1.5).....233492_eng

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

MICROSOFT OFFICE 2010
(Microsoft Office exams are supported by mentoring)

Microsoft Office 2010: New Features
Office 2010 New Core Features (1.0).....mo_otnf_a01_dt_enus
New Messaging and Collaboration
Features in Office 2010 (1.0) .....mo_otnf_a02_dt_enus
Office 2010 Web Apps and New
Publisher and Mobile Features (1.0).....mo_otnf_a03_dt_enus

Microsoft Office 2010 New Features for Users Migrating from Office 2003
Word 2010, Excel 2010, and the New
Office 2010 Interface (1.0).....mo_nfum_a01_dt_enus
Outlook 2010 and Collaboration in
Office 2010 (1.0) .....mo_nfum_a02_dt_enus
New Features for PowerPoint, Publisher,
and Access in Office 2010 (1.0).....mo_nfum_a03_dt_enus

Microsoft Office 2010: Beginning Word
Mentoring: exam 77-881 Word 2010.....mnt77881
Getting Started with Word 2010 (1.0) .....mo_bwrd_a01_dt_enus
Formatting and Working with Text in
Word 2010 (1.0) .....mo_bwrd_a02_dt_enus
Organizing and Arranging Text in
Word 2010 (1.0) .....mo_bwrd_a03_dt_enus
Moving Around in Word 2010 (1.0).....mo_bwrd_a04_dt_enus
Structuring Word 2010 Documents (1.0)..mo_bwrd_a05_dt_enus
Reviewing Documents in
Word 2010 (1.0) .....mo_bwrd_a06_dt_enus
Saving, Sharing, and Printing in
Word 2010 (1.0) .....mo_bwrd_a07_dt_enus
Customizing the Behavior and
Appearance of Word 2010 (1.0).....mo_bwrd_a08_dt_enus
Drawing and Inserting Graphics in
Word 2010 (1.0) .....mo_bwrd_a09_dt_enus
TestPrep: exam 77-881 Word 2010.....mo_bwrd_a01_tp_enus

Microsoft Office 2010: Advanced Word
Using Themes, Backgrounds,
Watermarks, and Quick Parts in
Word 2010 (1.0) ..... mo_awrd_a01_dt_enus
Adding Tables of Contents, Footnotes,
Hyperlinks, and Bookmarks in
Word 2010 (1.0) ..... mo_awrd_a02_dt_enus
Forms, Fields, and Mail Merge in
Word 2010 (1.0) ..... mo_awrd_a03_dt_enus
Managing, Inspecting, and Recovering
Word 2010 Documents (1.0)..... mo_awrd_a04_dt_enus
Creating and Formatting Tables in
Word 2010 (1.0) ..... mo_awrd_a05_dt_enus
Manipulating Tables in Word 2010 (1.0) . mo_awrd_a06_dt_enus
Embedding Charts and Tables in
Word 2010 (1.0) ..... mo_awrd_a07_dt_enus

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

Microsoft Office 2010: Beginning Excel
Mentoring: exam 77-882 Excel 2010 ..... mnt77882
Getting Started with Excel 2010 (1.0)..... mo_bexl_a01_dt_enus
Applying Basic Data Formatting in Excel 2010 (1.0)..... mo_bexl_a02_dt_enus
Moving and Getting Around in Excel 2010 (1.0)..... mo_bexl_a03_dt_enus
Moving Data and Modifying Worksheets in Excel 2010 (1.0)..... mo_bexl_a04_dt_enus
Saving, Sending, and Printing Excel 2010 Workbooks (1.0)..... mo_bexl_a05_dt_enus
Using Conditional Formatting, Tables, and Sparklines in Excel 2010 (1.0)..... mo_bexl_a06_dt_enus
Reviewing and Protecting Content in Excel 2010 (1.0)..... mo_bexl_a07_dt_enus
Using Basic Formulas in Excel 2010 (1.0) mo_bexl_a08_dt_enus
Using Basic Functions with Excel 2010 (1.0)..... mo_bexl_a09_dt_enus
Inserting Basic Charts in Excel 2010 (1.0). mo_bexl_a10_dt_enus
Adding Visuals, Themes, and Styles to Excel Workbooks (1.0)..... mo_bexl_a11_dt_enus
TestPrep: exam 77-882 Excel 2010..... mo_bexl_a01_tp_enus

Microsoft Office 2010: Advanced Excel
Customizing Visual Elements in Excel 2010 (1.0)..... mo_aexl_a01_dt_enus
Customizing Workbook Settings, Conditional Formatting, and Number Formats (1.0)..... mo_aexl_a02_dt_enus
Organizing Data and Objects in Excel 2010 (1.0)..... mo_aexl_a03_dt_enus
Ensuring Excel 2010 Data and Formulas are Right (1.0)..... mo_aexl_a04_dt_enus
Automating Excel Tasks using Macros (1.0)..... mo_aexl_a05_dt_enus
Analyzing Data with What-If Analysis (1.0)..... mo_aexl_a06_dt_enus
PivotTables and PivotCharts in Excel 2010 (1.0)..... mo_aexl_a07_dt_enus
PivotTable Filters, Calculations and PowerPivot (1.0)..... mo_aexl_a08_dt_enus

Microsoft Office 2010: Power User Excel
*5 titles (1.0) .....tbd

Microsoft Office 2010: Beginning PowerPoint
Mentoring: exam 77-883 PowerPoint 2010 ..... mnt77883
Getting Started with PowerPoint 2010 (1.0).....mo_bppt_a01_dt_enus
Visually Enhancing PowerPoint 2010 Presentations (1.0).....mo_bppt_a02_dt_enus
Adding Images to Presentations in PowerPoint 2010 (1.0).....mo_bppt_a03_dt_enus
Using Multimedia and Animations in PowerPoint 2010 (1.0).....mo_bppt_a04_dt_enus
TestPrep: exam 77-883 PowerPoint 2010.....mo_bppt_a01_tp_enus

Microsoft Office 2010: Advanced PowerPoint
Using Advanced Slide Show Tools in PowerPoint 2010 (1.0).....mo_appt_a01_dt_enus
Collaborating and Sharing Presentations in PowerPoint 2010 (1.0).....mo_appt_a02_dt_enus

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

Microsoft Office 2010: Beginning Outlook
Getting Started with Outlook 2010 (1.0) ... mo_bout_a01_dt_enus
Managing Conversations and Organizing E-mail in Outlook 2010 (1.0)..... mo_bout_a02_dt_enus
Managing Attachments, Graphics, Signatures, and Autoreplies in Outlook 2010 (1.0) ..... mo_bout_a03_dt_enus
Using the Calendar for Appointments, Events, and Meetings in Outlook 2010 (1.0) ..... mo_bout_a04_dt_enus
Managing Meetings and Customizing the Calendar in Outlook 2010 (1.0)..... mo_bout_a05_dt_enus
Outlook 2010 Social Connector and Messaging (1.0) ..... mo_bout_a06_dt_enus
Working with Contacts in Outlook 2010 (1.0) ..... mo_bout_a07_dt_enus
Using the Tasks, Notes, and Journal Features in Outlook 2010 (1.0) ..... mo_bout_a08_dt_enus

Microsoft Office 2010: Advanced Outlook
Formatting E-mail and Configuring Message Options in Outlook 2010 (1.0). mo_aout_a01_dt_enus
Customizing Outlook 2010 and Managing Accounts (1.0)..... mo_aout_a02_dt_enus
Managing E-mail with Rules, Automatic Replies, and Alerts in Outlook 2010 (1.0) mo_aout_a03_dt_enus
Working with File Transfer and Folders, Searching, and RSS Feeds in Outlook 2010 (1.0) ..... mo_aout_a04_dt_enus
Data Files, Archiving, and Send/Receive Groups in Outlook 2010 (1.0) ..... mo_aout_a05_dt_enus
Implementing Security with Outlook 2010 (1.0) ..... mo_aout_a06_dt_enus
Accessing Exchange Remotely and Using Forms in Outlook 2010 (1.0)..... mo_aout_a07_dt_enus

Microsoft Office 2010: Beginning Access
Getting Started with Access 2010 (1.0) .....mo_bacc_a01_dt_enus
Creating Basic Tables in Access 2010 (1.0).....mo_bacc_a02_dt_enus
Data Manipulations and Simple Relationships in Access 2010 (1.0).....mo_bacc_a03_dt_enus
Introduction to Forms in Access 2010 (1.0).....mo_bacc_a04_dt_enus
Modifying Basic Forms in Access 2010 (1.0).....mo_bacc_a05_dt_enus
Introduction to Queries in Access 2010 (1.0).....mo_bacc_a06_dt_enus
Introduction to Reports in Access 2010 (1.0).....mo_bacc_a07_dt_enus

Microsoft Office 2010: Advanced Access
Advanced Importing and Exporting with Access 2010 (1.0)..... mo_aacc_a01_dt_enus
PivotTables and PivotCharts in Access 2010 (1.0)..... mo_aacc_a02_dt_enus
Retrieving, Validating, and Attaching Data in Access 2010 (1.0) ..... mo_aacc_a03_dt_enus
Subforms, Subreports, and Conditional Formatting in Access 2010 (1.0)..... mo_aacc_a04_dt_enus
Joins, SQL, and Action Queries in Access 2010 (1.0)..... mo_aacc_a05_dt_enus

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

Using Access 2010 with SharePoint
And Access Servers (1.0) .....mo_aacc_a06_dt_enus
Access 2010 Macros and VBA (1.0).....mo_aacc_a07_dt_enus
Optimizing, Securing, and Sharing
Access 2010 Databases (1.0).....mo_aacc_a08_dt_enus

Microsoft Office 2010: Beginning Project
Mentoring: exam 70-178 Microsoft Project
2010, Managing Projects mnt70178
Introduction to Project Management
Using Project 2010 (1.0)..... mo_bprj_a01_dt_enus
Introduction to Project 2010 (1.0) ..... mo_bprj_a02_dt_enus
Initializing a Project with Project
2010 (1.0)..... mo_bprj_a03_dt_enus
Defining Project Properties in
Project 2010 (1.0)..... mo_bprj_a04_dt_enus
*tbd(1.0)..... mo_bprj_a05_dt_enus
Creating Resources in Project 2010 (1.0)... mo_bprj_a06_dt_enus
Managing Resource Assignments with
Project 2010 (1.0)..... mo_bprj_a07_dt_enus
Monitoring Schedule Performance with
Project 2010 (1.0)..... mo_bprj_a08_dt_enus
TestPrep: exam 70-178 Microsoft Project
2010, Managing Projects ..... mo_bprj_a01_tp_enus

Microsoft Office 2010: Advanced Project
*5 titles (1.0) .....tbd

Microsoft Office 2010: Beginning Visio
*3 titles (1.0) .....tbd

Microsoft SharePoint 2010: New Features for End Users
SharePoint 2010 New Features for
End Users (1.0) .....mo_nspe_a01_dt_enus

Microsoft SharePoint 2010 for End Users
Getting Started with SharePoint
2010 (1.0).....mo_ospe_a01_dt_enus
Using SharePoint 2010 with Office
2010 (1.0).....mo_ospe_a02_dt_enus

Microsoft SharePoint 2010: New Features for Power Users
Microsoft SharePoint 2010: New
Features for Power Users (1.0)..... mo_nspp_a01_dt_enus

Microsoft SharePoint 2010 for Power Users
Managing SharePoint 2010 Sites, Lists,
and Libraries (1.0)..... mo_ospp_a01_dt_enus
Managing SharePoint 2010 Pages
and Components (1.0)..... mo_ospp_a02_dt_enus
SharePoint 2010 Security and Business
Intelligence (1.0)..... mo_ospp_a03_dt_enus

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

MICROSOFT OFFICE FOR MAC2011

Microsoft Office for Mac 2011: Beginning Word
Getting Started (1.0) ..... om_bwmc_a01_dt_enus
Formatting and Working with Text (1.0) om_bwmc_a02_dt_enus
Structuring and Organizing
Documents (1.0) ..... om_bwmc_a03_dt_enus
Moving Around a Document (1.0)..... om_bwmc_a04_dt_enus
Adding and Formatting Images (1.0)..... om_bwmc_a05_dt_enus
Creating and Formatting Tables (1.0)..... om_bwmc_a06_dt_enus
Saving, Printing, and Spellchecking (1.0)om_bwmc_a07_dt_enus

Microsoft Office for Mac 2011: Beginning Excel
Getting Started (1.0) ..... om_bemc_a01_dt_enus
Applying Basic Data Formatting (1.0)..... om_bemc_a02_dt_enus
Navigating the Interface and Viewing
Workbooks (1.0)..... om_bemc_a03_dt_enus
Moving Data and Modifying
Worksheets (1.0)..... om_bemc_a04_dt_enus
Using Basic Formulas (1.0)..... om_bemc_a05_dt_enus
Using Basic Functions (1.0)..... om_bemc_a06_dt_enus
Inserting Basic Charts (1.0)..... om_bemc_a07_dt_enus
Saving, Sending, and Printing
Workbooks (1.0)..... om_bemc_a08_dt_enus

Microsoft Office for Mac 2011: Beginning PowerPoint
Getting Started (1.0) ..... om_bpmc_a01_dt_enus
Adding Simple Presentation
Enhancements (1.0) ..... om_bpmc_a02_dt_enus
Using Media Files in a Presentation (1.0) om_bpmc_a03_dt_enus
Animations and Presentation Tools (1.0). om_bpmc_a04_dt_enus

Microsoft Office for Mac 2011: Beginning Outlook
Getting Started (1.0) ..... om_bomc_a01_dt_enus
Managing Conversations and E-mail (1.0)om_bomc_a02_dt_enus
Mastering E-mail (1.0) ..... om_bomc_a03_dt_enus
Scheduling with the Calendar (1.0)..... om_bomc_a04_dt_enus
Managing Contacts (1.0) ..... om_bomc_a05_dt_enus
Moving Beyond E-mail to Maximize
Microsoft Outlook's Potential (1.0) ..... om_bomc_a06_dt_enus

MICROSOFT OFFICE 2007
(Microsoft Office exams are supported by mentoring)

Microsoft Certified Application Specialist (ACE=3)
Includes 77-601, 77-602, 77-603, 77-604, 77-605 below

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

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Microsoft Office 2007: Beginning Word
Mentoring 77-601 Using Word 2007..... mntwd2007
Getting Started with Word 2007 (1.0) ...mo_bgwd_a01_dt_enus
Working with Text and Paragraphs
In Word 2007 (1.6) .....mo_bgwd_a02_dt_enus
Structuring, Editing, Saving, and
Opening Documents in Word
2007 (1.5) .....mo_bgwd_a03_dt_enus
Printing, Help, and Automated
Formatting in Word 2007 (1.4).....mo_bgwd_a04_dt_enus
Working with Documents in
Word 2007 (1.7) .....mo_bgwd_a05_dt_enus
TestPrep: 77-601 Using Word 2007.....tpwd2007_eng

Microsoft Office 2007: Advanced Word
Advanced Formatting in
Word 2007 (1.8) .....mo_adwd_a01_dt_enus
Advanced Document Navigation
and Document Reviews in
Word 2007 (1.8) .....mo_adwd_a02_dt_enus
Using Tables, Charts, and Graphics
In Word 2007 (1.5) .....mo_adwd_a03_dt_enus

Microsoft Office 2007: Word for the Power User
Advanced Data Manipulation
Features in Word 2007 (1.0).....mo_wdpu_a01_dt_enus
Advanced Document Features in
Word 2007 (1.0) .....mo_wdpu_a02_dt_enus
Collaborative Features in
Word 2007 (1.3) .....mo_wdpu_a03_dt_enus

Microsoft Office 2007: Beginning Excel
Mentoring 77-602 Using Excel 2007.....mntex2007
Getting Started with Excel 2007 (1.8).....mo_bgex_a01_dt_enus
Manipulating and Formatting Data and
Worksheets (3.5).....mo_bgex_a02_dt_enus
Reviewing and Printing in Excel
2007 (1.3).....mo_bgex_a03_dt_enus
Excel 2007 Formulas and Functions (2.2) mo_bgex_a04_dt_enus
Excel 2007 Charts, Pictures, Themes,
And Styles (1.7).....mo_bgex_a06_dt_enus
TestPrep: 77-602 Using Excel 2007.....tpex2007_eng

Microsoft Office 2007: Advanced Excel
Advanced Formatting in Excel
2007 (2.3) .....mo_adex_a01_dt_enus
Advanced Data Management in
Excel 2007 (1.7) .....mo_adex_a02_dt_enus
Advanced Customization in Excel
2007 (1.9) .....mo_adex_a03_dt_enus

Microsoft Office 2007: Excel for the Power User
Analyzing Data in Excel 2007 (3.8) .....mo_expu_a01_dt_enus
Protecting and Sharing Excel 2007
Workbooks (1.9).....mo_expu_a02_dt_enus
Exchanging Data with Excel 2007 (2.8) .mo_expu_a03_dt_enus

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

Microsoft Office 2007: Beginning PowerPoint
Mentoring: 77-603 Using PowerPoint 2007 .....mntpp2007
Getting Started with PowerPoint
2007 (1.0).....mo_bgpp_a01_dt_enus
Adding Graphics to Presentations in
PowerPoint 2007 (1.5).....mo_bgpp_a02_dt_enus
Adding Multimedia and Animations to
Presentations (1.0).....mo_bgpp_a03_dt_enus
TestPrep: 77-603 Using PowerPoint 2007..... tppp2007_eng

Microsoft Office 2007: Advanced PowerPoint
Creating Custom Slide Shows in
PowerPoint 2007 (0.5)..... mo_adpp_a01_dt_enus
Distributing Presentations in
PowerPoint 2007 (0.5)..... mo_adpp_a02_dt_enus

Microsoft Office 2007: Beginning Outlook
Mentoring 77-604 Using Outlook 2007 .....mntol2007
Getting Started with Outlook 2007 (1.5) .mo_bgol_a01_dt_enus
Formatting and Managing E-mail in
Outlook 2007 (1.5) .....mo_bgol_a02_dt_enus
Using the Calendar in Outlook
2007 (1.9).....mo_bgol_a03_dt_enus
Using Contacts, Tasks, Notes, and
Customizing the Interface in Outlook
2007 (2.8).....mo_bgol_a04_dt_enus
Completing Searches, Printing Items,
And Working with RSS Feeds in
Outlook 2007 (1.5) .....mo_bgol_a05_dt_enus
TestPrep: 77-604 Using Outlook 2007 ..... tpol2007_eng

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

Microsoft Office 2007: Outlook for the Power User
Data Security, Archiving, and Working
Offline in Outlook 2007 (2.5).....mo_olpu_a01_dt_enus
Instant, Text, and Unified Messaging
In Outlook 2007 (0.5).....mo_olpu_a02_dt_enus
Business Contact Manager with
Outlook 2007 (2.0) .....mo_olpu_a03_dt_enus

Microsoft Office 2007: Beginning Access
Mentoring 77-605 Using Access 2007..... mntac2007
Getting Started with Access 2007 (1.3).. mo_bgac_a01_dt_enus
Basic Access 2007 Tables (1.8)..... mo_bgac_a02_dt_enus
Basic Access 2007 Forms (1.5)..... mo_bgac_a03_dt_enus
Queries and reports in Access 2007 (2.2)mo_bgac_a04_dt_enus
TestPrep: 77-605 Using Access 2007 .....tpac2007_eng

Microsoft Office 2007: Advanced Access
Importing and Exporting Data and
Data Presentation in Access 2007 (1.5)mo_adax_a01_dt_enus
Advanced Data Management in
Access 2007 (2.7)..... mo_adax_a02_dt_enus

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

Microsoft Office 2007: Access for the Power User
Programmability and Administration
In Access 2007 (1.3)..... mo_acpu_a01_dt_enus
Database Administration in
Access 2007 (2.2) ..... mo_acpu_a02_dt_enus

Microsoft Office 2007: Beginning Project
Creating and Designing a Project (3.3)... mo_bgpr_a01_dt_enus
Specifying and Assigning Resources
In Project 2007 (2.5)..... mo_bgpr_a02_dt_enus
Tracking and Reporting Progress (2.7)... mo_bgpr_a03_dt_enus

Microsoft Office 2007: Advanced Project
Advanced Customization (2.0) ..... mo_adpr_a01_dt_enus
Project Data Management and
Performance (3.0) ..... mo_adpr_a02_dt_enus

Microsoft Office Project Server 2007 Managing Projects (ACE=1)
Initiating Projects with Project
Server 2007 (2.5) ..... mo_psmp_a01_dt_enus
Planning Projects with Project
Server 2007 (2.0) ..... mo_psmp_a02_dt_enus
Managing Resource Capacity in
Project Server 2007 (2.5)..... mo_psmp_a03_dt_enus
Executing Projects with Project
Server 2007 (2.0) ..... mo_psmp_a04_dt_enus
Monitoring, Controlling, and Closing
Projects with Project Server 2007 (2.5)mo_psmp_a05_dt_enus
TestPrep Microsoft Office Project 2007,
Managing Projects (retiring Jan 2013)..... TP70632_eng

Microsoft Office 2007: Publisher
Creating Customized Publications
With Publisher 2007 (2.0)..... mo_pblr_a01_dt_enus
Extending Publisher 2007 Beyond
Publications (1.5)..... mo_pblr_a02_dt_enus

Microsoft Office 2007: Beginning Visio
Creating Visio 2007 Diagrams (2.5)..... mo_bgvs_a01_dt_enus
Enhancing and Customizing Diagrams
in Visio 2007 (3.5)..... mo_bgvs_a02_dt_enus
Collaborating and Using Vision 2007
With Other Programs (1.5) ..... mo_bgvs_a03_dt_enus

Microsoft Office SharePoint Server 2007 End User
SharePoint 2007 Essentials (2.8) ..... 250450_eng
Creating and Managing Personal Sites and
Searches in SharePoint 2007 (2.7)..... 250463_eng

Microsoft Office 2007: Collaborating, Communicating, and Sharing Information
Collaborating with Groove and
Communicator (2.0)..... mo_ncmg_a01_dt_enus
Sharing Information with
OneNote 2007 (0.5) ..... mo_ncmg_a02_dt_enus

Microsoft Office 2007: Outlook Web Access
Using Outlook Web Access 2007 (2.0) .. mo_otwa_a01_dt_enus
Outlook Web Access 2007 Advanced
Features (1.0)..... mo_otwa_a02_dt_enus

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Microsoft Office Live Meeting 2007 for End Users
Attending a Microsoft Office 2007 Live
Meeting (1.0)..... mo_lmeu_a01_dt_enus
Hosting a Microsoft Office 2007 Live
Meeting (1.5)..... mo_lmeu_a02_dt_enus

MICROSOFT OFFICE 2003
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Microsoft Office 2003: New Features
New Features for End Users (2.3)..... 117529_eng
New Features for Outlook Users (2.3)..... 126060_eng
New Features for Advanced Users (4.0)..... 117530_eng
New Applications (1.0) ..... 117531_eng

Microsoft Office 2003: Getting Started
Introduction to Microsoft Office 2003 (3.0)..... 121587_eng
Formatting and Printing Files in Office 2003 (2.7) .... 121643_eng

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

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

Microsoft Office 2003: Beginning Excel
Mentoring Excel 2003..... mntex2003c
Basic Features of Excel 2003 (3.3)..... 113187_eng
Formatting Data in Excel 2003 (2.0)..... 119827_eng
Printing and Collaborating in Excel 2003 (2.0)..... 122518_eng
Excel 2003 Formulas and Functions (2.7)..... 113221_eng
Excel 2003 Chart and Multimedia Features (3.3).... 119828_eng

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

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Microsoft Office 2003: Beginning Access
Mentoring Access 2003.....mntac2003c
Getting Started with Access 2003 (2.7) .....125937_eng
Basic Access 2003 Tables (3.0).....125947_eng
Basic Access 2003 Forms (2.7) .....125956_eng
Using Queries and Reports in Access 2003 (3.7) ....125964_eng
Personalizing and Maintaining Access 2003(1.3)....125984_eng

Microsoft Office 2003: Advanced Access
Enhancing Tables, Forms, and Reports in Access 2003 (2.3) .....126934_eng
Advanced Querying in Access 2003 (1.7) .....126944_eng
Working with Data and Presentation in Access 2003 (2.0) .....126950_eng
Access 2003 and the Web (1.3) .....126959_eng
Access 2003 Programmability (1.3) .....126965_eng
Database Administration in Access 2003 (2.0).....126973_eng

Microsoft Office 2003: Beginning PowerPoint
Mentoring PowerPoint 2003 .....mntpp2003c
Creating Basic Presentations using PowerPoint 2003 (2.7).....121838_eng
Slide Layout and Design in PowerPoint 2003 (1.6) .....123164_eng
Using Visuals in PowerPoint 2003 Presentations (2.0) .....125933_eng
Finalizing PowerPoint 2003 Presentations (2.0).....123167_eng

Microsoft Office 2003: Advanced PowerPoint
Customizing PowerPoint 2003 Presentations (2.0)..121956_eng
Preparing PowerPoint 2003 Presentations for Effective Delivery (1.7) .....125830_eng
Running, Broadcasting, and Reviewing PowerPoint 2003 (2.7).....124997_eng
Settings, Customization, and Office 2003 Integration with PowerPoint 2003 (2.0).....121957_eng

Microsoft Office 2003: Beginning Outlook
Mentoring Outlook 2003.....mntol2003c
Sending and Receiving Messages in Outlook 2003 (2.7) .....113430_eng
Formatting and Managing Messages in Outlook 2003 (2.7) .....128879_eng
Scheduling Events, Appointments, and Meetings in Outlook 2003 (3.0).....128880_eng
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Microsoft Office 2003: Advanced Outlook
Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003 (3.3).....131326_eng
Tracking, Categorizing, Searching, and Printing in Outlook 2003 (3.7).....131341_eng
Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003 (2.7).....113469_eng
Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003 (3.3) .....129976_eng

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Microsoft Office 2003: Outlook for the Power User
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Archiving and Storing Data, and Using IRM in Outlook 2003 (1.3).....206606_eng
Working in Outlook 2003 from Multiple Locations (3.3) .....132614_eng
Newsreaders, Online Meetings, Instant Messaging, and Faxing Information in Outlook 2003 (2.7).....132615_eng
Customizing Toolbars and Commands and Creating Forms in Outlook 2003 (3.3) .....132616_eng
Outlook 2003 and the Business Contact Manager (3.7).....132617_eng

Microsoft Office 2003: Beginning FrontPage
Getting Started with FrontPage 2003 (2.3).....121449_eng
Working with Graphics, Hyperlinks, and Tables in FrontPage 2003 (3.0).....131714_eng
Working with Web Sites in FrontPage 2003 (2.3) .....122475_eng
Organizing Content Using Templates and Frames in FrontPage 2003 (2.3).....122481_eng
Structuring and Publishing Web Sites in FrontPage 2003 (2.3).....122092_eng

Microsoft Office 2003: Advanced FrontPage
Working with Code in FrontPage 2003 (2.3) .....122120_eng
Importing and Working with Data in FrontPage 2003 (4.3).....121653_eng
Enhancing Web Sites with Advanced FrontPage 2003 Features (3.0) .....122099_eng
Administering Web Sites in FrontPage 2003 (1.7).....122100_eng
Using Windows SharePoint Services and FrontPage 2003 (2.3).....131456_eng

Microsoft Office 2003: Beginning Project Professional
Creating and Defining a Project (4.0).....132490_eng
Specifying and Assigning Resources (2.7).....132510_eng
Tracking and Reporting Progress (3.3).....132504_eng

Microsoft Office 2003: Advanced Project Professional
Advanced Customization (2.3).....132661_eng
Sharing Project Data and Working with Macros (2.0).....132659_eng
Organizing and Managing Project Information (3.0) .205433_eng
Working Collaboratively (2.3) .....201354_eng
Enterprise Project Management (2.0).....201357_eng
Advanced Analysis of Your Project (2.7).....206372_eng

Microsoft Office 2003: Visio for Beginners
Creating Diagrams with Visio 2003 (3.3).....132531_eng
Developing Diagrams with Visio 2003 (3.7).....132532_eng
Visio 2003 and Other Programs (2.0).....132533_eng

Microsoft Office 2003: Publisher
Getting Started with Publisher 2003 (2.3) .....204924_eng
Working with Text Boxes, Text, and Tables in Publisher 2003 (2.0) .....207503_eng
Printing and Working with Graphics and Objects in Publisher 2003 (2.7).....204925_eng

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Working with E-mail and Web Sites in Publisher 2003 (2.7).....204927_eng
Working with Mail and Catalog Merges in Publisher 2003 (1.0).....207309_eng
Advanced Design Techniques and Printing with Publisher 2003 (3.3) .....204928_eng

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Common Features Across Office Applications
Common Features in Microsoft Office XP (2.8) .....115172_eng

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

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

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

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

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

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

Beginning PowerPoint 2002
Creating Presentations using PowerPoint 2002 (5.4)..115027_eng

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

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

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

Beginning Outlook 2002
Introducing Outlook 2002 (4.4).....115146_eng

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Beginning Visio 2002
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Working with Diagrams in Visio 2002 (2.0) .....117090_eng

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

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

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Overview of SAP for Project Teams
Overview of SAP Solutions (2.0)..... sa_ospt_a01_dt_enus
Financial Accounting with SAP (2.5)..... sa_ospt_a02_dt_enus
SAP Logistics Modules (3.0) ..... sa_ospt_a03_dt_enus
SAP ERP Architecture (1.5)..... sa_ospt_a04_dt_enus
SAP Administration (2.0)..... sa_ospt_a05_dt_enus
SAP Project Planning and Implementation (2.0) ..... sa_ospt_a06_dt_enus
SAP NetWeaver Platform (2.0)..... sa_ospt_a07_dt_enus

SAP Business Suite 7 for End Users
SAP Enterprise Resource Planning (ERP) (2.5).....sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM) (2.0).....sa_bseu_a02_dt_enus
SAP Product Lifecycle Management (2.0)..sa_bseu_a03_dt_enus
SAP Supply Chain Management (2.0).....sa_bseu_a04_dt_enus
SAP Supplier Relationship Management (1.5).....sa_bseu_a05_dt_enus

SAP Business One for End Users
SAP Business One – Introduction for End Users (2.0)..... sa_boeu_a01_dt_enus

SAP Business Objects Business Intelligence
SAP Business Objects: Overview (1.5) .....sa_bobi_a01_dt_enus
SAP Business Objects: Crystal Reports (1.5) .....sa_bobi_a02_dt_enus
SAP Business Objects: Web Intelligence (1.5).....sa_bobi_a03_dt_enus

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SAP Business Objects: Dashboards and Analytics (1.0).....sa_bobi_a04_dt_enus
SAP Business Objects: InfoView (1.5).....sa_bobi_a05_dt_enus
SAP Business Objects: Business Intelligence (1.0).....sa_bobi_a06_dt_enus

Fundamentals of Crystal Reports 2011
Getting Started with Crystal Reports 2011 (2.5).....cr_crre_a01_dt_enus

Crystal Reports XI: Report Writing Basics
Reporting Basics with Crystal Reports XI (2.1) .....234748_eng
Managing Data and Distributing Reports with Crystal Reports XI (2.9) .....234758_eng

QuickBooks Pro 2009 Fundamentals
Getting Started (3.0) ..... hp_iqbs_a01_dt_enus

Adobe Reader X
Adobe Reader X (1.0)..... at_adre_a01_dt_enus

Adobe Reader 9
Adobe Reader 9 (1.5)..... at_rean_a01_dt_enus

Adobe Reader 8.0
Using Adobe Reader 8 (2.5)..... at_adar_a01_dt_enus

Adobe Acrobat 9
Fundamentals (2.0) .....at_adan_a01_it_enus

Adobe Acrobat 8.0
Creating and Working with PDFs in Adobe Acrobat 8 (2.5) .....at_adab_a01_dt_enus
Editing and Reviewing in Adobe Acrobat 8 (1.0).....at_adab_a02_dt_enus
Forms and Document Security in Adobe Acrobat 8 (1.4) .....at_adab_a03_dt_enus
Advanced Features of Adobe Acrobat 8 (2.0).....at_adab_a04_dt_enus

Adobe Photoshop CS5
Getting Started (2.0) .....at_pcsp_a01_it_enus
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Adobe Photoshop CS4
Getting Started (2.0) ..... at_pcsf_a01_it_enus
Beyond the Basics (3.0)..... at_pcsf_a02_it_enus

Adobe Illustrator CS4
Getting Started (2.5) ..... at_icsf_a01_it_enus
Beyond the Basics (2.5)..... at_icsf_a02_it_enus

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Adobe Dreamweaver CS5
Setting up a Site and Adding Content in Dreamweaver CS5 (2.5)..... at_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5 (2.0)..... at_dcsp_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS5 (1.5)..... at_dcsp_a03_it_enus
Reusing Content in Dreamweaver CS5 (1.5) at_dcsp_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS5 (2.5)..... at_dcsp_a05_it_enus
Cascading Style Sheets in Dreamweaver CS5 (2.5)..... at_dcsp_a06_it_enus

Adobe Dreamweaver CS4
Setting up a Site and Adding Content in Dreamweaver CS4 (2.5).....at_dcsf_a01_it_enus
Adding Links and Images in Dreamweaver CS4 (1.5).....at_dcsf_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS4 (1.5).....at_dcsf_a03_it_enus
Reusing Content in Dreamweaver CS4 (2.0).at_dcsf_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS4 (2.5).....at_dcsf_a05_it_enus
Cascading Style Sheets in Dreamweaver CS4 (2.5).....at_dcsf_a06_it_enus
Dreamweaver CS4 Site Maintenance and Advanced Concepts.....at_dcsf_a07_it_enus

Adobe Flash CS5
Introduction to Adobe Flash CS5 Professional (1.5).....at_fcsp_a01_it_enus
Drawing and Working with Images in Flash CS5 (3.0).....at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components (3.0) .....at_fcsp_a03_it_enus
Animation in Flash CS5 (2.0) .....at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5 (2.0).....at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5 (1.5).....at_fcsp_a06_it_enus

Adobe Flash CS4
Introduction to Adobe Flash CS4 Professional (2.0).....at_fcsf_a01_it_enus
Drawing and Working with Images in Flash CS4 (2.5).....at_fcsf_a02_it_enus
Using Flash CS4 Libraries, Text, and Components (3.0) .....at_fcsf_a03_it_enus
Animation in Flash CS4 (2.5) .....at_fcsf_a04_it_enus
ActionScript and Multimedia in Flash CS4 (2.0).....at_fcsf_a05_it_enus
Workflow and Adobe Integration in Flash CS4 (2.0).....at_fcsf_a06_it_enus
Creating Navigation and Publishing Movies in Flash CS4 (1.5).....at_fcsf_a07_it_enus

Adobe AIR 3
Adobe AIR for Flash Developers (1.0).....at_airr_a01_it_enus

Adobe AIR for Flash Developers
Adobe AIR for Flash Developers (1.0).....at_aafd_a01_it_enus

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

Adobe Fireworks CS4
Fundamentals (2.0) .....at_fwcs_a01_it_enus

Adobe Captivate 4
Adobe Captivate 4 (1.5).....at_capv_a01_it_enus

Adobe InDesign CS5
Fundamentals (2.5) ..... at_idct_a01_it_enus

Adobe InDesign CS4
Fundamentals (2.0) .....at_idcs_a01_it_enus

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IT PROFESSIONAL SKILLS CURRICULA

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OPERATING SYSTEM AND SERVER FUNDAMENTALS

CompTIA A+ Certification (ACE=1)
CompTIA A+ 2009 Essentials
Mentoring 220-701 A+ Essentials mnt220701
Computer Hardware Components (2.0).....cs_apet_a01_it_enus
Configuring Displays, Peripherals,
Laptops, and Printers (2.5) .....cs_apet_a02_it_enus
Installing Windows Operating Systems
(Windows 7 update) (2.5).....cs_apet_a08_it_enus
Using and Managing Windows
(Windows 7 update) (2.5).....cs_apet_a09_it_enus
Troubleshooting Computers and
Printers (2.0).....cs_apet_a05_it_enus
Security and Network Fundamentals
(IPv6 update) (3.0) .....cs_apet_a10_it_enus
Operational Procedures and Preventative
Maintenance (2.0).....cs_apet_a07_it_enus
TestPrep 220-701 A+ Essentials .....cs_apet_a01_tp_enus

CompTIA A+ 2009 Practical Application
Mentoring 220-702 A+ Practical Application.....mnt220702
Personal Computer Components (1.5)..... cs_apit_a01_it_enus
Troubleshooting Hardware (2.0) ..... cs_apit_a02_it_enus
Maintaining Operating Systems
(Windows 7 update) (3.0)..... cs_apit_a06_it_enus
Maintaining Networks (1.5) ..... cs_apit_a04_it_enus
Security (1.0)..... cs_apit_a05_it_enus
TestPrep 220-702 A+ Technician .....cs_apit_a01_tp_enus

CompTIA Server+ 2009 (ACE=1)
Mentoring SK0-003 Server+ 2009 ..... mntsk0003
System Hardware (2.5).....cs_csvr_a01_it_enus
System Software (2.5) .....cs_csvr_a02_it_enus
Server Functions and Network
Essentials (2.5) .....cs_csvr_a03_it_enus
Storage (1.5).....cs_csvr_a04_it_enus
IT Environment (1.5).....cs_csvr_a05_it_enus
Disaster Recovery (1.5).....cs_csvr_a06_it_enus
Troubleshooting (2.0).....cs_csvr_a07_it_enus
Network and Storage Trouble-
shooting (2.0) .....cs_csvr_a08_it_enus
TestPrep SK0-003 Server+ 2009.....cs_csvr_a01_tp_enus

SkillSoft program listing
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Program Title (hours) ..... Product Number

MICROSOFT CERTIFIED DESKTOP SUPPORT TECHNICIAN (MCDST)

Microsoft Certified Desktop Support Technician (MCDST) (includes both 70-271 and 70-272) (ACE=1)
Supporting Users and Troubleshooting a Windows XP Operating System
(exam 70-271)
Installing Windows XP (1.8).....216119_eng
Managing and Troubleshooting Resources (2.3) .....216128_eng
Managing and Troubleshooting Desktop Storage and Settings (1.8).....216150_eng
Managing and Troubleshooting Devices, Drivers, Local Security, and User Logon (2.2).....216159_eng
Managing and Troubleshooting Network Protocols and Operating System Performance (2.4) .....216170_eng
TestPrep 70-271 Supporting Users and Troubleshooting a Microsoft Windows XP Operating System.....tp70271_eng

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

Microsoft Windows 7: Enterprise Desktop Support
Mentoring: Windows 7: Enterprise Desktop Support Technician..... mnt70685
Identifying and Resolving Windows 7 Application Issues (1.5).....mw_mwet_a01_it_enus
Management and Maintenance of Windows 7 Client Systems (2.0).....mw_mwet_a02_it_enus
Troubleshooting Logon and Resource Access Issues in Windows 7 (2.0).....mw_mwet_a03_it_enus
Resolving Windows 7 Network Connectivity Issues (2.0) .....mw_mwet_a04_it_enus
Troubleshooting IE8 and Encryption Issues in Windows 7 (2.0) .....mw_mwet_a05_it_enus
Protecting Windows 7 against Malware and Vulnerabilities (1.5).....mw_mwet_a06_it_enus
TestPrep: Windows 7: Enterprise Desktop Support Technician.....mw_mwet_a01_tp_enus

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

Microsoft Windows 7: Enterprise Desktop Administrator
Mentoring: Windows 7: Enterprise Desktop Administrator.....mnt70686
Planning for Windows 7 Deployment (2.0)..... mw_mwda_a01_it_enus
Determining Application Compatibility for Windows 7 (1.5) ..... mw_mwda_a02_it_enus
Creating a Standard Image to Deploy Windows 7 (1.0) ..... mw_mwda_a03_it_enus
Deploying Windows 7 Using WDS and USMT (2.0)..... mw_mwda_a04_it_enus
Deploying Windows 7 Using Lite-Touch Installation (1.0) ..... mw_mwda_a05_it_enus
Deploying Windows 7 Using Zero-Touch Installation (1.5) ..... mw_mwda_a06_it_enus
Designing Windows 7Client Configuration (2.5)..... mw_mwda_a07_it_enus
Troubleshooting Windows 7 Client Configuration (2.0)..... mw_mwda_a08_it_enus
Designing Application and Update Deployments for Windows 7 (2.0)..... mw_mwda_a09_it_enus
TestPrep: Windows 7: Enterprise Desktop Administrator..... mw_mwda_a01_tp_enus

MICROSOFT WINDOWS 7

Microsoft Windows 7: First Look for IT Professionals
First Look for IT Professionals (1.5).....mw_mwfp_a01_it_enus

Microsoft Windows 7: Configuration
Mentoring: 70-680 Windows 7: Configuring.....mnt70680
Installing, Upgrading, and Migrating to Windows 7 (1.5) ..... mw_mwcg_a01_it_enus
Deploying Windows 7 (1.5)..... mw_mwcg_a02_it_enus
Configuring Hardware and Applications in Windows 7 (1.5)..... mw_mwcg_a03_it_enus
Configuring Network Connectivity in Windows 7 (2.0)..... mw_mwcg_a04_it_enus
Configuring Access to Resources in Windows 7 (2.0) ..... mw_mwcg_a05_it_enus
Configuring Mobile Computing in Windows 7 (1.5) ..... mw_mwcg_a06_it_enus
Monitoring, Backing Up, and Restoring Windows 7 Systems (2.5)..... mw_mwcg_a07_it_enus
TestPrep: 70-680 Windows 7: Configuring..... mw_mwcg_a01_tp_enus

VMWARE

VMWare Overview
Virtualization with VMWare: An Overview (2.0).....vi_vmwo_a01_it_enus
VMWare Desktop Overview (2.5).....vi_vmwo_a02_it_enus
VMWare Server Overview (1.0).....vi_vmwo_a03_it_enus
VMWare Datacenter Overview (2.0).....vi_vmwo_a04_it_enus

VM Workstation 7
Getting Started with Virtual Machines (3.0) vi_vmst_a01_it_enus
Managing Virtual Machines (3.0)..... vi_vmst_a02_it_enus

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

VMWare: Datacenter Virtualization with vSphere 5 Part 1
*12 titles (0.0) .....tbd

VMWare: Datacenter Virtualization with vSphere 5 Part 2
*10 titles (0.0) .....tbd

MICROSOFT WINDOWS VISTA

Microsoft Windows Vista Client Configuration
Mentoring 70-620 TS: Configuring Windows Vista Client mnt70620
Installing Windows Vista (2.0)..... mv_wvcc_a01_it_enus
Configure Windows Vista Environments (0..5) ..... mv_wvcc_a02_it_enus
Windows Vista Users and Groups (1.0).... mv_wvcc_a03_it_enus
Security in Windows Vista (2.0) ..... mv_wvcc_a04_it_enus
Windows Vista Network Connectivity (2.0) ..... mv_wvcc_a05_it_enus
Configuring Windows Vista Applications (1.5) ..... mv_wvcc_a06_it_enus
Windows Vista Maintenance and Optimization (2.0)..... mv_wvcc_a07_it_enus
Windows Vista Mobile Computing and Troubleshooting (2.5) ..... mv_wvcc_a08_it_enus
TestPrep 70-620 TS: Configuring Windows Vista Client .....tp70620_eng

Microsoft Windows Vista Enterprise Support
Mentoring 70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians..... mnt70622
Deploying Windows Vista (2.0) ..... mv_mvet_a01_it_enus
Troubleshooting Windows Vista Deployments (2.5) ..... mv_mvet_a02_it_enus
Configuring and Troubleshooting Windows Vista Security (2.5)..... mv_mvet_a03_it_enus
Configuring and Troubleshooting User Access on Windows Vista (2.0)..... mv_mvet_a04_it_enus
Managing and Troubleshooting Windows Vista Systems (2.0)..... mv_mvet_a05_it_enus
Troubleshooting Windows Vista Performance and Reliability (2.0)..... mv_mvet_a06_it_enus
Configuring and Troubleshooting Windows Vista Networking (2.5)..... mv_mvet_a07_it_enus
Maintaining and Supporting Applications on Windows Vista (1.5).. mv_mvet_a08_it_enus
TestPrep 70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians .....tp70622_eng

MICROSOFT WINDOWS XP

Installing, Configuring, and Administering Microsoft Windows XP Professional
Mentoring 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional..... mnt70270
Microsoft Windows XP Professional: Installation and Configuration I
Installing Windows XP Professional (4.2).....113628_eng

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

Microsoft Windows XP Professional: Installation and Configuration II
Managing Files, Folders, and Devices in Microsoft Windows XP (5.8)..... 113687_eng
System Reliability and the Desktop in Windows XP Professional (4.6)..... 113713_eng
Microsoft Windows XP Professional: Installation and Configuration III
Networking Protocols and Services in Microsoft Windows XP (5.2)..... 113736_eng
Backup and Security Settings in Microsoft Windows XP (4.9)..... 113758_eng
TestPrep 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional .....tp70270_eng

MICROSOFT SYSTEM CENTER

Microsoft System Center Essentials
Installing and Configuring System Center Essentials 2010 (2.5).....es_msce_a01_it_enus
Managing Computers, Devices, and Updates in System Center Essentials 2010 (2.5) .....es_msce_a02_it_enus
Monitoring and Using Reports in System Center Essentials 2010 (2.5).....es_msce_a03_it_enus
Virtualization Management in Essentials 2010(1.0).....es_msce_a04_it_enus
Backing up, Restoring, and Troubleshooting Essentials 2010 (1.5).....es_msce_a05_it_enus

MICROSOFT WINDOWS SERVER 2008

Microsoft Windows Server 2008: New Features
Introducing Windows Server 2008 (2.0) .....ws_wsfl_a01_it_enus

Microsoft Windows Server 2008: Update to R2
Active Directory Domain Services in Windows Server 2008 R2 (1.5)..... ws_mwur_a01_it_enus
Management Improvements in Windows Server 2008 R2 (2.0) ..... ws_mwur_a02_it_enus
Improvements to Role Services in Windows Server 2008 R2 (2.5)..... ws_mwur_a03_it_enus
Access Control in Windows Server 2008 R2 (1.0)..... ws_mwur_a04_it_enus

Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V
Mentoring 70-659 TS: Windows Server 2008 R2, Server Virtualization.....mnt70640
Introduction and Planning Overview (1.5) .hv_wshv_a01_it_enus
Installing Hyper-V (1.5).....hv_wshv_a02_it_enus
Manage & Optimize the Hyper-V Server (1.5) .....hv_wshv_a03_it_enus
Networking and Remote Administration (2.0) .....hv_wshv_a04_it_enus
Migration, Creation, and Management (2.5).....hv_wshv_a05_it_enus
Deploying VMs Using Templates (2.5).....hv_wshv_a06_it_enus
High Availability and Recoverability (2.0).hv_wshv_a07_it_enus
Implementing Remote Desktop Services (2.0).....hv_wshv_a08_it_enus

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Remote Desktop Virtualization Roles (1.0) hv_wshv_a09_it_enus
Monitoring and Managing
Environments (1.5) ..... hv_wshv_a10_it_enus
***TestPrep** 70-659 TS: Windows Server
2008 R2, Server Virtualization ..... hv_wshv_a01_tp_enus

Microsoft Windows Server 2008 Configuring Active Directory (ACE=partial, see list)

Mentoring 70-640 TS: Windows Server 2008
Active Directory, Configuring mnt70640
The Active Directory Infrastructure in
Windows Server 2008 (2.5).....ws_mwcd_a01_it_enus
Additional Active Directory Server Roles
in Windows Server 2008 (1.5).....ws_mwcd_a02_it_enus
Active Directory Objects in
Windows Server 2008 (2.0).....ws_mwcd_a03_it_enus
Group Policy Objects Strategy in
Windows Server 2008 (1.5).....ws_mwcd_a04_it_enus
Configuring DNS in Windows
Server 2008 (2.0) .....ws_mwcd_a05_it_enus
Active Directory Certificate Services in
Windows Server 2008 (2.0).....ws_mwcd_a06_it_enus
Communications and Security in
Windows Server 2008 (1.0).....ws_mwcd_a07_it_enus
Monitoring, Backups, and Recovery in
Windows Server 2008 (2.0).....ws_mwcd_a08_it_enus
TestPrep 83-640 TS: Windows Server 2008
Active Directory Configuring ..... ws_mwcd_a01_tp_enus

Microsoft Windows Server 2008 Configuring Network Infrastructure (ACE=partial, see list)

Mentoring 70-642 TS: Windows Server 2008
Network Infrastructure Configuring mnt70642
Configure IP Addressing and Windows
Services in Windows Server 2008 (2.0)..ws_mwci_a01_it_enus
Configure, Manage, and Maintain IP
Services in Windows Server 2008 (2.0)..ws_mwci_a02_it_enus
Name Resolution in Windows
Server 2008 (1.5) .....ws_mwci_a03_it_enus
Configure Network Access in Windows
Server 2008 (2.0) .....ws_mwci_a04_it_enus
DNS Zones and Replication in Windows
Server 2008 (2.0) .....ws_mwci_a05_it_enus
Network Access Security in Windows
Server 2008 (1.5) .....ws_mwci_a06_it_enus
Configure File and Print Services in
Windows Server 2008 (2.0).....ws_mwci_a07_it_enus
Monitor Network Infrastructure in
Windows Server 2008 (2.0).....ws_mwci_a08_it_enus
TestPrep 70-642 TS: Windows Server 2008
Network Infrastructure Configuring .... ws_mwci_a01_tp_enus

Microsoft Windows Server 2008 Configuring Applications Infrastructure (ACE=partial, see list)

Mentoring 70-643 TS: Windows Server 2008
Applications Infrastructure Configuring mnt70643
Deploying Windows Server 2008
Servers (0.5) ..... ws_mwcf_a01_it_enus
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Availability (1.5)..... ws_mwcf_a02_it_enus
Configure Terminal Services in
Windows Server 2008 (2.0)..... ws_mwcf_a03_it_enus

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Terminal Services Resource Access in
Windows Server 2008 (1.5) .....ws_mwcf_a04_it_enus
Configuring Windows Server 2008
Hyper-V and Virtual Machines (1.5).....ws_mwcf_a05_it_enus
Configuring Web Services and Security in
Windows Server 2008 (2.0) .....ws_mwcf_a06_it_enus
Managing IIS in Windows Server
2008 (1.5).....ws_mwcf_a07_it_enus
Configuring Web Service Protocols in
Windows Server 2008 (2.0) .....ws_mwcf_a08_it_enus
Configuring Network Application
Services in Windows Server 2008 (2.5)..ws_mwcf_a09_it_enus
TestPrep 70-643 TS: Windows Server 2008
Applications Infrastructure Configuring ws_mwcf_a01_tp_enus

Microsoft Windows Server 2008: Server Administration (ACE=1)

Mentoring 70-646 PRO: Windows Server 2008
Server Administrator mnt70646
Planning Windows Server 2008
Deployment (2.0).....ws_wsad_a01_it_enus
Planning Active Directory and Group
Policy for Windows Server 2008 (2.0) ....ws_wsad_a02_it_enus
Windows Server 2008 Management and
Delegation (1.5).....ws_wsad_a03_it_enus
Managing File Servers and Data
Provisioning in Windows Server
2008 (2.5).....ws_wsad_a04_it_enus
Windows Server 2008 Application Server
Management and Application
Provisioning (2.5).....ws_wsad_a05_it_enus
Windows Server 2008 Application
Servers and Services (1.0).....ws_wsad_a06_it_enus
Patch Management and Securing and
Monitoring Servers in Windows
Server 2008 (2.0).....ws_wsad_a07_it_enus
Certificate Services, SANs, and High
Availability in Windows Server
2008 (2.0).....ws_wsad_a08_it_enus
Accessing Windows Networks Remotely
in Windows Server 2008 (1.0) .....ws_wsad_a09_it_enus
Windows Server 2008 Backup and
Recovery (2.0) .....ws_wsad_a10_it_enus
TestPrep 70-646 PRO: Windows Server 2008
Server Administrator ..... ws_wsad_a01_tp_enus

Microsoft Windows Server 2008: Enterprise Administration (ACE=1)

Mentoring 70-647 PRO: Windows Server 2008
Enterprise Administrator mnt70647
Planning Name Resolution and IP
Addressing in Microsoft Windows
Server 2008 (2.5) ..... ws_mwse_a01_it_enus
Network Access in Microsoft Windows
Server 2008 (2.0) ..... ws_mwse_a02_it_enus
Application Access and Delivery in
Microsoft Windows Server 2008 (2.0) .. ws_mwse_a03_it_enus
Server and Application Virtualization in
Microsoft Windows Server 2008 (2.0) .. ws_mwse_a04_it_enus

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Designing the Active Directory Infrastructure in Microsoft Windows Server 2008 (2.5) ..... ws_mwse_a05_it_enus
Active Directory Administration in Microsoft Windows Server 2008 (2.5)... ws_mwse_a06_it_enus
Existing Infrastructure and Branch Deployments in Microsoft Windows Server 2008 (3.0) ..... ws_mwse_a07_it_enus
The Certificate Services Infrastructure in Microsoft Windows Server 2008 (2.5)... ws_mwse_a08_it_enus
Software Updates and Compliance Management in Microsoft Windows Server 2008 (1.5) ..... ws_mwse_a09_it_enus
Designing Data Security and High Availability in Microsoft Windows Server 2008 (2.0) ..... ws_mwse_a10_it_enus
TestPrep 70-647 PRO: Windows Server 2008 Enterprise Administrator .....ws_mwse_a01_tp_enus

MICROSOFT (.NET) WINDOWS SERVER 2003

KnowledgeCenter for Microsoft MCSA/MCSE is available

Note: The following Microsoft Express Guides are now available with SkillPort: Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> Managing and Maintaining a Microsoft Windows Server 2003 Environment (Exam 70-290) Express Guide (25.0) ..... pc_eg_70290
> Implementing, Managing, Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291) Express Guide (25.0) ..... pc_eg_70291
> Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000 (Exam 70-292) Express Guide (25.0) ..... pc_eg_70292
> Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (Exam 70-293) Express Guide (25.0)..... pc_eg_70293
> Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (Exam 70-294) Express Guide (25.0) ..... pc_eg_70294
> Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Win 2000 (Exam 70-296) Express Guide (25.0)..... pc_eg_70296
> Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (Exam 70-297) Express Guide (25.0)..... pc_eg_70297
> Design Security for a Microsoft Windows Server Network 2003 Network (Exam 70-298) Express Guide (25.0) ..... pc_eg_70298

Microsoft Windows Server 2003: Introduction
Installing Windows Server 2003 (2.7) .....119151_eng
Windows Server 2003 Administration and Services Support (4.5).....119162_eng

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Microsoft Windows Server 2003: Upgrading Support Skills for MCSE's on Windows 2000
Express Guide is available with SkillPort v6 - pc_eg_70296
Planning, Implementing, and Maintaining Network Infrastructure (3.3)..... 119892_eng
Network Infrastructure and Topologies for Windows 2003 Enterprise Networks (3.0)..... 119912_eng
Designing and Managing Internet Connectivity in Windows 2003 (2.3) ..... 119924_eng
Planning and Designing an Active Directory Infrastructure (2.3)..... 119934_eng
Implementing and Supporting Active Directory Infrastructure (2.0)..... 119947_eng
Planning, Implementing and Maintaining User, Computer, and Group Policies and Strategies (2.3)..... 119958_eng
Planning and Designing a Security Infrastructure (3.3)..... 119968_eng

Microsoft Windows Server 2003: Updating Support Skills for MCSA's on Windows 2000
Express Guide is available with SkillPort v6 - pc_eg_70292
Getting Started with Windows Server 2003 (2.0)..... 117907_eng
System Administration in Windows Server 2003 (3.3)..... 117933_eng
Managing Windows Server 2003 Internet Services (2.0) ..... 117979_eng
Windows Server 2003 Terminal Services and System Recovery (2.3) ..... 119303_eng

Microsoft Windows Server 2003: Managing and Maintaining the Server Environment (ACE=1)
Express Guide is available with SkillPort v6 - pc_eg_70290
Mentoring 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment.....mnt70290
Basic Concepts (1.3)..... 124011_eng
Managing Users, Groups, and Computers (2.7) ..... 123546_eng
Managing Resource Access (3.0)..... 123572_eng
Managing Hardware, Disks, and Logical Devices (2.7)..... 123582_eng
Managing the Server Environment (3.7) ..... 123605_eng
Managing Disaster Recovery (2.3) ..... 123583_eng
TestPrep 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment.....tp70290_eng

Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure (ACE=1)
Express Guide is available with SkillPort v6 - pc_eg_70291
Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure mnt70291
Implementing, Managing, and Maintaining TCP/IP (2.3)..... 125865_eng
Implementing, Managing, and Maintaining DHCP (3.0)..... 126071_eng
Implementing, Managing, and Maintaining Name Resolution (3.7) ..... 125926_eng
Implementing, Managing, and Maintaining Network Security (4.0) ..... 125927_eng
Implementing, Managing, and Maintaining Remote Access (2.7)..... 125928_eng

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Implementing, Managing, and Maintaining Routing (3.7) ..... 126092_eng
Maintaining a Network Infrastructure (2.0) ..... 125929_eng
TestPrep 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure ..... tp70291_eng

Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure (ACE=1)
Express Guide is available with SkillPort v6 - pc_eg_70293
Mentoring 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure mnt70293
Planning the Network Infrastructure (3.7) ..... 127946_eng
Planning for Name Resolution (3.0) ..... 127959_eng
Implementing Routing and Remote Access (3.0) ..... 127971_eng
Planning for Network Availability (2.0) ..... 128023_eng
Planning Server Roles and Server Security (2.7) ..... 128052_eng
Planning a Security Infrastructure (3.0) ..... 128064_eng
TestPrep 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure ..... tp70293_eng

Microsoft Windows Server 2003: Planning, Implementing, and Maintaining the Active Directory Infrastructure (ACE=1)
Express Guide is available with SkillPort v6 - pc_eg_70294
Mentoring 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure mnt70294
Planning and Implementing an Active Directory Infrastructure (3.7) ..... 126360_eng
Planning Active Directory Services (2.7) ..... 126378_eng
Active Directory Sites, Replication, and Trusts (3.7) . 126379_eng
Implementing Active Directory Users and Groups (2.7) ..... 126380_eng
Planning and Implementing Group Policy (2.3) ..... 126381_eng
Configuring and Troubleshooting Group Policy (2.7) 130201_eng
TestPrep 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure ..... tp70294_eng

Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure (ACE=1)
Express Guide is available with SkillPort v6 - pc_eg_70297
Mentoring 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure mnt70297
Designing the Infrastructure (3.7) ..... 115388_eng
Creating the Design (2.7) ..... 115395_eng
The Network Services Infrastructure Conceptual and Logical Design (3.0) ..... 116156_eng
Designing RAS Services for the Network Infrastructure (3.3) ..... 116411_eng
Network Infrastructure and Active Directory Physical Design (4.0) ..... 116122_eng
Network Infrastructure Physical Design II – Internet Connectivity (2.0) ..... 116412_eng
TestPrep 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure ..... tp70297_eng

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

Microsoft Windows Server 2003: Designing, Implementing and Administering Security for Networks (ACE=1)
Microsoft Windows Server 2003: Designing Security for Networks
Express Guide is available with SkillPort v6 - pc_eg_70298
Mentoring 70-298 Designing Security for a Microsoft Windows Server 2003 Network mnt70298
Security Basics (2.0) ..... 201375_eng
Logical Network Security (2.3) ..... 201402_eng
Physical Network Security (3.0) ..... 201403_eng
Securing Data and Server Roles (2.3) ..... 201404_eng
Securing Clients (2.0) ..... 201405_eng
IIS Security and Firewalls (2.3) ..... 201412_eng
TestPrep 70-298 Designing Security for a Microsoft Windows Server 2003 Network ..... tp70298_eng

Microsoft Windows Server 2003: Implementing and Administering Security for Networks
Mentoring 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network mnt70299
Managing System Security in Windows Server 2003 (3.3) ..... 209128_eng
Securing Access to Resources in Windows Server 2003 (2.0) ..... 209131_eng
Securing Wireless and Remote Communications in Windows Server 2003 (2.0) ..... 209129_eng
Managing IPSec in Windows Server 2003 (2.0) ..... 209130_eng
Managing Certificates in Windows Server 2003 (2.3) ..... 209132_eng
TestPrep 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network ..... tp70299_eng

Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services
Creating a Migration Plan in Windows.NET Server (3.3) ..... 117300_eng
Preparing and Deploying a Domain Upgrade in Windows.NET (2.3) ..... 117313_eng
Preparing and Deploying a Domain Restructure in Windows.NET (3.3) ..... 117323_eng

Microsoft Windows Server 2003: Internet Information Services
IIS 6.0 Fundamentals (2.3) ..... 207483_eng
Administering IIS 6.0 Sites and Services (3.3) ..... 207484_eng
IIS 6.0 Security (2.0) ..... 207485_eng
Optimizing, Monitoring and Troubleshooting IIS 6.0 (2.3) ..... 207486_eng

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Microsoft Exchange Server 2010 Configuration
Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring mnt70662
Planning for Exchange Server 2010 (1.0). es_mesc_a01_it_enus
Installing and Configuring Exchange Server 2010 (1.0) ..... es_mesc_a02_it_enus
Exchange Server 2010 Administrative Tools (1.5) ..... es_mesc_a03_it_enus

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Exchange Server 2010 Mailbox Server Administration (2.0) ..... es_mesc_a04_it_enus
Exchange Server 2010 Public Folders and Messaging Records Management (2.0).. es_mesc_a05_it_enus
Exchange Server 2010 Message Transport (1.5) ..... es_mesc_a06_it_enus
Exchange Server 2010 Transport Rules, Message Compliance and Security (2.0) es_mesc_a07_it_enus
Client Access in Exchange Server 2010 (1.0) ..... es_mesc_a08_it_enus
Exchange Server 2010 High Availability (1.0) ..... es_mesc_a09_it_enus
Backup and Recovery in Exchange Server 2010 (1.0) ..... es_mesc_a10_it_enus
Monitoring Exchange Server 2010 Mail Flow and Performance (1.0) ..... es_mesc_a11_it_enus
TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring ..... es_mesc_a01_tp_enus

Microsoft Exchange Server 2007 Admin
Mentoring 70-236 TS: Configuring Exchange Server 2007 **(retiring Sep 2012)** mnt70236
Preparing the Exchange Server 2007 Infrastructure (2.5) ..... es_mxsa_a01_it_enus
Installing and Transitioning to Exchange Server 2007 (1.0) ..... es_mxsa_a02_it_enus
Managing Exchange Server 2007 (2.5) .... es_mxsa_a03_it_enus
Managing Default, Custom, and Public Folders in Exchange Server 2007 (1.5).. es_mxsa_a04_it_enus
Connectors, Transport Rules, and Message Compliance in Exchange Server 2007 (1.5) ..... es_mxsa_a05_it_enus
Accessing Exchange Server 2007 Remotely (1.5) ..... es_mxsa_a06_it_enus
Data Protection in Exchange Server 2007 (2.0) ..... es_mxsa_a07_it_enus
Disaster Recovery with Exchange Server 2007 (1.0) ..... es_mxsa_a08_it_enus
Monitoring and Security in Exchange Server 2007 (2.0) ..... es_mxsa_a09_it_enus
Configuring Outlook 2007 for Exchange Server 2007 (1.0) ..... es_mxsa_a10_it_enus
TestPrep 70-236 TS: Configuring Exchange Server 2007 **(Retiring Sep 2012)** ..... tp70236_eng

Microsoft SharePoint 2010: Configuring
Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring mnt70667
Installing and Configuring Microsoft SharePoint 2010 (2.5) ..... es_msst_a01_it_enus
Core Configuration for SharePoint 2010 (1.5) ..... es_msst_a02_it_enus
Upgrading to Microsoft SharePoint 2010 (2.5) ..... es_msst_a03_it_enus
Configuring and Administrating SharePoint 2010 Search (2.0) ..... es_msst_a04_it_enus
Configuring Web Applications for SharePoint 2010 (1.0) ..... es_msst_a05_it_enus
SharePoint Authentication and Web Application Security Configuration (1.0) es_msst_a06_it_enus

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Configuring SharePoint 2010 Site Collections (2.0) ..... es_msst_a07_it_enus
Managing SharePoint 2010 Features and Solutions (1.5) ..... es_msst_a08_it_enus
SharePoint 2010 Operational Health (2.5). es_msst_a09_it_enus
SharePoint 2010 Performance (1.5) ..... es_msst_a10_it_enus
TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring ..... es_msst_a01_tp_enus

Microsoft SharePoint 2010: Administration
Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator mnt70668
Designing a SharePoint 2010 Physical Architecture (2.0) ..... es_mssa_a01_it_enus
SharePoint 2010 Logical Design and Sandbox Solutions (1.5) ..... es_mssa_a02_it_enus
SharePoint 2010 Deployment Topology and Availability (2.5) ..... es_mssa_a03_it_enus
Planning SharePoint 2010 Service Applications and Component Strategy (2.0) ..... es_mssa_a04_it_enus
Planning a SharePoint 2010 Upgrade (1.5) es_mssa_a05_it_enus
Designing SharePoint 2010 Security (2.0) es_mssa_a06_it_enus
SharePoint 2010 Maintenance and Provisioning (1.5) ..... es_mssa_a07_it_enus
Backing Up, Restoring, and Monitoring SharePoint 2010 (1.5) ..... es_mssa_a08_it_enus
Planning for Search in SharePoint 2010 (1.0) ..... es_mssa_a09_it_enus
SharePoint 2010 Content Management, Social Computing, and Collaboration (2.5) ..... es_mssa_a10_it_enus
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Microsoft SharePoint Server 2010: Application Development (exam 70-573)
Customizing the SharePoint 2010 User Interface Programmatically (1.5) ..... es_spad_a01_it_enus
Developing SharePoint 2010 Web Parts and Controls (1.5) ..... es_spad_a02_it_enus
Developing Business Logic Using SharePoint 2010 Workflows and ECM (1.5) ..... es_spad_a03_it_enus
Programmatically Working with Permissions and BCS in SharePoint 2010 (1.5) ..... es_spad_a04_it_enus
Working with SharePoint 2010 Data (1.5) es_spad_a05_it_enus
SharePoint Server 2010 Object Model (1.5) es_spad_a06_it_enus
SharePoint 2010 Features and Solutions (1.5) ..... es_spad_a07_it_enus
SharePoint 2010 Site Branding (1.5) ..... es_spad_a08_it_enus
Extending SharePoint 2010 Search and Document Namespaces (1.5) ..... es_spad_a09_it_enus
Stabilizing and Deploying SharePoint 2010 Components (1.5) ..... es_spad_a10_it_enus

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Designing and Developing Microsoft SharePoint 2010 Applications
(exam 70-576 PRO)
Data Access and Storage in SharePoint 2010 (1.5) ..... es_spap_a01_it_enus
Development Models and Methods in SharePoint 2010 (1.5) ..... es_spap_a02_it_enus
Presentation Layers and Components in SharePoint 2010 (2.0) ..... es_spap_a03_it_enus
AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010 (1.5) ..... es_spap_a04_it_enus
Custom Branding and Navigation for SharePoint 2010 (2.0) ..... es_spap_a05_it_enus
Application Design and Security in SharePoint 2010 (2.0) ..... es_spap_a06_it_enus
Performance Analysis and Debugging In SharePoint 2010 (1.5) ..... es_spap_a07_it_enus
Integration and Data Capture Methodologies with SharePoint 2010 (1.5) ..... es_spap_a08_it_enus
Information Architecture and Workflow Solutions in SharePoint 2010 (1.0) ..... es_spap_a09_it_enus
Regional Settings and Configuration in SharePoint 2010 (1.0) ..... es_spap_a10_it_enus

Microsoft Office SharePoint Server 2007 Administration
Mentoring 70-630 TS: Configuring Microsoft Office SharePoint Server 2007 **(retiring Sep 2012)** mnt70630
Implementing Microsoft Office SharePoint Server 2007 (3.6) ..... 251962_eng
Configuring Microsoft Office SharePoint Server 2007 Business Forms (2.3) ..... 251988_eng
Managing Microsoft Office SharePoint Server 2007 Administration (2.3) ..... 252008_eng
Upgrading to Microsoft Office SharePoint Server 2007 (2.0) ..... 252030_eng
TestPrep 70-630 TS: Configuring Microsoft Office SharePoint Server 2007 **(retiring Sep 2012)** ..... tp70630_eng

Microsoft Windows SharePoint Services 3.0 – Application Development
Getting Started with WSS (2.6) ..... 257555_eng
Working with the WSS Object Model (2.7) ..... 257556_eng
Features and Solutions in WSS (2.3) ..... 257568_eng
Working with Lists and Listitems (2.3) ..... 257579_eng
Extending WSS with .NET Components (3.0) ..... 257685_eng
Creating Web Parts for WSS (2.3) ..... 257722_eng
Implementing and Deploying Workflows (2.0) ..... 257734_eng

Microsoft Office SharePoint Server 2007 Application Development
Managing Enterprise Content with MOSS 2007 (1.0) ..... es_ssad_a01_it_enus
Integrating Business Data using MOSS 2007 (1.5) ..... es_ssad_a02_it_enus
Creating Business Intelligence Solutions with MOSS 2007 (1.5) ..... es_ssad_a03_it_enus
Application Platform Services within MOSS 2007 (2.0) ..... es_ssad_a04_it_enus
Searching Data using MOSS 2007 (1.5) ..... es_ssad_a05_it_enus
Targeting and Customizing with MOSS 2007 (2.0) ..... es_ssad_a06_it_enus

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The following Oracle Express Guides are now available with SkillPort: Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> Oracle Application Server 10g: Administration I Express Guide Volume I (37.5) ..... pc_eg_orc009
> Oracle Application Server 10g: Administration I Express Guide Volume II (37.5) ..... pc_eg_orc015
> Oracle Application Server 10g: Administration I Express Guide Volume III (37.5) ..... pc_eg_orc016
> Oracle Application Server 10g: Administration I Express Guide Volume IV (37.5) ..... pc_eg_orc017
> Oracle Application Server 10g R2: Administration I Express Guide Volume I (22.5) ..... pc_eg_444497
> Oracle Application Server 10g R2: Administration I Express Guide Volume II (15.0) ..... pc_eg_444498
> Oracle Application Server 10g: New Features for Administrators Express Guide (37.5) ..... pc_eg_orc008
> OracleAS 10g: Enterprise Identity Management Express Guide Volume I (37.5) ..... pc_eg_orc011
> OracleAS 10g: Enterprise Identity Management Express Guide Volume II (37.5) ..... pc_eg_orc019
> OracleAS 10g: Enterprise Identity Management Express Guide Volume III (37.5) ..... pc_eg_orc020
> OracleAS Discoverer 10g: Create Queries and Reports Express Guide (15.0) ..... pc_eg_orc012
> OracleAS Portal 10g: Build Corporate Portals Express Guide Volume I (22.5) ..... pc_eg_orc013
> OracleAS Portal 10g: Build Corporate Portals Express Guide Volume II (22.5) ..... pc_eg_orc021
> OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume I (15.0) ..... pc_eg_orc014
> OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume II (15.0) ..... pc_eg_orc022

Oracle Application Server 10g: Administration I
Introduction (1.3) ..... 216868_eng
Infrastructure and Middle Tier Installation (2.7) ..... 216879_eng
Management Tools and Oracle Internet Directory (2.7) ..... 216889_eng
General Management and Directives for the HTTP Server (3.9) ..... 216903_eng
OracleAS Web Cache (2.3) ..... 216940_eng
OracleAS Portal (3.1) ..... 216964_eng
mod_plsql, CGI Scripts, and Database Providers (1.9) ..... 224535_eng
Application Management and Deployment (2.5) ..... 224536_eng
Component Administration in Oracle Internet Directory (1.6) ..... 224537_eng
DAS and SSO (2.9) ..... 224538_eng
Component Security with SSL (2.3) ..... 224539_eng
Oracle Certificate Authority Management (1.4) ..... 224540_eng

Oracle Application Server 10g: Administration II
Managing Customized Topologies and Distributing Infrastructure Components (3.1) ..... 222590_eng
High Availability (2.5) ..... 222604_eng
Managing and Configuring Clusters (3.2) ..... 222605_eng
Business Intelligence Component Management (4.0) ..... 222606_eng

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XML Applications, Web Services, and Monitoring (2.7).....222607_eng
Tuning and Reconfiguring the Middle Tier (4.3) .....222608_eng
Backup and Recovery (1.7) .....222609_eng

SUN SOLARIS 9

Sun Microsystems Solaris 9: Basic System Administration I
Solaris 9 Installation and OpenBoot (4.5).....71568_eng
Solaris 9 System Administration (7.3) .....71585_eng
Solaris 9 System Operations (2.3).....73559_eng
Solaris 9 Device and File System Management (4.0)...76250_eng
Solaris 9 Management Tools (2.7) .....76289_eng
Solaris 9 Security (4.0) .....76291_eng

Sun Microsystems Solaris 9: Basic System Administration II
Solaris 9 Advanced Installation (2.7).....79046_eng
Solaris 9 Networking (2.7) .....78582_eng
Solaris 9 Solaris File Systems and Storage (6.3) .....79047_eng
Solaris 9 Naming Services (3.3).....79045_eng
Solaris 9 Systems Supervision (3.7).....80100_eng

LINUX

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

Linux Professional Institute (LPIC): Junior Level Linux Professional
Mentoring LX0-101 Linux+ Powered by LPI Exam 1 .....mntlx0101
Using the Linux Shell (2.8) .....259928_eng
Redirection Approaches and Process Control (1.8) ....259929_eng
Managing and Processing Text (2.8).....259930_eng
Managing Files in Linux (2.8).....259931_eng
Mounting and Managing File Systems (1.8).....259932_eng
Partitions, File Systems, and Disk Quotas (1.5).....259933_eng
Hardware Requirements (1.5) .....259934_eng
Hardware Configurations for Linux (2.3) .....259935_eng
Installing Linux (2.0) .....259936_eng
Managing Debian and Red Hat Packages (1.3) .....259937_eng
Administering the X Window System (2.0).....259938_eng
TestPrep LX0-101 Linux+ Powered by LPI Exam I .....lu_lpad_a01_tp_enus

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Linux Professional Institute (LPIC): Junior Level Linux Professional
Mentoring LX0-102 Linux+ Powered by LPI Exam 1 .....mntlx0102
The Linux Kernel (2.3).....259939_eng
Writing Shell Scripts in Linux (3.0).....259941_eng
Administrative and Documentation Tasks in Linux (1.8) .....259942_eng
Managing Linux Group and User Accounts (2.3) .....259943_eng
Administering Linux System Tasks and Backup Strategies (3.3).....259944_eng
Networking Fundamentals in Linux (3.5).....259945_eng
Networking Services in Linux (3.0).....259946_eng
Working with Sendmail and Apache (2.3) .....259947_eng
Security in a Linux Environment (3.3) .....259948_eng
Printing in Linux (3.3).....259940_eng
Data Management, Localization, and Encryption in Linux (3.0) .....lu_lpad_a01_it_enus
Mail Transfer Agents and Accessibility in Linux (1.5) .....lu_lpad_a02_it_enus
TestPrep LX0-102 Linux+ Powered by LPI Exam I .....lu_lpad_a02_tp_enus

Linux Professional Institute (LPIC): Intermediate Level Administration
Linux Intermediate System Administration
(LPI exams 117-201 and 117-202)
Linux Kernel Compilation and System Startup (2.3) .....221118_eng
Linux Filesystem Management and File Sharing (2.4) .....221129_eng
Linux Networking Configuration (2.0).....221146_eng
Linux Networking Services (2.75).....221157_eng
Linux Hardware Configuration and System Maintenance (2.7).....221174_eng
Security in the Linux Environment (2.8) .....222680_eng
Linux System Customization and Automation (2.3) .....221197_eng
Linux Troubleshooting (2.2) .....221186_eng

Linux Professional Institute (LPIC): Advanced Level Administration
Linux Advanced System Administration
(LPIC-2 exams 117-201)
Linux User Notification and Device Management (1.0).....lu_lalp_a01_it_enus
E-mail and Security in Linux (2.0) .....lu_lalp_a02_it_enus
Linux Kernel Compilation and Linux Startup (2.5) .....lu_lalp_a03_it_enus
Linux File Sharing and Filesystem Management (2.5).....lu_lalp_a04_it_enus
Linux Network Configuration (2.0).....lu_lalp_a05_it_enus
Linux Network Services (2.5) .....lu_lalp_a06_it_enus
Linux System Maintenance and Hardware Configuration (2.5).....lu_lalp_a07_it_enus
Linux Security (2.5).....lu_lalp_a08_it_enus
Linux System Troubleshooting (2.0) .....lu_lalp_a09_it_enus

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UNIX

UNIX Fundamentals
Overview (1.5) ..... lu_unix_a01_it_enus
Shell Scripting Basics (2.0) ..... lu_unix_a02_it_enus
Files and Directories (2.0) ..... lu_unix_a03_it_enus
Security (1.5) ..... lu_unix_a04_it_enus
Network Administration (2.5) ..... lu_unix_a05_it_enus

UNIX: Operating System Fundamentals
Introduction to UNIX (2.0) ..... 78920_eng
UNIX System Architecture (4.0) ..... 78924_eng

UNIX: Shell Programming
UNIX Shell Scripting Basics (3.0) ..... 83855_eng
UNIX Shell Scripting Tools (3.0) ..... 110852_eng
Writing UNIX Shell Programs (3.7) ..... 83877_eng

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

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

SECURITY & NETWORK TECHNOLOGIES

INTERNETWORKING

CompTIA Network+ 2012
Mentoring N10-005 Network+ 2012 ..... mntn10005
Networking Concepts Part 1 (2.0) ..... cs_ctmt_a01_it_enus
Networking Concepts Part 2 (1.5) ..... cs_ctmt_a02_it_enus
Network Installation and Configuration Part 1 (2.0) ..... cs_ctmt_a03_it_enus
Network Installation and Configuration Part 2 (1.5) ..... cs_ctmt_a04_it_enus
Network Media and Topologies Part 1 (2.0) ..... cs_ctmt_a05_it_enus
Network Media and Topologies Part 2 (1.5) ..... cs_ctmt_a06_it_enus
Network Management Part 1 (2.0) ..... cs_ctmt_a07_it_enus
Network Security Part 1 (1.5) ..... cs_ctmt_a08_it_enus
Network Security Part 2 (1.0) ..... cs_ctmt_a09_it_enus
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Network Fundamentals (2.0) ..... cs_ctnt_a01_it_enus
Network Components (1.5) ..... cs_ctnt_a02_it_enus
Network Devices (1.5) ..... cs_ctnt_a03_it_enus
Network Protocols (3.0) ..... cs_ctnt_a05_it_enus
Wide Area Networks (1.5) ..... cs_ctnt_a06_it_enus
Wireless Networks (1.5) ..... cs_ctnt_a07_it_enus
Network Addressing (1.5) ..... cs_ctnt_a08_it_enus
Routing (1.0) ..... cs_ctnt_a09_it_enus
Managing and Monitoring the Network (2.0) cs_ctnt_a10_it_enus
Troubleshooting the Network (2.0) ..... cs_ctnt_a11_it_enus
Network Security (2.5) ..... cs_ctnt_a12_it_enus
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IPv6 and Future Applications
IPv6 (4.4) ..... 80284_eng

Introduction to Voice Over IP
PSTN and VoIP Fundamentals (2.0) ..... dt_voce_a01_it_enus
VoIP Technologies (3.0) ..... dt_voce_a02_it_enus
VoIP Quality and Security (1.5) ..... dt_voce_a03_it_enus

Lightweight Directory Access Protocol (LDAP)
LDAP Fundamentals (3.0) ..... 85776_eng
Designing and Maintaining LDAP Directory Services (3.7) ..... 84923_eng

WIRELESS COMMUNICATIONS

Understanding and Evaluating RFID Technology for your Business
RFID Technology and Business Applications (2.0) ... 232047_eng
RFID Applications Management (2.4) ..... 232057_eng

Advanced Wireless Technologies
Beyond 3G (B3G) (2.6) ..... 219522_eng
4G Communication Systems (2.3) ..... 219523_eng
4G Implementations (2.2) ..... 221229_eng
Non-Cellular Wireless Technology (2.5) ..... 219524_eng

NETWORK PROTOCOLS

TCP/IP: Mobile IP and IP Mobility
Mobile IP (1.8) ..... 211788_eng
IP Mobility (2.2) ..... 211789_eng
TCP/IP: Protocols for Securing Web Transactions
Digital Payments (2.8) ..... 212561_eng
TCP/IP: Network Management Protocols
SNMP, MIBs and RMON (2.3) ..... 210670_eng

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CLOUD COMPUTING

Cloud Computing for Business Professionals
Introducing Cloud Computing (1.5) ..... cl_clbp_a01_it_enus
Moving Business Services into the Cloud (2.0) ..... cl_clbp_a02_it_enus

Cloud Computing for IT Professionals
Cloud Computing Basics (1.5) ..... cl_clip_a01_it_enus
Cloud Technology Enablers (1.0)..... cl_clip_a02_it_enus
Enterprise Data and Cloud Interaction (1.5) .. cl_clip_a03_it_enus
Migrating Infrastructure to the Cloud (1.0).... cl_clip_a04_it_enus
Identity, Presence, and Privacy (1.5)..... cl_clip_a05_it_enus
Providing Cloud Security (1.5)..... cl_clip_a06_it_enus

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Storage Technology Foundations (EMCPA)
Introduction to Storage Technology (1.5) .....240031_eng
Storage System Architecture (1.3) .....240039_eng
Physical Disks and RAID Arrays (2.0) .....240047_eng
Intelligent Storage Systems (1.5).....240056_eng
Network Storage Systems (2.0).....240062_eng
Fiber Channel Storage Attached Networks (2.5) .....240072_eng
IP SANs and Content Addressed Storage (1.8) .....240082_eng
Information Availability (2.5) .....240092_eng
Replication and Business Continuity (2.5).....241020_eng
Monitoring and Managing the Data Center (2.5).....241031_eng
Securing Storage (2.3) .....254190_eng
Storage Virtualization Technologies (2.3) .....254207_eng
Storage Security (1.5) ..... dt_ismt_a01_it_enus
Storage Virtualization (1.0) ..... dt_ismt_a02_it_enus
Storage Technologies Update (1.5)..... dt_ismt_a03_it_enus
EMC Storage Products (1.5)..... dt_ismt_a04_it_enus

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Information Security Best Practices for Business Users
Introduction to Information Security (1.7) .....216913_eng
Operational Information Security (1.5) .....217983_eng
Malicious Code and Information Security (1.7) .....217043_eng
Information Security and the Internet (1.7).....216960_eng

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Mentoring SY0-301 Security+ 2011 .....mntsy0301
Control Fundamentals and Security Threats (2.0) ..... cs_styp_a01_it_enus
Network Protocols, Attacks, and Defenses (2.0) ..... cs_styp_a02_it_enus
Creating Secure Networks and Performing Security Assessments (2.0) ..... cs_styp_a03_it_enus
Network and System Security Mechanisms (2.0)..... cs_styp_a04_it_enus
Remote Access and Wireless Security (1.5) . cs_styp_a05_it_enus
Authentication, Biometrics, and Security Controls (2.0)..... cs_styp_a06_it_enus
Securing the IT Environment (2.0)..... cs_styp_a07_it_enus
Cryptography and Public Key Infrastructures (2.5)..... cs_styp_a08_it_enus

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

Securing Applications, Virtualized Environments, and Cloud Computing (2.0)cs_styp_a09_it_enus
Business Continuity, Disaster Recovery, Security Training, and Forensics (2.0)..... cs_styp_a10_it_enus
TestPrep SY0-301 Security+ 2011 ..... cs_styp_a01_tp_enus

CompTIA Security+ 2008 (z) (ACE=2)
Threat Mitigation (2.0) .....cs_sety_a01_it_enus
Cryptography (2.0) .....cs_sety_a02_it_enus
Authentication Methods (2.0) .....cs_sety_a03_it_enus
Messaging, User, and Role Security (3.0) .....cs_sety_a04_it_enus
Public Key Infrastructure and Access Security (3.5) .....cs_sety_a05_it_enus
Ports, Protocols, and Network Security (3.0) cs_sety_a06_it_enus
Wi-Fi and Remove Access (2.0) .....cs_sety_a07_it_enus
Risk Analysis, Vulnerability Testing, IDS, and Forensics (1.5) .....cs_sety_a08_it_enus
Auditing, Security Policies, and Disaster Recovery (2.5) .....cs_sety_a09_it_enus
TestPrep SY0-201 Security+ 2008 .....tpsy0201_eng

Certified Information Systems Security Professional (CISSP) 2012
Mentoring Certified Information Systems Security Professional (CISSP).....mntcissp
Access Control (2.0).....sp_cpte_a01_it_enus
Telecommunications and Network Security (3.5) .....sp_cpte_a02_it_enus
Information Security Governance and Risk Management (2.5) .....sp_cpte_a03_it_enus
Software Development Security (2.0).....sp_cpte_a04_it_enus
Cryptography (2.0) .....sp_cpte_a05_it_enus
Security Architecture and Design (2.5).....sp_cpte_a06_it_enus
Operations Security (2.5) .....sp_cpte_a07_it_enus
Business Continuity and Disaster Recovery Planning (1.5).....sp_cpte_a08_it_enus
Legal, Regulations, Investigations, and Compliance (2.0) .....sp_cpte_a09_it_enus
Physical (Environment) Security (2.0).....sp_cpte_a10_it_enus
TestPrep Certified Information Systems Security Professional (CISSP) .....sp_cssp_a01_tp_enus

Certified Information Systems Security Professional (CISSP) 2nd Edition (z) (ACE=2)
Access Control (2.0).....sp_cssp_a01_it_enus
Application Development Security (2.0) .....sp_cssp_a02_it_enus
Business Continuity and Disaster Recovery Planning (1.5).....sp_cssp_a03_it_enus
Cryptography (2.0) .....sp_cssp_a04_it_enus
Information Security Governance and Risk Management (2.5) .....sp_cssp_a05_it_enus
TestPrep Certified Information Systems Security Professional (CISSP) .....sp_cssp_a01_tp_enus

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

CISA Domain: Certified Internet Security Associate (ISACA)
Mentoring Certified Information Systems Auditor (CISA) ..... mntcisa
The Process of Auditing Information Systems – Part 1 (2.5) ..... sp_cisa_a01_it_enus
The Process of Auditing Information Systems – Part 2 (2.5) ..... sp_cisa_a02_it_enus
Governance and Management of IT – Part 1 (2.0) ..... sp_cisa_a03_it_enus
Governance and Management of IT – Part 2 (3.0) ..... sp_cisa_a04_it_enus
IS Acquisition, Development and Implementation – Part 1 (3.0) ..... sp_cisa_a05_it_enus
IS Acquisition, Development and Implementation – Part 2 (2.5) ..... sp_cisa_a06_it_enus
IS Operations, Maintenance, and Support – Part 1 (2.0) ..... sp_cisa_a07_it_enus
IS Operations, Maintenance, and Support – Part 2 (2.5) ..... sp_cisa_a08_it_enus
Protection of Information Assets – Part 1 (3.0) ..... sp_cisa_a09_it_enus
Protection of Information Assets – Part 2 (3.5) ..... sp_cisa_a10_it_enus
IS Acquisition, Development and Implementation – Part 3 (2.0) ..... sp_cisa_a11_it_enus
TestPrep Certified Information Systems Auditor (CISA) ..... sp_cisa_a01_tp_enus

CISM: Certified Information Security Manager (ACE=2)
Information Security Governance: Overview (2.0) ..... sp_cism_a01_it_enus
Information Security Governance: Strategies and Goals (2.0) ..... sp_cism_a02_it_enus
Information Security Governance: Developing an Action Plan (2.0) ..... sp_cism_a03_it_enus
Information Risk Management: Program Framework and Risk Assessment (2.0) ..... sp_cism_a04_it_enus
Information Risk Management: Analysis, Mitigation, and Monitoring (2.0) ..... sp_cism_a05_it_enus
Information Security Program Development: Introduction and Roadmap (2.0) ..... sp_cism_a06_it_enus
Information Security Program Development: Resources (2.0) ..... sp_cism_a07_it_enus
Information Security Program Development: Metrics and Implementation (2.0) ..... sp_cism_a08_it_enus
Information Security Program Management: Introduction and Framework (2.0) ..... sp_cism_a09_it_enus
Information Security Program Management: Resources and Implementation (2.5) ..... sp_cism_a10_it_enus
Incident Management and Response: Introduction and Resources (2.5) ..... sp_cism_a11_it_enus
Incident Management and Response: Planning and Testing (2.0) ..... sp_cism_a12_it_enus

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

SSCP Domain: Systems Security Certified Practitioner (ISC(2))
Mentoring: Systems Security Certified Practitioner (SSCP) ..... mntsscp
Access Controls (2.5) ..... sp_sycp_a01_it_enus
Cryptography (2.0) ..... sp_sycp_a02_it_enus
Malicious Code (3.0) ..... sp_sycp_a03_it_enus
Monitoring and Analysis Part 1 (2.0) ..... sp_sycp_a04_it_enus
Monitoring and Analysis Part 2 (2.0) ..... sp_sycp_a05_it_enus
Network and Telecommunications Part 1 (2.0) ..... sp_sycp_a06_it_enus
Network and Telecommunications – Part 2 (2.5) ..... sp_sycp_a07_it_enus
Security Operations and Administration – Part 1 (2.5) ..... sp_sycp_a08_it_enus
Security Operations and Administration – Part 2 (1.5) ..... sp_sycp_a09_it_enus
Security Operations and Administration – Part 3 (2.0) ..... sp_sycp_a10_it_enus
Risk, Response, and Recovery (3.0) ..... sp_sycp_a11_it_enus
***TestPrep** Systems Security Certified Practitioner (SSCP) ..... sp_sycp_a01_tp_enus

CISCO

Note: The following Cisco Express Guides are now available with SkillPort: Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> IIUC 1.0: Implementing Cisco IOS Unified Communications (640-460) Express Guide (37.5) ..... pc_eg_444128
> IINS 1.0: Implementing Cisco IOS Network Security (640-553) Express Guide (37.5) ..... pc_eg_444129
> Interconnecting Cisco Networking Devices Part 2 v1.0 (Exam 640-816) Express Guide (37.5) ..... pc_eg_444112
> Interconnecting Cisco Networking Devices Part 1 v1.0 (Exam 640-822) Express Guide (37.5) ..... pc_eg_444111
> Designing for Cisco Internet Solutions v2.0 (Exam 640-863) Express Guide (37.5) ..... pc_eg_444104
> IIUC2 1.0: Implementing Cisco IOS Unified Communications Part 2 (Exam 642-145) Express Guide (37.5) ..... pc_eg_444135
> TUC 1.0: Troubleshooting Cisco Unified Communications Systems (Exam 642-426) Express Guide (37.5) ..... pc_eg_444122
> CVOICE 6.0: Cisco Voice Over IP (Exam 642-436) Express Guide (37.5) ..... pc_eg_444127
> CIPT1 6.0: Implementing Cisco Unified Communications Manager Part 1 (Exam 642-446) Express Guide (37.5) ..... pc_eg_444125
> Implementing Cisco Voice Gateways and Gatekeepers v2.0 (Exam 642-453) Express Guide (37.5) ..... pc_eg_444102
> CIPT2 6.0: Implementing Cisco Unified Communications Manager Part 2 (Exam 642-456) Express Guide (37.5) ..... pc_eg_444126
> SNRS 3.0: Securing Networks with Cisco Routers and Switches (Exam 642-504) Express Guide (37.5) ..... pc_eg_444131

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

> SNAA 1.0: Securing Networks with ASA Advanced (Exam 642-515) Express Guide (37.5) ..... pc_eg_444133
> SNAF 1.0: Securing Networks with ASA Fundamentals (Exam 642-524) Express Guide (37.5) ..... pc_eg_444132
> Implementing Cisco Intrusion Prevention Systems V6.0 (Exam 642-533) Express Guide (30.0) ..... pc_eg_444110
> Cisco Wireless LAN Advanced Topics v1.0 (Exam 642-586, 642-587) Express Guide (30.0) ..... pc_eg_444108
> Implementing Cisco MPLS v2.2 (Exam 642-611) Express Guide (37.5) ..... pc_eg_444496
> IMPLS 2.2: Implementing Cisco Multi-Protocol Label Switching (Exam 642-611) Express Guide (37.5) ..... pc_eg_444134
> Implementing Cisco QoS v2.2 (Exam 642-642) Express Guide (37.5) ..... pc_eg_444491
> QoS 2.3: Implementing Cisco Quality of Service (Exam 642-642) Express Guide (37.5) ..... pc_eg_444138
> Configuring BGP on Cisco Routers v3.2 (Exam 642 661) Express Guide (30.0) ..... pc_eg_444487
> SWITCH 1.0: Implementing Cisco IP Switched Networks (Exam 642-813) Express Guide (37.5) ..... pc_eg_444141
> TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks (Exam 642-832) Express Guide (37.5) ..... pc_eg_444142
> Designing Cisco Network Service Architecture v2.0 (Exam 642 873) Express Guide (37.5) ..... pc_eg_444113
> ROUTE 1.0: Implementing Cisco IP Routing (Exam 642-902) Express Guide (37.5) ..... pc_eg_444140
> UCM70 v1.0: Implementing Cisco Unified Communications Manager v7.0 Features Express Guide (37.5) ..... pc_eg_444136

Note: Courses and Express Guides to support some of the previous versions are still available upon request.

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

Mentoring 640-802 Cisco Certified Network Associate (CCNA) mnt640802

Interconnecting Cisco Networks Devices Part 1 (ICND1 1.1) (ACE=1)

Mentoring 640-822 Interconnecting Cisco Networking Devices Part 1 ..... mnt640822
Fundamentals of Networking (2.5) ..... cc_cond_a01_it_enus
Network Connections and Communications (2.0) ..... cc_cond_a02_it_enus
Switching in LANs (3.5) ..... cc_cond_a03_it_enus
Optimizing and Troubleshooting Switch Security (2.5) ..... cc_cond_a04_it_enus
Implementing Wireless LANs (1.5) ..... cc_cond_a05_it_enus
Routing and Cisco Routers (1.5) ..... cc_cond_a06_it_enus
The Packet Delivery Process, Router Security, and Remote Access (2.0) ..... cc_cond_a07_it_enus

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

WAN Technologies (2.5) ..... cc_cond_a08_it_enus
WAN Encapsulation and RIP Routing (3.0) cc_cond_a09_it_enus
Managing the Network Environment (4.0) .. cc_cond_a10_it_enus
LAN Addressing (3.5) ..... cc_cond_a11_it_enus
TestPrep 640-822 Interconnecting Cisco Networking Devices Part 1 ..... cc_cond_a01_tp_enus

Interconnecting Cisco Networks Devices Part 2 (ICND2 1.1) (ACE=1)

Mentoring 640-816 Interconnecting Cisco Network Devices Part 2 (ICND2) mnt640816
Implementing VLANs and Trunks (3.0) ..... cc_cont_a01_it_enus
Spanning-Tree Protocol and Inter-VLAN Routing (3.0) ..... cc_cont_a02_it_enus
Securing and Troubleshooting the Switched Network (2.0) ..... cc_cont_a03_it_enus
Medium-Sized Routed Network Construction (3.0) ..... cc_cont_a04_it_enus
Single-Area OSPF Implementation (2.5) ..... cc_cont_a05_it_enus
EIGRP Implementation (3.0) ..... cc_cont_a06_it_enus
Introducing ACL Operation (1.0) ..... cc_cont_a07_it_enus
Configuring and Troubleshooting ACLs (2.0) ..... cc_cont_a08_it_enus
Scaling the Network with NAT and PAT (1.5) ..... cc_cont_a09_it_enus
Transitioning to IPv6 (1.5) ..... cc_cont_a10_it_enus
VPN and Point-to-:Point WAN Connections (1.5) ..... cc_cont_a11_it_enus
Frame Relay Connections (2.5) ..... cc_cont_a12_it_enus
TestPrep 648-816 Interconnecting Cisco Network Devices Part 2 (ICND2) ..... cc_cont_a01_tp_enus

TestPrep 640-802 Cisco Certified Network Associate (CCNA) ..... cc_ccna_a01_tp_enus

Cisco Certified Network Professional (CCNP)

Cisco ROUTE 1.0: Implementing Cisco IP Routing
Express Guide is available with SkillPort v6 – pc_eg_444492
Mentoring 642-902 Implementing Cisco IP Routing (ROUTE) mnt642902
Routing Services for Converged Networks (1.0) ..... cc_icir_a01_it_enus
EIGRP Implementation for the Enterprise (2.5) ..... cc_icir_a02_it_enus
EIGRP Authentication and Advanced Feature Implementation (1.0) ..... cc_icir_a03_it_enus
The OSPF Routing Protocol (1.5) ..... cc_icir_a04_it_enus
Implementing an OSPF-Based Solution (2.0) cc_icir_a05_it_enus
Configuring and Verifying Route Redistribution (2.0) ..... cc_icir_a06_it_enus
Implementing Path Control (1.0) ..... cc_icir_a07_it_enus
Connecting the Enterprise to ISPs (1.0) ..... cc_icir_a08_it_enus
Configuring and Verifying BGP Operations (2.0) ..... cc_icir_a09_it_enus
eLT: Implementing Path Control (0.5) CSCO0064EN07
eLT: IPv6 Addressing and Unicast (2.0) CSCO0064EN08
eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6 (2.5) CSCO0064EN09
eLT: IPv6 Transition Techniques (1.5) CSCO0064EN10

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

eLT: NAT and PAT with IPv6 (1.0) CSCO0064EN11
eLT: Routing for Branch Offices and Mobile Workers (2.5) CSCO0064EN12
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE).....cc_icir_a01_tp_enus

SWITCH 1.0: Implementing Cisco IP Switched Networks
Express Guide is available with SkillPort v6 – pc_eg_444141
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)..... mnt642812
Analyzing Campus Network Designs (1.0) ...cc_icis_a01_it_enus
Implementing VLANs in Campus Networks (2.0) .....cc_icis_a02_it_enus
Implementing Spanning-Tree (2.0) .....cc_icis_a03_it_enus
Inter-VLAN Routing (1.5).....cc_icis_a04_it_enus
Highly Available Networks (1.5) .....cc_icis_a05_it_enus
Configuring Layer 3 High Availability (1.5) .cc_icis_a06_it_enus
Minimizing Service Loss and Data Theft (2.0) .....cc_icis_a07_it_enus
Accommodating Voice and Video in Campus Networks (1.2.0).....cc_icis_a08_it_enus
Integrating Wireless LANs into a Campus Network (1.0).....cc_icis_a09_it_enus
TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)..... cc_icis_a01_tp_enus

TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks
Express Guide is available with SkillPort v6 – pc_eg_444142
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) mnt642832
Planning Maintenance for Complex Networks (1.5) ..... cc_icit_a01_it_enus
Planning Troubleshooting Processes for Networks (1.5) ..... cc_icit_a02_it_enus
Maintenance, Troubleshooting Tools, and Applications (1.5)..... cc_icit_a03_it_enus
Troubleshooting VLANs, STP, and SVIs (1.5) ..... cc_icit_a04_it_enus
Troubleshooting FHRPs and Performance Issues (1.5) ..... cc_icit_a05_it_enus
Network Layer Connectivity, OSPF, and EIGRP (2.5) ..... cc_icit_a06_it_enus
Route Redistribution, BGP, and Performance Issues (2.0) ..... cc_icit_a07_it_enus
Maintaining and Troubleshooting Network Security Solutions (1.5) ..... cc_icit_a08_it_enus
eLT: Troubleshooting Performance Problems on Switches (1.0) CSCO0066EN07
eLT: Troubleshooting Wireless Integration (0.5) CSCO0066EN08
eLT: Troubleshooting Voice over IP Integration (0.5) CSCO0066EN09
eLT: Troubleshooting Video Integration (0.5)... CSCO0066EN10
eLT: Troubleshooting NAT and PAT (1.0) CSCO0066EN11
eLT: Troubleshooting DHCP (2.0) CSCO0066EN12
eLT: Troubleshooting IPv6, OSPFv3, and RIPng (0.5)..... CSCO0066EN13
eLT: Troubleshooting Network Applications Services (1.5) CSCO0066EN14

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

eLT: Troubleshooting Branch Office and Remote Worker Problems (1.5) CSCO0066EN15
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) ..... cc_icit_a01_tp_enus

Cisco Certified Design Associate (CCDA)

Designing for Cisco Internetwork Solutions (DESGN v2.1)
Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN) mnt640864
Network Design Methodology Overview (2.5)..... cc_desg_a01_it_enus
Structuring and Modularizing the Network (2.5)..... cc_desg_a02_it_enus
Designing Basic Campus and Data Center Networks (2.0) ..... cc_desg_a03_it_enus
Identifying WAN Technology Considerations (1.5) ..... cc_desg_a04_it_enus
Designing the Enterprise WAN and Branch (1.5) ..... cc_desg_a05_it_enus
Designing IP Addressing (2.0)..... cc_desg_a06_it_enus
Selecting Routing Protocols (1.0) ..... cc_desg_a07_it_enus
Defining Network Security (1.5)..... cc_desg_a08_it_enus
Security Solutions for the Network (2.0)..... cc_desg_a09_it_enus
Integrating Voice and Video Architectures (1.0) ..... cc_desg_a10_it_enus
Voice and Video Technology Requirements (2.0) ..... cc_desg_a11_it_enus
Design Considerations for Basic Wireless Networking (2.5) ..... cc_desg_a12_it_enus
TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN).....cc_desg_a01_tp_enus

Cisco Certified Design Professional (CCDP)

Designing Cisco Network Service Architectures (ARCH 2.0)
Express Guide is available with SkillPort v6 - pc_eg_444113
Cisco SONA and Cisco Enterprise Architecture Design (2.5) .....253553_eng
Advanced Addressing and Routing Design (2.3) .....253554_eng
Advanced WAN Services Design (1.5).....253555_eng
Enterprise Data Center Design (1.8).....253556_eng
Storage Area Network Design Considerations (1.5) ..253557_eng
E-Commerce Module Design (1.8).....253558_eng
Security Services Design (2.0).....253559_eng
IPSec and SSL VPN Design (1.8).....253560_eng
IP Multicast Design (1.8) .....253561_eng
Voice Over WLAN Design (1.8).....253562_eng
Network Management with Cisco IOS Software (1.8)253563_eng

Cisco Certified Security Professional (CCSP)

Implementing Cisco Intrusion Prevention System v7.0 (IPS 7.0)
Mentoring 642-627 Implementing Cisco Intrusion Prevention System (IPS) mnt642627
Introduction to Intrusion Prevention and Detection Systems (1.0) .....cc_ipss_a01_it_enus
IPS Traffic Analysis, Countermeasures, And Deployment Architecture (1.0) .....cc_ipss_a02_it_enus
Performing the Cisco IPS Sensor Initial Setup (2.0).....cc_ipss_a03_it_enus

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

Managing Cisco IPS Devices (1.5) ..... cc_ipss_a04_it_enus
Implementing Cisco Unity Express in
CUCM Express Environment (3.0)..... cc_ipss_a05_it_enus
Configuring Cisco IPS Signature
Engines and Anomaly Detection (1.5) ..... cc_ipss_a06_it_enus
Adapting Traffic Analysis and
Response to the Environment (2.0) ..... cc_ipss_a07_it_enus
False Positives, Negatives and
Response Improvement (1.5)..... cc_ipss_a08_it_enus
Managing and Analyzing Events (1.5)..... cc_ipss_a09_it_enus
Virtualization, High-Availability, and
High-Performance Solutions (1.0)..... cc_ipss_a10_it_enus
Configuring and Maintaining Cisco IPS
Hardware (1.5) ..... cc_ipss_a11_it_enus
***TestPrep** Implementing Cisco Intrusion
Prevention System (IPS)..... cc_ipss_a01_tp_enus

Securing Networks with Cisco Routers and Switches v1.0 (SECURE 1.0)
Mentoring 642-637 Securing Networks with
Cisco Routers and Switches (SECURE)..... mnt642637
Protection Controls and Identity-based
Network Services (1.5) .....cc_cure_a01_it_enus
Deploying Basic 802.1X Features (1.5).....cc_cure_a02_it_enus
Advanced Switch Data Plane
Security Controls (2.0).....cc_cure_a03_it_enus
Advanced Routed Data Plane
Security Controls (1.5).....cc_cure_a04_it_enus
Advanced Control Plane
Security Controls (1.5).....cc_cure_a05_it_enus
Deploying Advanced Management
Plane Security Controls (2.0).....cc_cure_a06_it_enus
Deploying Network Address
Translation (0.5).....cc_cure_a07_it_enus
Deploying Basic Zone-Based
Policy Firewalls (3.0).....cc_cure_a08_it_enus
Deploying Advanced Zone-Based
Policy Firewalls (2.0).....cc_cure_a09_it_enus
Deploying Cisco IOS Software IPS (2.5).....cc_cure_a10_it_enus
Site-to-Site VPN Architectures and
Technologies (2.0) .....cc_cure_a11_it_enus
Deploying Scalable Authentication in
Site-to-Site IPSec VPNs (2.5) .....cc_cure_a12_it_enus
Deploying DMVPNs (2.0).....cc_cure_a13_it_enus
Deploying Tunnel-Based IPSec VPNs
and GET VPNs (2.5).....cc_cure_a14_it_enus
Remote Access VPNs (2.0) .....cc_cure_a15_it_enus
Deploying Remote Access Solutions
Using SSL VPN (1.5) .....cc_cure_a16_it_enus
***TestPrep** 642-637 Securing Networks with
Cisco Routers and Switches (SECURE).cc_cure_a01_tp_enus

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

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

Cisco Certified Voice Professional (CCVP)

Introducing Cisco Voice and Unified Communications Administration v8.0 (ICOMM v8.0)
Mentoring 640-461 Introducing Cisco Voice and Unified
Communications Administration (ICOMM) mnt640461
CUC Solutions (2.0).....cc_comm_a01_it_enus
Administrator and End-User
Interfaces (2.5).....cc_comm_a02_it_enus
Call Flows in CUC Systems (2.5).....cc_comm_a03_it_enus
Endpoint and User Administration (4.0)....cc_comm_a04_it_enus
End User Telephony and Mobility
Features (1.0) .....cc_comm_a05_it_enus
Configuring Mobility Features (2.5).....cc_comm_a06_it_enus
Enablement of Cisco Unity
Connection and Voice Mailbox
Options (2.0).....cc_comm_a07_it_enus
Cisco Unified Presence (1.5).....cc_comm_a08_it_enus
Cisco Unified Communications
Solution Maintenance (1.5) .....cc_comm_a09_it_enus
RTMT, Monitoring Voice Mail and
the Disaster Recovery System (1.0).....cc_comm_a10_it_enus
TestPrep 640-461 Introducing Cisco
Voice and Unified Communications
Administration (ICOMM).....cc_comm_a01_tp_enus

Implementing Cisco Unified Communications Manager Part 1 v8.0 (CIPT1 v8.0)
Mentoring 642-447 Implementing CUCM,
Part 1 (CIPT1).....mnt642447
*10 titles.....tbd
***TestPrep** 642-447 Implementing CUCM,
Part 1 (CIPT1).....tbd

Implementing Cisco Unified Communications Manager Part 2 (CIPT2 v8.0)
Mentoring 642-457 Implementing CUCM,
Part 2 (CIPT2).....mnt642457
Multisite Deployment Issues and
Solutions Overview (2.0) .....cc_cpty_a01_it_enus
Multisite Deployment Implementation (2.5) cc_cpty_a02_it_enus
Centralized Call-Processing
Redundancy Implementation (3.0).....cc_cpty_a03_it_enus
Bandwidth Management and CAC
Implementation (2.5).....cc_cpty_a04_it_enus
Features and Applications for
Multisite Deployments (1.0) .....cc_cpty_a05_it_enus
Call Control Discovery (1.5).....cc_cpty_a06_it_enus
***TestPrep** 642-457 Implementing CUCM,
Part 2 (CIPT2)..... cc_cpty_a01_tp_enus

Integrating Cisco Unified Communications Applications v8.0 (CAPPS v8.0)
Mentoring 642-467 Integrating Cisco
Unified Communications Applications (CAPPS)...mnt642467
Introduction to Voice Mail (1.5) .....cc_caps_a01_it_enus
Integrating Cisco Unity Connection
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MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS

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.NET Overview: Windows, Web and the Cloud (3.5) ..... sd_mnov_a01_it_enus

Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010
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Web Form Controls with C# 2010 (3.0) ... sd_masc_a02_it_enus
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Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

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Creating Windows Applications with C# 2010 (2.0) ..... sd_wdcs_a01_it_enus
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Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

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Windows Application Development with VB 2010 (2.0) ..... sd_wdvb_a01_it_enus
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Windows Application Databinding with Visual Basic 2010 (2.5) ..... sd_wdvb_a04_it_enus
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Handling with Visual Basic 2008 (2.5)..sd_adwf_a06_it_enus
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Visual Basic: Diagnostics and
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Microsoft .NET Framework 2.0: Application Development Foundation with C# 2005
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WEB DESIGN

Web Site Design – Principles
Web Development Fundamentals (2.0) .....wd_dshw_a01_it_enus
Internet Site Development (2.0).....wd_dshw_a02_it_enus
Web 2.0 Fundamentals (2.0).....wd_dshw_a03_it_enus

Introduction to Ajax Development
Ajax Basics (2.5) .....wt_ajax_a01_it_enus
Ajax API Essentials (2.0) .....wt_ajax_a02_it_enus
Ajax Applications and Server Communication (2.0).....wt_ajax_a03_it_enus

ADOBE DESIGN TOOLS

Adobe Dreamweaver CS5
Setting up a Site and Adding Content in Dreamweaver CS5 (2.5)..... at_dcsp_a01_it_enus
Adding Links and Images in Dreamweaver CS5 (2.0)..... at_dcsp_a02_it_enus
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Creating Interactive Web Pages in Dreamweaver CS5 (2.5)..... at_dcsp_a05_it_enus
Cascading Style Sheets in Dreamweaver CS5 (2.5)..... at_dcsp_a06_it_enus

Adobe Dreamweaver CS4
Setting up a Site and Adding Content in Dreamweaver CS4 (2.5)..... at_dcsf_a01_it_enus
Adding Links and Images in Dreamweaver CS4 (1.5)..... at_dcsf_a02_it_enus
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Reusing Content in Dreamweaver CS4 (2.0). at_dcsf_a04_it_enus
Creating Interactive Web Pages in Dreamweaver CS4 (2.5)..... at_dcsf_a05_it_enus
Cascading Style Sheets in Dreamweaver CS4 (2.5)..... at_dcsf_a06_it_enus
Dreamweaver CS4 Site Maintenance and Advanced Concepts..... at_dcsf_a07_it_enus

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Adobe Flash CS5
Introduction to Adobe Flash CS5 Professional (1.5) ..... at_fcsp_a01_it_enus
Drawing and Working with Images in Flash CS5 (3.0) ..... at_fcsp_a02_it_enus
Using Flash CS5 Libraries, Text, and Components (3.0) ..... at_fcsp_a03_it_enus
Animation in Flash CS5 (2.0) ..... at_fcsp_a04_it_enus
ActionScript and Multimedia in Flash CS5 (2.0) ..... at_fcsp_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5 (1.5) ..... at_fcsp_a06_it_enus

Adobe Flash CS4
Introduction to Adobe Flash CS4 Professional (2.0) ..... at_fcsf_a01_it_enus
Drawing and Working with Images in Flash CS4 (2.5) ..... at_fcsf_a02_it_enus
Using Flash CS4 Libraries, Text, and Components (3.0) ..... at_fcsf_a03_it_enus
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Adobe AIR 3
Adobe AIR for Flash Developers (1.0) ..... at_airr_a01_it_enus

Adobe AIR for Flash Developers
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Adobe Fireworks CS4
Fundamentals (2.0) ..... at_fwcs_a01_it_enus

Adobe Captivate 4
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Adobe InDesign CS5
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Adobe InDesign CS4
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Adobe Reader X
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Adobe Reader 8.0
Using Adobe Reader 8 (2.5) ..... at_adar_a01_dt_enus

Adobe Acrobat 9
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Adobe Acrobat 8.0
Creating and Working with PDFs in Adobe Acrobat 8 (2.5) ..... at_adab_a01_dt_enus
Editing and Reviewing in Adobe Acrobat 8 (1.0) ..... at_adab_a02_dt_enus
Forms and Document Security in Adobe Acrobat 8 (1.4) ..... at_adab_a03_dt_enus
Advanced Features of Adobe Acrobat 8 (2.0) ..... at_adab_a04_dt_enus

Adobe Illustrator CS4
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Beyond the Basics (2.5) ..... at_icsf_a02_it_enus

Adobe Photoshop CS5
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Adobe Photoshop CS4
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OTHER DESIGN TOOLS

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Working with HTML5 and CSS3
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Working with Forms, the Canvas, and Media in HTML5 (1.5) ..... wd_htmf_a02_it_enus
Advanced HTML5 (1.5) ..... wd_htmf_a03_it_enus

JavaScript Fundamentals
JavaScript: Language Basics (2.0) ..... sl_jasc_a01_it_enus
Objects and Object-oriented (2.5) ..... sl_jasc_a02_it_enus
Functions and Regular Expressions (2.0) ..... sl_jasc_a03_it_enus
Browser Scripting Fundamentals (1.5) ..... sl_jasc_a04_it_enus
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ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

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Database Systems and Relational Databases (2.0)..... df_dbfn_a01_it_enus
Management of Relational Database Data (2.0) ..... df_dbfn_a02_it_enus

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Relational Databases (3.3).....80751_eng
Database Data Management (2.0) .....80761_eng

Database Design Fundamentals
Introduction to Designing a Relational Database (1.5) .....df_dbds_a01_it_enus
The Logical and Physical Database Design Methodologies (2.0) .....df_dbds_a02_it_enus

Database Design
An Overview of Database Design (0.7) .....78565_eng
The Database Design Methodology (4.0) .....78580_eng

ORACLE DATABASE SYSTEMS

Note: Some courses to support older releases remain available upon request.

The following Oracle Express Guides are now available with SkillPort : Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> Oracle Database 10g: 2 Day DBA Express Guide (15.0) .....pc_eg_orc002
> Oracle Database 10g: Administration Workshop I R2 Express Guide (37.5) .....pc_eg_444103
> Oracle Database 10g: Administration Workshop II Express Guide (37.5).....pc_eg_orc007
> Oracle Database 10g: New Features for Administrators Express Guide (37.5).....pc_eg_orc005
> Oracle Database 10g: New Features Overview Express Guide (15.0) .....pc_eg_orc001
> Oracle Database 10g: SQL Fundamentals I Express Guide (30.0) .....pc_eg_orc003
> Oracle Database 10g: SQL Fundamentals II Express Guide (15.0) .....pc_eg_orc004
> Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume I (22.5).....pc_eg_orc010
> Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume II (22.5) .....pc_eg_orc018
> Oracle 11i Order to Cash Fundamentals Express Guide Volume I (37.5).....pc_eg_444471
> Oracle 11i Order to Cash Fundamentals Express Guide Volume II (37.5).....pc_eg_444478
> Oracle 11i Order to Cash Fundamentals Express Guide Volume III (37.5) .....pc_eg_444479
> Oracle 11i Project Foundation Fundamentals Express Guide Volume I (37.5).....pc_eg_444469

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> Oracle 11i Project Foundation Fundamentals Express Guide Volume II (37.5) .....pc_eg_444476
> Oracle 11i System Administrator Fundamentals Express Guide Volume I (37.5).....pc_eg_444470
> Oracle 11i System Administrator Fundamentals Express Guide Volume II (37.5).....pc_eg_444477
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume I (37.5) .....pc_eg_444472
> Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume II (37.5) .....pc_eg_444480

ORACLE 11G

Oracle Database 11g: New Features for Administrators Release 2
Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators..... mnt1z0050
Installation and Oracle Restart (2.0)..... od_onft_a01_it_enus
ASM, Storage and Partitioning Enhancements (2.0)..... od_onft_a02_it_enus
Oracle Partitioning and Security Features (2.0)..... od_onft_a03_it_enus
Using Change Management Solutions (2.0)od_onft_a04_it_enus
Intelligent Infrastructure Enhancements (1.5)..... od_onft_a05_it_enus
Diagnosability Enhancements (1.0)..... od_onft_a06_it_enus
SQL Monitoring and Performance Enhancements (1.0)..... od_onft_a07_it_enus
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Backup, Recover, Archive, and Repair Data (2.0) ..... od_onft_a09_it_enus
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Oracle Database 11g: Administration Workshop I
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Storage Structures and User Security (1.5) od_odas_a04_it_enus
Managing Concurrency, Undo, and Auditing (1.5)..... od_odas_a05_it_enus
Managing Database Maintenance and Performance (1.5)..... od_odas_a06_it_enus
Backup and Recovery (1.5) ..... od_odas_a07_it_enus
Moving Data and Oracle Support (1.5) ..... od_odas_a08_it_enus
TestPrep 1Z0-052 Oracle Database 11g: Administration I .....od_oaws_a01_tp_enus

Oracle Database 11g: Administration Workshop II Release 2
Mentoring 1Z0-053 Oracle Database 11g: Administration II.....mnt1z0053
Database Architecture and Recovery Operations (1.5).....od_odat_a01_it_enus
The RMAN Catalog and Creating Backups (2.0) .....od_odat_a02_it_enus

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Performing Restore and Recovery Tasks (1.0) ..... od_odat_a03_it_enus
Using, Monitoring and Tuning RMAN (1.5) ..... od_odat_a04_it_enus
Database Diagnostics and Flashback Technologies (2.0) ..... od_odat_a05_it_enus
Managing Database Memory and Performance (2.0) ..... od_odat_a06_it_enus
Managing Database Resources and the Scheduler (1.5) ..... od_odat_a07_it_enus
Managing Database Space and Duplication (2.0) ..... od_odat_a08_it_enus
TestPrep 1Z0-053 Oracle Database 11g: Administration II ..... od_odat_a01_tp_enus

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Getting Started with SQL and PL/SQL New Features (1.8) ..... 257179_eng
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Using Trigger, Data Warehousing, and Pivoting Enhancements (1.3) ..... 257195_eng
Using the PL/SQL Debugger, Collections and Data Warehousing (1.3) ..... 257202_eng

Oracle Database 11g: SQL Expert (ACE=1)
Mentoring 1Z0-047 Oracle Database SQL Expert ... mnt1z0047

Oracle Database 11g: SQL Fundamentals I
Mentoring 1Z0-051 Oracle Database 11g: SQL Fundamentals I mnt1z0051
Using SQL to Query Your Database (2.3) ..... 257492_eng
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Oracle Database 11g: Introduction to SQL
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Metrics, Alerts, Baselines, AWR Tools, and Services (2.5) ..... **od_odpt_a01_it_enus**
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SQL Performance Management and Database Replay (2.0) ..... **od_odpt_a01_it_enus**
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Tuning PGA, Temporary Space, and AMM (1.5) ..... **od_odpt_a01_it_enus**
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Oracle SOA Suite 11g:
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Oracle 11i E-Business Suite: System Administrator Fundamentals
Express Guide is available with SkillPort v6 - pc_eg_444470
Oracle 11i:Function Security and Data
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Oracle 11i:System Monitoring and
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Oracle 11i E-Business Suite: Project Foundation Fundamentals
Oracle 11i: Project Management and Projects
Integration (2.0)..... 238819_eng
Oracle 11i: Organization, Period, and Calendar
Definitions in Oracle Projects (2.0)..... 238828_eng
Oracle 11i: Resource and Role Management (1.7).. 238838_eng
Oracle 11i: Oracle Projects Security Model and
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Oracle 11i: Oracle Projects and Task
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Oracle 11i: User-Defined Attributes, Implementa-
tion Options, and Utilization (2.3)..... 238858_eng
Oracle 11i: Organization Forecasting and
Integration (2.0)..... 238869_eng

Oracle 11i E-Business Suite: Navigate Oracle Applications
Oracle 11i: Using the Navigator, Forms, and
Online Help (1.6)..... 242461_eng
Oracle 11i: Concurrent Processing, Requests,
Profiles, and Forms (2.0)..... 242480_eng

ORACLE 10G

Oracle Database 10g: Administration Workshop I Release 2
Express Guide is available with SkillPort v6 - ... pc_eg_444103
Mentoring 1Z0-042 Oracle Database 10g:
Administration I Release 2 ..... mnt1z0042
Installing Oracle Database 10g Release 2 (2.3)..... 249293_eng
Creating Databases Release 2 (2.3)..... 249294_eng
Database Interfaces Release 2 (3.0) ..... 249295_eng
Database Control and Storage Structures Release
2 (2.3)..... 249296_eng
Users and Security Release 2 (3.3) ..... 249297_eng
Managing Schema Objects and Data Release 2 (3.0). 249298_eng

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The SQL* Loader and PL/SQL Release 2 (2.0) .....249299_eng
Oracle Net Services and Shared Servers Release 2 (2.8) .....249300_eng
Monitoring and Maintenance Release 2 (2.7) .....249301_eng
Managing Undo Data and Lock Conflicts Release 2 (1.8) .....249302_eng
Managing Backup and Recovery Release 2 (4.0) .....249303_eng
TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2 .....tp1z0042r2_eng

Oracle Database 10g: SQL Fundamentals I and II
Express Guide is available with SkillPort v6 - pc_eg_orc003
Introduction to Oracle and SQL in Oracle Database 10g (3.3) .....216104_eng
SQL Functions in Oracle Database 10g (3.0) .....216206_eng
Displaying Multiple Table Data and Using Set Operators In Oracle Database 10g (2.2).....216164_eng
Group and Datetime Functions in Oracle Database 10g (3.2) .....216205_eng
Subqueries and Hierarchical Queries in Oracle Database 10g (2.2) .....223292_eng
Regular Expressions and User Access in Oracle Database 10g (1.9) .....223293_eng
Creating and Managing Tables and Constraints in Oracle Database 10g (2.0) .....223294_eng
Database Objects in Oracle Database 10g (1.9).....223295_eng
Managing Database Objects in Oracle Database 10g (1.8) .....223296_eng
Manipulating Data in Oracle Database 10g (2.8).....223297_eng

Oracle Database 10g: PL/SQL Fundamentals
Introduction to PL/SQL (2.3) .....216518_eng
Using PL/SQL with an Oracle Server (2.0) .....216530_eng
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Using Composite Data Types (2.0) .....216540_eng
Explicit Cursors and Exception Errors (3.1) .....216554_eng
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Oracle Database 10g: Developing PL/SQL Program Units
PL/SQL Packages (2.8) .....216687_eng
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Managing Dependencies (1.4).....216717_eng
Manipulating Large Objects in PL/SQL (1.9).....216725_eng
PL/SQL Triggers (3.8).....216739_eng
Dynamic SQL and Metadata (2.3) .....218842_eng

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Express Guide is available with SkillPort v6 - pc_eg_orc005
Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators mnt1z0040
New Installation and Configuration Features (2.3).....210040_eng
New Data Loading Features (2.0) .....210050_eng
New Automatic Management and Management Infrastructure Features (3.2) .....210057_eng
New Resource, Scheduling, and Task Management Features (3.2) .....210074_eng
New Space Management Features (2.3).....210086_eng
New Storage Features (3.0) .....210095_eng

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Oracle Database 10g: New Features II
New Tuning, Performance-monitoring, and Analysis Features (3.0).....220637_eng
New Backup and Recovery Features (2.3) .....220638_eng
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New Features in VLDB Support (2.0) .....220641_eng
Miscellaneous New Features (2.3).....220642_eng
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MICROSOFT DATABASE SYSTEMS

Microsoft SQL Server 2008: Implementation and Maintenance
Mentoring 70-432 TS: Microsoft Server 2008, Implementation and Maintenance mnt70432
SQL Server 2008 Installation (1.5) .....md_mcim_a01_it_enus
SQL Server 2008 Instance and Database (1.5).....md_mcim_a02_it_enus
SQL Server 2008 Security Management (2.0).....md_mcim_a03_it_enus
SQL Server 2008 Database Management (2.0).....md_mcim_a04_it_enus
SQL Server 2008 Data Management (2.5).....md_mcim_a05_it_enus
SQL Server 2008 Database Monitoring and Performance (2.0) .....md_mcim_a06_it_enus
SQL Server 2008 Backups, Restores, and Database Snapshots (1.5) .....md_mcim_a07_it_enus
SQL Server 2008 High Availability and Disaster Recovery (2.0).....md_mcim_a08_it_enus
TestPrep 70-432 TS: Microsoft Server 2008, Implementation and Maintenance .....md_mcim_a01_tp_enus

Microsoft SQL Server 2008: Database Development
Mentoring 70-433 TS: Microsoft Server 2008, Database Development.....mnt70433
Creating and Implementing Database Objects in SQL Server 2008 (2.5)..... md_msdd_a01_it_enus
Creating and Modifying Table and Index Partitions in SQL Server 2008 (1.0)..... md_msdd_a02_it_enus
Running Queries and Manipulating Data in SQL Server 2008 (1.5)..... md_msdd_a03_it_enus
Performing Advanced Query Techniques in SQL Server 2008 (1.0) ..... md_msdd_a04_it_enus
Creating and Implementing Programming Objects in SQL Server 2008 (2.0)..... md_msdd_a05_it_enus
Querying and Managing XML Data in SQL Server 2008 (2.0) ..... md_msdd_a06_it_enus
Using SQL Server 2008 Messaging, Full-text Search, Scripts, and Track Changes (2.5) ..... md_msdd_a07_it_enus
Gathering Performance Data in SQL Server 2008 (1.5) ..... md_msdd_a08_it_enus
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Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

Implementing SQL Server 2008 Integration Services (1.5) ..... md_mqbm_a01_it_enus
Configuring SQL Server 2008 Integration Services Packages (2.0) ..... md_mqbm_a02_it_enus
Deploying SQL Server 2008 Integration Services Packages (1.5) ..... md_mqbm_a03_it_enus
Managing SSIS Packages in SQL Server 2008 (1.5) ..... md_mqbm_a10_it_enus
Implementing SQL Server 2008 Reporting Services Solutions (3.0)..... md_mqbm_a04_it_enus
Deploying and Delivering SQL Server 2008 Reporting Services Reports (2.0) md_mqbm_a05_it_enus
Maintaining SQL Server 2008 Reporting Services (1.5) ..... md_mqbm_a06_it_enus
Implementing SQL Server 2008 Analysis Services Solutions (2.5)..... md_mqbm_a07_it_enus
Querying Cubes and Working with Data Mining in SASS (2.0)..... md_mqbm_a08_it_enus
Managing SQL Server 2008 Analysis Services Solutions (2.0) ..... md_mqbm_a09_it_enus

Microsoft SQL Server 2005: Implementation and Maintenance

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Creating and Implementing Database Objects in SQL Server 2005 (3.2).....234647_eng
Retrieving Data and Running Queries in SQL Server 2005 (3.0) .....234661_eng
SQL Server 2005 Messaging and Query Tools (1.9)..234686_eng
Managing and Maintaining SQL Server 2005 Databases (3.3).....234704_eng
SQL Server 2005 Database Performance and Optimization (2.6).....234718_eng
Monitoring and Diagnosing Database Problems In SQL Server 2005 (1.3) .....234730_eng
SQL Server 2005 High Availability and Disaster Recovery ((3.0) .....234771_eng
SQL Server 2005 Backup and Restores (1.7) .....234927_eng

Microsoft SQL Server 2005: Infrastructure Design

Designing a Database Server Infrastructure for SQL Server 2005 (2.2) .....236740_eng
Designing Security for a Database Server Infrastructure for SQL Server 2005 (3.0).....236752_eng
Designing the Physical Database for SQL Server 2005 (2.8).....236765_eng
Designing a Database Server High Availability Solution for SQL Server 2005 (1.8) .....236779_eng
Designing a Database Failover Solution for SQL Server 2005 (2.3) .....236789_eng
Designing a Database Server Data Recovery Solution for SQL Server 2005 (2.3) .....236970_eng

Microsoft SQL Server 2005: Database Maintenance

Optimizing SQL Server 2005 Performance (3.0) .....237852_eng
Optimizing a Database Data Recovery Plan for SQL Server 2005 (2.0).....237864_eng
Monitoring and Maintaining a Database in SQL Server 2005 (3.1) .....237874_eng

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Managing Data Between Servers and Databases (2.5)238143_eng
Managing and Maintaining Database Security in SQL Server 2005 (2.5) ..... 238510_eng
Managing Database Data in a SQL Server 2005 Environment (3.3)..... 237888_eng

ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

Overview of SAP for Project Teams

Overview of SAP Solutions (2.0)..... sa_ospt_a01_it_enus
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SAP Logistics Modules (3.0) ..... sa_ospt_a03_it_enus
SAP ERP Architecture (1.5)..... sa_ospt_a04_it_enus
SAP Administration (2.0)..... sa_ospt_a05_it_enus
SAP Project Planning and Implementation (2.0) ..... sa_ospt_a06_it_enus
SAP NetWeaver Platform (2.0)..... sa_ospt_a07_it_enus

SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning (ERP) (2.5).....sa_bseu_a01_dt_enus
SAP Customer Relationship Management (CRM) (2.0).....sa_bseu_a02_dt_enus
SAP Product Lifecycle Management (2.0)..sa_bseu_a03_dt_enus
SAP Supply Chain Management (2.0).....sa_bseu_a04_dt_enus
SAP Supplier Relationship Management (1.5).....sa_bseu_a05_dt_enus

SAP Business One for End Users

SAP Business One – Introduction for End Users (2.0) ..... sa_boeu_a01_dt_enus

SAP Business Objects Business Intelligence

SAP Business Objects: Overview (1.5) .....sa_bobi_a01_dt_enus
SAP Business Objects: Crystal Reports (1.5) .....sa_bobi_a02_dt_enus
SAP Business Objects: Web Intelligence (1.5).....sa_bobi_a03_dt_enus
SAP Business Objects: Dashboards and Analytics (1.0) .....sa_bobi_a04_dt_enus
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Navigating SAP R/3 Release 4.6 (1.8)..... 7198_eng
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ABAP Programming II (2.7)..... 235541_eng

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BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT-BUSINESS

Information Security for End Users
Using Your Desktop Computer and Mobile Devices Safely (1.0).....db_iseu_a01_dt_enus
Introduction to Information Security (1.0)..db_iseu_a02_dt_enus
Using E-mail, the Internet, and Social Media Safely in a Corporate Environment (1.0).....db_iseu_a03_dt_enus

ITIL 2011 Edition Overview
Creating a Service Culture (2.0).....ib_ovvx_a01_it_enus
Introduction to the ITIL Framework (2.0)....ib_ovvx_a02_it_enus
Certification and Benefits (2.0) .....ib_ovvx_a03_it_enus

IT Infrastructure Library (ITIL) 2011 Edition Foundation Syllabus
Mentoring ITIL V3 Foundation (ITV3F) mntitv3f
ITIL and the Service Lifecycle (1.5).....ib_itlv_a01_it_enus
Service Strategy Fundamentals (2.5).....ib_itlv_a02_it_enus
Service Strategy Processes (1.5).....ib_itlv_a03_it_enus
Service Design Fundamentals (1.5).....ib_itlv_a04_it_enus
Service Design Processes (2.5).....ib_itlv_a05_it_enus
Service Transition Processes and Policies (2.5) .....ib_itlv_a06_it_enus
Introduction to Service Operation (1.0) .....ib_itlv_a07_it_enus
Service Operation Processes (2.0).....ib_itlv_a08_it_enus
Continual Service Improvement (1.5).....ib_itlv_a09_it_enus
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Technical Management Essentials
Transitioning from Technical Professional to Management (1.0)..... mgmt_19_a01_bs_enus
Strategies for Transitioning to Technical Management (1.0)..... mgmt_19_a02_bs_enus
Managing Technical Professionals (1.0).. mgmt_19_a03_bs_enus

Customer Service Representative, Professionalism
The Customer Service Representative (3.5) cust_06_a01_bs_enus
Support Center Services and Work Environment (3.0)..... cust_06_a02_bs_enus
Team and Customer Relationships (3.0)..... cust_06_a03_bs_enus

Customer Service Representative, Skills
Customer Interactions (3.5) ..... cust_07_a01_bs_enus
Communication Skills (3.5)..... cust_07_a02_bs_enus
Conflict, Stress, and Time Management (3.5)..... cust_07_a03_bs_enus

Customer Service Representative, Process
Customer Service Processes and Procedures (3.0) ..... cust_08_a01_bs_enus
Quality in a Support Center (3.5) ..... cust_08_a02_bs_enus
Support Center Tools, Technologies and Metrics (3.0)..... cust_08_a03_bs_enus
Dealing with Irrational Customers and Escalating Complaints (2.0)..... cust_08_a04_bs_enus

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PROJECT MANAGEMENT

KnowledgeCenter for Project Management is available

Note: The following CompTIA Express Guide is now available with SkillPort: Express Guides (NOTE: These guides are additional reference materials and do NOT generate a completion certificate).

> CompTIA Project+ 2009 Express Guide (37.5)..... pc_eg_444139

Project Management for Non-Project Managers
Project Management Fundamentals (2.5) ....proj_01_a01_bs_enus
Transitioning into a Project Management Role (3.0) .....proj_01_a02_bs_enus
Initiating and Planning a Project (2.0) .....proj_01_a03_bs_enus
Managing a Project (2.5).....proj_01_a04_bs_enus
Troubleshooting and Closing the Project (2.0) .....proj_01_a05_bs_enus
Project Management for Non-Project Managers **SkillSim** (0.5) PROJ001A
Managing Project without Direct Authority ..... pc_bi_pmbi001
Supporting Project Managers ..... pc_ch_lach042
Ensuring Management Buy-in on a Project..... pc_bi_pmbi002
Managing Conflict in Project Teams ..... pc_bi_pmbi003
Handling a Change Request ..... pc_ch_pmch001
Scope Definition Tools and Techniques ..... pc_ch_pmch002
Managing Scope on a Project..... pc_bi_pmbi004
Weighing the Costs of Project Change ..... pc_bi_pmbi005
Managing Vendor Relationships..... pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion ..... pc_bi_pmbi007
Addressing Stakeholder Conflicts..... pc_bi_pmbi008
Portfolios, Programs, and Projects: What's The Difference ..... pc_bi_pmbi009
Controlling Project Cost..... pc_bi_pmbi010
Mitigating Risks when Improving Processes..... pc_bi_pmbi011
Ethics and Risks: Why They Matter in Project Success ..... pc_ch_pmch003
Project Management Essentials..... pc_ch_lach041

Project Management Professional Exam PMP 4th edition (ACE=3)
Mentoring Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned.....mntpmp4ed
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned mntcapm4ed

Project Management Essentials (PMBOK – Fourth Edition aligned)
Managing Projects within Organizations (2.0) .....proj_05_a01_bs_enus
Project Management Overview (1.5).....proj_05_a02_bs_enus
Project Management Process Groups (2.0)..proj_05_a03_bs_enus
Project Integration Management (PMBOK – Fourth Edition aligned)
Integrated Initiation and Planning (2.0)..... proj_06_a01_bs_enus
Integrated Project Execution, Monitoring, and Control (1.5).....proj_06_a02_bs_enus

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Integrated Project Change Control and Close (1.0) ..... proj_06_a03_bs_enus

Project Scope Management (PMBOK – Fourth Edition aligned)

Project Requirements and Defining Scope (2.0) ..... proj_07_a01_bs_enus
Create Work Breakdown Structure (1.5)..... proj_07_a02_bs_enus
Monitoring and Controlling Project Scope (1.5) ..... proj_07_a03_bs_enus

Project Time Management (PMBOK – Fourth Edition aligned)

Defining and Sequencing Project Activities (2.0) ..... proj_08_a01_bs_enus
Estimating Activity Resources and Durations (2.0) ..... proj_08_a02_bs_enus
Developing and Controlling the Project Schedule (2.0) ..... proj_08_a03_bs_enus

Project Cost Management (PMBOK – Fourth Edition aligned)

Estimating and Budgeting Project Costs (2.0) ..... proj_09_a01_bs_enus
Controlling Costs (1.5) ..... proj_09_a02_bs_enus

Project Quality Management (PMBOK – Fourth Edition aligned)

Project Quality Planning (2.0) ..... proj_10_a01_bs_enus
Quality Assurance and Quality Control (2.0) ..... proj_10_a02_bs_enus

Project Human Resources Management (PMBOK – Fourth Edition aligned)

Planning Project Human Resources (2.0) .. proj_11_a01_bs_enus
Managing Project Human Resources (2.0) . proj_11_a02_bs_enus
Planning and Managing Project Human Resources **SkillSim** (0.5) PROJ011A

Project Communications Management (PMBOK – Fourth Edition aligned)

Stakeholders and the Communication Management Plan (2.0) ..... proj_12_a01_bs_enus
Processes for Managing Project Communications (2.0) ..... proj_12_a02_bs_enus
Communicating Effectively with Project Stakeholders **SkillSim** (0.5) PROJ012A

Project Risk Management (PMBOK – Fourth Edition aligned)

Risk Management Planning (1.5) ..... proj_13_a01_bs_enus
Performing Risk Analysis (2.0) ..... proj_13_a02_bs_enus
Risk Response, Monitor, and Control (2.0) proj_13_a03_bs_enus
Identifying Project Risks (2.0) ..... proj_13_a04_bs_enus

Project Procurement Management (PMBOK – Fourth Edition aligned)

Planning Project Procurement (2.0) ..... proj_14_a01_bs_enus
Managing Procurements (2.0) ..... proj_14_a02_bs_enus

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

The Role of Ethics in Project Management (1.5) ..... proj_15_a01_bs_enus
Core PMI Values and Ethical Standards (2.0) ..... proj_15_a02_bs_enus

TestPrep Project Management Professional (PMP) PMBOK Guide Fourth Edition Aligned ..... pm_proj_a01_tp_enus
TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned ..... pm_capm_a01_tp_enus

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PRINCE2: 2009 Foundation

Mentoring PRINCE2: Foundation mntprince2f
Overview of Project Management (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a01_it_enus
Project Organization, Planning and Risk (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a02_it_enus
Project Quality, Change and Progress (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a03_it_enus
Starting Up, Initiating and Directing a Project (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a04_it_enus
Controlling, Managing and Closing a Project (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a05_it_enus
Tailoring PRICE2 to a Project Environment (PRINCE2® 2009-aligned) (1.0) ..... ib_prin_a06_it_enus
TestPrep PRINCE2: Foundation ..... ib_prin_a01_tp_enus

Instructor Series: CompTIA Project+ (2009 Edition)

Initiating a Project ISCT0010EN01P
Project Scope and Schedule ISCT0010EN02P
Resources, Risks and Quality ISCT0010EN03P
Communication, Procurement and Cost ISCT0010EN04P
Executing the Project ISCT0010EN05P
Monitoring, Controlling and Closing Projects... ISCT0010EN06P

Agile Practitioner

(PMI-ACP & ScrumMaster aligned)
*10 titles ..... ib_pmag

Program Management Overview

Introduction to Program Management (1.5) proj_16_a01_bs_enus
Program Life Cycle and Benefits Management (2.0) ..... proj_16_a02_bs_enus

Managing Software Project Outsourcing

Preparing to Manage as Outsourced Project (1.0) ..... proj_18_a01_bs_enus
Developing a Vendor Contract (1.0) ..... proj_18_a02_bs_enus
Working with the Outsourced Team (1.0) ... proj_18_a03_bs_enus
Dealing with Risks (1.0) ..... proj_18_a04_bs_enus

IT Project Management Essentials

Introduction to IT Project Management (1.0) ..... proj_17_a01_bs_enus
Initiating and Planning IT Projects (1.0) ..... proj_17_a02_bs_enus
Executing IT Projects (1.0) ..... proj_17_a03_bs_enus
Monitoring and Controlling IT Projects (1.0) ..... proj_17_a04_bs_enus
Managing Risks in an IT Project (1.0) ..... proj_17_a05_bs_enus
Testing Deliverables and Closing IT Projects (1.0) ..... proj_17_a06_bs_enus

IT Strategy Essentials

Business and IT Strategy Alignment (1.0).. stgy_06_a01_bs_enus
Creating an IT Strategy Plan (1.0) ..... stgy_06_a02_bs_enus
Implementing an IT Strategy (1.0) ..... stgy_06_a03_bs_enus

Writing Skills for Technical Professionals

Preparation and Planning (1.0) ..... ib_wstp_a01_it_enus
Effective Writing Techniques (2.0) ..... ib_wstp_a02_it_enus

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TEAM BUILDING

Optimizing Your Performance on a Team
Being an Effective Team Member (1.0).....team_02_a01_bs_enus
Elements of a Cohesive Team (1.0) .....team_02_a02_bs_enus
Effective Team Communication (1.0).....team_02_a03_bs_enus
Using Feedback to Improve Team
Performance (1.0) .....team_02_a04_bs_enus
Power and Politics in Matrixed
Teams (1.0) .....team_02_a05_bs_enus

Leading Teams
Launching a Successful Team (1.0) .....team_03_a01_bs_enus
Establishing Goals, Roles, and
Guidelines (1.0).....team_03_a02_bs_enus
Developing the Team and its Culture (1.0) team_03_a03_bs_enus
Building Trust and Commitment (1.0).....team_03_a04_bs_enus
Fostering Effective Communication and
Collaboration (1.0).....team_03_a05_bs_enus
Motivating and Optimizing
Performance (1.0) .....team_03_a06_bs_enus
Dealing with Conflict (1.0).....team_03_a07_bs_enus
Managing Virtual Teams (1.0) .....team_03_a08_bs_enus
Building Trust Incrementally..... _pc_bi_lsbi004
Inspiring Your Team ..... _pc_bi_lsbi010
Support Your Leader ..... _pc_bi_pfbi010
Choosing the Right Team Culture ..... _pc_ch_pfch006
Managing Communications in a Virtual Team. _pc_bi_mgbi001
Developing Self-Sufficient Teams..... _pc_ch_mgch001
Building and Leading Teams..... _pc_ch_lach023

Making Teams Work: Capitalizing on Conflict
Team Conflict: The Seeds of Dissent (3.5)..... TEAM0211
Analyzing Workplace War Zones (2.5) TEAM0212
Getting Past Clashes: Valuing Team Diversity (2.5).. TEAM0213
Conquering Conflict through Communication (3.0)... TEAM0214
The Path to Peace and Harmony (2.5)..... TEAM0215
Manager's Performance Guide – Team
Conflict Skills (1.5)..... TEAM0216
Making Teams Work **SkillSim** (0.5)..... TEAM0210
Using Conflicts to an Organization's Advantage _pc_bi_mgbi002
Mediating Project Team Conflict ..... _pc_bi_pfbi006
Facilitating Work-related Conflict Discussions .... _pc_bi_pfbi015

BUSINESS ANALYSIS CURRICULUM

Certified Business Analysis Professional (CBAP) – BABOK Guide V2.0 Aligned
Introduction to Business Analysis and
Essential Competencies (2.0) .....ib_buap_a01_it_enus
Introduction to Business Analysis
Planning (2.5).....ib_buap_a02_it_enus
Planning Business Analysis Communication
and Monitoring .....ib_buap_a03_it_enus
Business Analysis Requirements
Elicitation.....ib_buap_a04_it_enus
Business Analysis Requirements
Management and Communication .....ib_buap_a05_it_enus
Enterprise Analysis.....ib_buap_a06_it_enus
Introduction to Requirements Analysis.....ib_buap_a07_it_enus
Verify and Validate Requirements.....ib_buap_a08_it_enus
Solution Assessment and Validation.....ib_buap_a09_it_enus

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

E-LEARNING

3-Learning Foundations
SkillSoft Guided Tour (2.0) ABC0101

BOOKS24X7.COM
www.books24x7.com

Books24x7 collections include the full contents of premium reference books, reports, vendor documents, white papers, expert summaries and other assets from industry publishers. New titles are added every week, ensuring the largest and most current online reference content. Professionals across all job functions rely on these collections to support them in their everyday activities, increasing their productivity and developing their knowledge. (as of 5/18/2012)

BUSINESSPRO COLLECTION

STATISTICS (8,220 TITLES – 242 IMPRINTS)

Key content on all aspects of business topics and professional skills and development.

ITPRO COLLECTION

STATISTICS (11,391 TITLES – 185 IMPRINTS)

Best-in-class technology content covering over 100 different topics.

OFFICEESSENTIALS COLLECTION

STATISTICS (649 TITLES – 40 IMPRINTS)

The First Line of Support for Basic Computer Problems that Interrupt Daily Workflow

WELL-BEINGESSENTIALS COLLECTION

STATISTICS (1,313 TITLES – 83 IMPRINTS)

The definitive resource to address the work-life and health concerns of the entire enterprise.

GENERAL INFORMATION

SKILLSOFT CLIENT COMMUNITY

For Training Administrators: additional marketing materials and e-learning information is available in our **Client Community** Web Site. The materials available range from papers and articles on e-Learning, Pilot and Implementation Tools, Marketing Templates, Competency Maps, Course Descriptions, and so much more. If you do not yet have a user ID and password, email Cindi_Edelschein@SkillSoft.com for assistance.

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CUSTOM CURRICULA

ARMY ORGANIZATION CUSTOM LEARNING PATHS

Organizations have the capability of creating custom learning paths that contain the courses required for their employees. These custom paths are created by the Army e-Learning Program Office and are posted in the SkillPort Catalog > Army Custom Curricula folder for easy access. If interested in creating a path for your organization, send an email to army.elearning@us.army.mil for assistance.

OTHER TRAINING SITES

> US Army Distributed Learning System (DLS) hosts Army MOSQ courseware – www.dls.army.mil
> LandWarNet University – website for Signal School training – https://uit.gordon.army.mil/login.html
> Army Reserve Distance Learning Virtual University – https://port.dcmsnet.org/dcmsvc/default.asp
> eArmyu Degree Program – www.earmyu.com

COLLEGE CREDITS

American Council on Education (ACE)

Several series/courses have been awarded a college credit recommendation. The complete list of approved courses and the procedures for obtaining college credits can be found at AKO >> MyEducation >> Army e-Learning Portal Page.

For a current list of qualifying content visit the SkillSoft web at http://www.skillsoft.com/about/credit_programs/academic_credit_programs/ace.asp

Academic Partnerships

We have direct relationships with specific schools that have agreed to accept SkillSoft courses for credit purposes. See the list and details at:
http://www.skillsoft.com/about/credit_programs/academic_credit_programs/default.asp

PROFESSIONAL CREDIT PROGRAMS

Several professional organizations have a relationship with SkillSoft to honor credits for completed courseware as education credits needed to maintain specific credentials. See the organizations and obtain details at
http://www.skillsoft.com/about/credit_programs/credential_programs/default.asp

CURRICULA MAPPINGS AVAILABLE

Contact your SkillSoft Learning Consultant with your specific requests for competency curricula mappings – we have a mapping tool that you may use to address organizational specific training requirements.

OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECQ)

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

> Leading Change
> Leading People
> Results Driven
> Business Acumen
> Building Coalitions/Communication

CLINGER-COHEN CIO COMPETENCIES

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

> Policy and Organizational
> Leadership/Managerial
> Process/Change Management
> Information Resources Strategy and Planning
> IT Performance Assessment: Models and Methods
> Project/Program Management
> Capital Planning and Investment Assessment
> Acquisition
> E-Government/Electronic Business/Electronic Commerce
> IT Security/Information Assurance
> Enterprise Architecture
> Technical

GS-2210: INFORMATION TECHNOLOGY MANAGEMENT

Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

> Policy and Planning
> Security (INFOSEC)
> Systems Analysis
> Applications Software
> Operating Systems
> Network Services
> Data Management
> Internet
> Systems Administration
> Customer Support

NIST 800-16 INFORMATION TECHNOLOGY SECURITY LIBRARY MAPPING

Suggested curricula for a large number of job roles. Locate these in the SkillSoft Client Community or request them from your SkillSoft representative.

CERTIFICATIONS SUPPORTED

SkillSoft provides instructional content to **prepare** individuals for over 100 certification exams – ***the actual certification exam needs to be taken via approved testing facilities***. We also provide a Certification Guide in the SkillSoft Client Community and Certification reference pages on our public web site (click here). Most tests can be scheduled through www.vue.com and many of their testing centers are now on or near military facilities. The other national testing organization is www.prometric.com.

If you have access to the SkillSoft Books24x7 library, you will also find several additional Certification texts to assist with test preparation. Suggest you use the Browse Topics search capability and look for the Certification drop down option or search by exam designation or number.

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