



Program Listing as of 1/31/2016

SkillsSoft 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 access the Army e-Learning courses you must first register for the program. To register for access, go to AKO at www.us.army.mil > Self Service > My Education > Army e-Learning Portal Page > New User Link [or click here.](#)

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Access Information

Registration: [AKO > Self Service > My Education > Army e-Learning](#)

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

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Notes and Legends:

- > * = In development as of 2/1/2016. 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
- > For the latest changes please reference the Content Development Roadmap document.

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TABLE OF CONTENTS WITH LINKS ON NEXT PAGE.

Table of Contents

KNOWLEDGECENTER PORTALS.....	3	Microsoft Windows Server 2012.....	32
ADMINISTRATIVE SOFTWARE TOOLS	3	Microsoft Windows Server 2008.....	32
NEWER CONTENT TYPES	3	Windows PowerShell.....	34
<i>Audio Books</i>	3	Microsoft Servers	34
<i>IT and Desktop Videos</i>	3	DevOps.....	36
<i>MORE VIDEO CONTENT</i>	3	Linux.....	36
BUSINESS SKILLS CURRICULA	4	UNIX.....	36
ADMINISTRATIVE SUPPORT CURRICULUM	4	Red Hat Linux.....	36
BUSINESS ANALYSIS CURRICULUM.....	4	SECURITY & NETWORK TECHNOLOGIES	36
COMMUNICATION CURRICULUM.....	4	Social Networking	36
CUSTOMER SERVICE CURRICULUM.....	6	Cloud Computing	37
FINANCE & ACCOUNTING CURRICULUM.....	7	Internetworking	37
FOUNDATION SKILLS CURRICULUM.....	7	Networking and Telecommunications Fundamentals.....	37
HUMAN RESOURCES CURRICULUM.....	7	EMC	37
INDUSTRY FOUNDATIONS CURRICULUM.....	9	Network Security	38
LEADERSHIP CURRICULUM	9	Cisco.....	39
MANAGEMENT CURRICULUM.....	10	Cisco Certified Network Associate (CCNA).....	39
MARKETING CURRICULUM	11	SOFTWARE DEVELOPMENT	43
OPERATIONS CURRICULUM.....	12	Software Programming Fundamentals.....	43
PERSONAL DEVELOPMENT CURRICULUM.....	14	Software Design	43
PROGRAM MANAGEMENT CURRICULUM.....	16	Software Development Principles	43
PROJECT MANAGEMENT CURRICULUM.....	16	Software Testing Foundations	43
SALES CURRICULUM	18	Java	44
STRATEGIC PLANNING CURRICULUM.....	18	Microsoft.NET Software Development Tools	44
TEAM BUILDING CURRICULUM.....	19	Languages	46
DESKTOP SKILLS CURRICULA.....	20	Defensive Programming.....	47
DESKTOP COMPUTER SKILLS	20	Mobile Application Development	47
<i>Best Practices for Desktop Users</i>	20	WEB DEVELOPMENT TECHNOLOGIES	48
<i>Microsoft Operating Systems</i>	20	Web Site Design - Principles.....	48
<i>Internet Skills</i>	20	Web Services.....	48
<i>Social Networking</i>	21	Adobe Design Tools.....	48
<i>Mobile Devices</i>	21	Scripting and Web Languages.....	48
<i>Microsoft Office 2016</i>	21	Microsoft Web Applications	50
<i>Microsoft Office 365</i>	21	ENTERPRISE DATABASE SYSTEMS	51
<i>Microsoft Office 2013</i>	21	Systems and Database Design.....	51
<i>Microsoft Office 2010</i>	23	Oracle Database Systems	51
<i>Microsoft Office for Mac2011</i>	25	Oracle 12c.....	51
<i>Microsoft Office 2007</i>	25	Oracle 11g.....	52
<i>Business, Reporting, and Related Tools</i>	27	Microsoft Database Systems.....	53
IT PROFESSIONAL SKILLS CURRICULA.....	28	Microsoft SQL Server 2014.....	53
OPERATING SYSTEMS AND SERVER		Microsoft SQL Server 2012.....	53
TECHNOLOGIES	28	SQL Server 2008	54
<i>Operating System and Server Fundamentals</i>	28	MySQL.....	54
<i>Microsoft Office 365</i>	28	Big Data	54
<i>Microsoft Windows</i>	29	Business Intelligence	55
<i>Microsoft Windows 10</i>	29	Data Science.....	55
<i>Microsoft Windows 8.1</i>	29	No SQL.....	55
<i>Microsoft WINDOWS 8</i>	30	Data Visualization.....	55
<i>Microsoft Windows 7</i>	30	ENTERPRISE RESOURCE PLANNING SYSTEMS.....	55
VMWare.....	30	SAP.....	55
<i>Microsoft System Center</i>	31	Microsoft Dynamics.....	55
<i>Microsoft Windows Server 2016</i>	32	TOGAF.....	56
		Salesforce	56
		BUSINESS SKILLS FOR THE IT PROFESSIONAL	56
		IT-Business.....	56
		Project Management	57
		Team Building	58

BUSINESS ANALYSIS CURRICULUM.....	58
BOOKS24X7.COM.....	59
BUSINESSPRO COLLECTION	59
<i>Statistics (11,230 Titles – 259 Imprints).....</i>	<i>59</i>
ITPRO COLLECTION	59
<i>Statistics (15,000) Titles – 207 Imprints).....</i>	<i>59</i>
OFFICEESSENTIALS COLLECTION.....	59
<i>Statistics (975 Titles – 50 Imprints).....</i>	<i>59</i>
WELL-BEINGESENTIALS COLLECTION	59
<i>Statistics (1,465 Titles – 91 Imprints).....</i>	<i>59</i>
VIDEO COLLECTIONS	59
IT AND DESKTOP VIDEOS.....	59
<i>Statistics (29,600 Titles)</i>	<i>59</i>
GENERAL INFORMATION	59
SKILLSOFT CLIENT COMMUNITY.....	59
CUSTOM CURRICULA	59
<i>Army Organization Custom Learning Paths.....</i>	<i>59</i>
<i>Other Training Sites</i>	<i>59</i>
COLLEGE CREDITS	59
PROFESSIONAL CREDIT PROGRAMS	60
CURRICULA MAPPINGS AVAILABLE	60
OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECQ).....	60
CLINGER-COHEN CIO COMPETENCIES.....	60
GS-2210: INFORMATION TECHNOLOGY MANAGEMENT	60
NIST 800-16 INFORMATION TECHNOLOGY SECURITY	60
LIBRARY MAPPING	60
CERTIFICATIONS SUPPORTED.....	60

KNOWLEDGECENTER PORTALS

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. 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 Enterprise Solutions

ADMINISTRATIVE SOFTWARE TOOLS

Skillport[™] - the Skillsoft LMS (now shipping versions 8) delivers all available content and services in an easy to use/administer format. The SumTotal Talent Expansion Suite is also available to address your total HR and Training needs.

NEWER CONTENT TYPES

AUDIO BOOKS

More than 270 books in audio format have been added to the BusinessPro collection within Books24x7. Subscribers can download these items as part of their subscription – no additional cost.

IT AND DESKTOP VIDEOS

More than 10,000 Performance Support videos are now available with many more being created. (as of 10/1/2014) They are short, high fidelity, informal, 3-5 minutes to support many topics for desktop and IT topics. Video assets can be viewed on tablets and other mobile devices.

- Desktop Applications
- Design & Media Applications
- Programming & Web Development
- Social Media
- Mobile
- App Development
- Security
- Virtualization
- Cloud Computing
- Etc..

MORE VIDEO CONTENT

To address the needs of the mobile world, most of the Skillsoft content is now produced in true video format. This creates a newer experience by the tablet and mobile device user. Short, relevant, usable chunks are created as Performance Support elements and are then woven together to also address the needs of the certification and full subject learner. This incorporates proper exercises and assessment elements into the instructional sequence combined with the tablet and mobile device user in mind.

Program Title (hours) Product Number

BUSINESS SKILLS CURRICULA

ADMINISTRATIVE SUPPORT CURRICULUM

Essential Skills for Administrative Support Professionals

Common Administrative Support

Tasks (1.0)	<u>ad 01 a02 bs enus</u>
Maximizing Your Relationship with Your Boss (1.0)	<u>ad 01 a03 bs enus</u>
Interacting with Others (1.0)	<u>ad 01 a04 bs enus</u>
Putting Your Best Foot Forward (1.0)	<u>ad 01 a05 bs enus</u>

BUSINESS ANALYSIS CURRICULUM

BABOK v3: Business Analysis Key Concepts

Introduction to Business Analysis (1.0)	<u>ib cbap a01 dt enus</u>
Business Analysis Planning and Monitoring (1.5)	<u>ib cbap a02 dt enus</u>
Business Analysis Elicitation and Collaboration (1.5)	<u>ib cbap a03 dt enus</u>
Business Analysis and Requirements Life Cycle Management (1.0)	<u>ib cbap a04 dt enus</u>
Business Analysis and Strategy Analysis (1.0)	<u>ib cbap a05 dt enus</u>
Business Analysis and RADD: Requirements Definition (1.0)	<u>ib cbap a06 dt enus</u>
Business Analysis and RADD: Design Definition (1.0)	<u>ib cbap a07 dt enus</u>
Business Analysis and Solution Evaluation (1.0)	<u>ib cbap a08 dt enus</u>

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

Introduction to Business Analysis and Essential Competencies (2.0)	<u>ib buap a01 it enus</u>
Introduction to Business Analysis Planning (2.5)	<u>ib buap a02 it enus</u>
Planning Business Analysis Communication and Monitoring	<u>ib buap a03 it enus</u>
Business Analysis Requirements Elicitation	<u>ib buap a04 it enus</u>
Business Analysis Requirements Management and Communication	<u>ib buap a05 it enus</u>
Enterprise Analysis	<u>ib buap a06 it enus</u>
Introduction to Requirements Analysis	<u>ib buap a07 it enus</u>
Verify and Validate Requirements	<u>ib buap a08 it enus</u>
Solution Assessment and Validation	<u>ib buap a09 it enus</u>
Final Exam: Certified Business Analysis Professional (CBAP) – BABOK V2.0-aligned	<u>ib buap a01 fe enus</u>

COMMUNICATION CURRICULUM

How to Write an Effective Internal Business Case

Preparing a Business Case (2.5)	<u>comm 01 a01 bs enus</u>
Writing a Business Case (2.5)	<u>comm 01 a02 bs enus</u>
Presenting Your Case (2.5)	<u>comm 01 a03 bs enus</u>

Program Title (hours) Product Number

E-mail Essentials for Business

Using E-mail and Instant Messaging Effectively (1.0)	<u>comm 17 a01 bs enus</u>
Addressing and Redistributing E-mail (1.0)	<u>comm 17 a02 bs enus</u>
Managing Your E-mail (1.0)	<u>comm 17 a03 bs enus</u>
Final Exam: E-mail Essentials for Business	<u>comm 17 a01 fe enus</u>

Telephone Essentials for Business

Essential Skills for Professional Telephone Calls (1.0)	<u>comm 18 a01 bs enus</u>
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Business Writing Basics

Know Your Readers and Your Purpose (1.0)	<u>comm 19 a01 bs enus</u>
How to Write Clearly and Concisely (1.0)	<u>comm 19 a02 bs enus</u>
Editing and Proofreading (1.0)	<u>comm 19 a03 bs enus</u>
Writing for Business (a)	<u>pc bi pabi012</u>
Written Communication (a)	<u>pc ch pach015</u>
Final Exam: Business Writing Basics	<u>comm 19 a01 fe enus</u>

Business Grammar Basics

Parts of Speech (1.0)	<u>comm 20 a01 bs enus</u>
Working with Words (1.0)	<u>comm 20 a02 bs enus</u>
The Mechanics of Writing (1.0)	<u>comm 20 a03 bs enus</u>
Punctuation (1.0)	<u>comm 20 a04 bs enus</u>
Sentence Construction (1.0)	<u>comm 20 a05 bs enus</u>
Common Usage Errors (1.0)	<u>comm 20 a06 bs enus</u>
Final Exam: Business Grammar Basics	<u>comm 20 a01 fe enus</u>

Communicating with Impact

Interpersonal Communication that Builds Trust (0.5)	<u>comm 35 a01 bs enus</u>
Communication Methods that Make Sense – and Make Your Point (0.5)	<u>comm 35 a02 bs enus</u>
Being a Receptive Communication Partner (0.5)	<u>comm 35 a03 bs enus</u>
Communication Challenges: Navigating Choppy Waters (0.5)	<u>comm 35 a04 bs enus</u>
Making Yourself Approachable (a)	<u>pc bi pabi011</u>
Asserting Yourself in the Workplace (a)	<u>pc ch pach016</u>

Workplace Conflict

Recognizing and Responding to Conflict (1.0)	<u>comm 22 a01 bs enus</u>
Strategies for Resolving Conflict (1.0)	<u>comm 22 a02 bs enus</u>
Confrontation: What's the Best Approach (a)	<u>pc bi mgbi009</u>
Personal Conflict Styles (a)	<u>pc bi pabi002</u>
Coping with Accusations in the Workplace (a)	<u>pc ch lsch003</u>
Managing Conflict (a)	<u>pc ch lach009</u>
Conflict: Avoid, Confront, or Delay? (a)	<u>pc ch pach004</u>

Fundamentals of Working with Difficult People

Identifying Difficult People (1.0)	<u>comm 23 a01 bs enus</u>
How to Work with Aggressive People (1.0)	<u>comm 23 a02 bs enus</u>
How to Work with Negative People (1.0)	<u>comm 23 a03 bs enus</u>

Program Title (hours) Product Number

How to Work with Procrastinators (1.0) . [comm 23 a04 bs enus](#)
How to Work with Manipulative
People (1.0)..... [comm 23 a05 bs enus](#)
How to Work with Self-serving
People (1.0)..... [comm 23 a06 bs enus](#)
Dealing with Micromanagers (1.0) [comm 23 a07 bs enus](#)
Coping with Aggressive Behavior in
The Workplace (a) [pc bi pabi008](#)
Blame Backfires – Conquer Negative
Thinking (a) [pc bi pfb003](#)
Reacting to Co-Workers Who Try Taking
Advantage (a)..... [pc ch pfch003](#)

Issue-focused Negotiations

Are You Ready? (0.5)..... [comm 40 a01 bs enus](#)
You and Your Negotiating
Counterpart (0.5)..... [comm 40 a02 bs enus](#)
Reaching a Negotiated Agreement (0.5) . [comm 40 a03 bs enus](#)
Effective Body Language in Negotiations (a)..... [pc bi pfb013](#)
Vendor Negotiations: Choosing the Best
Approach (a) [pc ch lach032](#)

Emotional Intelligence Essentials

What is Emotional Intelligence? (1.0)..... [comm 25 a01 bs enus](#)
Improving Your Emotional Intelligence
Skills – Self-awareness and
Self-management (1.0) [comm 25 a02 bs enus](#)
Using Emotional Intelligence on the
Job (1.0) [comm 25 a03 bs enus](#)
How High is Your EQ? (a) [pc bi pfb009](#)
Emotional Intelligence at Work (a) [pc ch pach014](#)

Fundamentals of Cross Cultural Communication

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

Getting Results without Direct Authority

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

Listening Essentials

The Basics of Listening (1.0) [comm 28 a01 bs enus](#)
Improving Your Listening Skills (1.0).... [comm 28 a02 bs enus](#)
Listening to Improve Conversation (a) [pc bi pabi001](#)
Effective Listening (a) [pc ch lach030](#)
Listening with Skill (a) [pc ch pach002](#)
Final Exam: Listening Essentials..... [comm 28 a01 fe enus](#)

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

Constructive Feedback and Criticism

Giving Feedback (1.0)..... [comm 29 a01 bs enus](#)
Giving Constructive Criticism (1.0)..... [comm 29 a02 bs enus](#)
Receiving Feedback and Criticism (1.0)..... [comm 29 a03 bs enus](#)
Criticism in Context (a)..... [pc bi pfb016](#)
Giving Appropriate Feedback (a)..... [pc ch lach006](#)
Giving Feedback to Coworkers (a) [pc ch pach006](#)

Anger Management Essentials

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

Communicating Effectively with the “C” Level

Preparing to Communicate Effectively
at the “c” Level (1.0) [comm 31 a01 bs enus](#)
Techniques for Communicating
Effectively with Senior Executives (1.0)..... [comm 31 a02 bs enus](#)

Running Effective Business Meetings

Preparing for Effective Business
Meetings (1.0)..... [comm 32 a01 bs enus](#)
Managing Effective Business
Meetings (1.0)..... [comm 32 a02 bs enus](#)
Dealing with Common Meeting
Problems (1.0) [comm 32 a03 bs enus](#)
When Too Many Meetings Are Just Too
Much (a)..... [pc bi pfb008](#)
Making Meetings Work (a) [pc bi pfb018](#)
Managing Meetings for Productivity and
Effectiveness (1.0) (a) [pc ch lach031](#)

Basic Presentation Skills

Planning a Presentation (1.0) [comm 33 a01 bs enus](#)
Creating a Presentation (1.0)..... [comm 33 a02 bs enus](#)
Delivering a Presentation (1.0)..... [comm 33 a03 bs enus](#)
Presentation Skills (a)..... [pc bi pabi007](#)

Communicate with Diplomacy and Tact

The Impact of Situation and Style
When Communicating with
Diplomacy and Tact (1.0)..... [comm 34 a01 bs enus](#)
Strategies for Communicating with
Tact and Diplomacy (1.0)..... [comm 34 a02 bs enus](#)
Delivering a Difficult Message with
Diplomacy and Tact (1.0)..... [comm 34 a03 bs enus](#)

Professional Networking Essentials

Finding Opportunities to Make
Connections (1.0) [comm 38 a01 bs enus](#)
Developing Confidence (1.0) [comm 38 a02 bs enus](#)

Writing Skills for Technical Professionals

Preparation and Plan (1.0) [ib wstp a01 it enus](#)
Effective Writing Techniques (2.0) [ib wstp a02 it enus](#)

Program Title (hours) Product Number

CUSTOMER SERVICE CURRICULUM

Customer Focus

Identifying and Managing Customer

Expectations (1.0) cust 10 a01 bs enus

Creating and Sustaining a

Customer-focused Organization (1.0) cust 10 a02 bs enus

Customer-focused Interaction (1.0) cust 10 a03 bs enus

Listening to Your Customers (a) pc bi spbi002

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

Developing Your Customer Focus (a) pc ch pach009

Customer Advocacy

Communicating to Build Trusting

Customer Relationships (1.0) cust 11 a01 bs enus

Enhancing the Customer Experience (1.0) .. cust 11 a02 bs enus

Supporting Customer Advocacy (1.0) cust 11 a03 bs enus

Customer Service Fundamentals

Building Rapport in Customer

Relationships (1.0) cust 09 a01 bs enus

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

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

Internal Customer Service (1.0) cust 09 a04 bs enus

Customer Service Confrontation and

Conflict (1.0) cust 09 a05 bs enus

Shaping the Direction of Customer

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

Aligning Performance to Key Indicators (a) pc bi ctbi007

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

Frontline Call Center Skills

The Importance of Call Tracking and

Ticketing (a) pc bi ctbi003

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

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

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

TestPrep ITIL V3 Foundation (ITV3F) ib itlv a01 tp enus

Program Title (hours) Product Number

IT Infrastructure Library (ITIL) 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

Introduction to Operational Support and

Analysis (1.5) ib iosb a01 it enus

Introduction to Event Management (3.5) ib iosb a02 it enus

Introduction to Incident Management (2.5) ib iosb a03 it enus

Incident Management Interactions (3.0) ib iosb a04 it enus

Introduction to Request Fulfillment (2.0) ib iosb a05 it enus

Request Fulfillment Process Interfaces and

Challenges (2.5) ib iosb a06 it enus

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

Problem Management Process Interfaces

and Challenges (2.5) ib iosb a08 it enus

Introduction to Access Management (3.0) ib iosb a09 it enus

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

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

Introduction to Functions (2.5) ib iosb a12 it enus

Function Activities (1.5) ib iosb a13 it enus

Technology and Implementation

Considerations (1.5) ib iosb a14 it enus

Inbound Call Center Management

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

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

Customer Service Training – The Interview and

Beyond (a) pc bi ctbi004

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

Preventing Agent Absenteeism through

Better Working Conditions (a) pc bi ctbi006

Prioritizing Rewards and Recognition in

Call Centers (a) pc bi ctbi011

Customer Service Representative, Professionalism

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

Support Center Services and Work

Environment (3.0) cust 06 a02 bs enus

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

Customer Service Representative, Skills

Customer Interactions (3.5) cust 07 a01 bs enus

Communication Skills (3.5) cust 07 a02 bs enus

Conflict, Stress, and Time

Management (3.5) cust 07 a03 bs enus

Customer Service Representative, Process

Customer Service Processes and

Procedures (3.0) cust 08 a01 bs enus

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

Support Center Tools, Technologies

and Metrics (3.0) cust 08 a03 bs enus

Dealing with Irrational Customers

and Escalating Complaints (2.0) cust 08 a04 bs enus

Program Title (hours) Product Number

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FINANCE & ACCOUNTING CURRICULUM

Finance and Accounting Essentials for Non-financial Professionals

Principles of Accounting and Finance for Non-financial Professionals (1.0)..... [fin 02 a01 bs enus](#)
Cash Flow Management Essentials for Non-financial Professionals (1.0)..... [fin 02 a02 bs enus](#)
The Time Value of Money and Investment Decisions for Non-financial Professionals (1.0)..... [fin 02 a03 bs enus](#)
The Essentials of Budgeting for Non-financial Professionals (1.0)..... [fin 02 a04 bs enus](#)
Financial Statements for Non-financial Professionals (1.0)..... [fin 02 a05 bs enus](#)
Analyzing Financial Statements for Non-financial Professionals (1.0)..... [fin 02 a06 bs enus](#)
Increasing Cash Flow in Times of Need (a)..... [pc bi fabi003](#)
Attracting New Investors – Keeping Presentations Focused (a) [pc bi fabi004](#)
What’s Your Gross Profit Margin Really Saying? (a) [pc bi fabi006](#)
Recognizing the Value of Intangible Assets (a)..... [pc bi fabi007](#)
Recession: How it Affects Business (a) [pc bi fabi008](#)
Assessing Nonrecurring Items in Income Statements (a)..... [pc bi fabi009](#)
The Time Value of Money: Possible Pitfalls (a).... [pc bi fabi011](#)
Using Financial Analysis for Credit Decisions (a) [pc ch lach012](#)

Budgeting Essentials

Organizational Budgeting Activities and the Master Budget (1.0) [fin 05 a01 bs enus](#)
Planning and Preparing an Operating Budget (1.0) [fin 05 a02 bs enus](#)
Preparing Operating Budgets and the Cash Budget (1.0) [fin 05 a03 bs enus](#)
Using Budgets for Management and Control (1.0)..... [fin 05 a04 bs enus](#)
Final Exam: Budgeting Essentials..... [fin 05 a01 fe enus](#)

Capital Budgeting Essentials

The Capital Budgeting Process (1.0)..... [fin 07 a01 bs enus](#)
Net Present Value and Internal Rate of Return (1.0) [fin 07 a02 bs enus](#)
Discounted Payback Period and Profitability Index (1.0) [fin 07 a03 bs enus](#)
Capital Allocation (1.0) [fin 07 a04 bs enus](#)
Final Exam: Capital Budgeting Essentials . [fin 07 a01 fe enus](#)

Accounting Fundamentals

Basic Accounting Principles and Framework (1.0) [fin 03 a01 bs enus](#)
The Accounting Equation and Financial Statements (1.0) [fin 03 a02 bs enus](#)
The Accounting Cycle and Accrual Accounting (1.0) [fin 03 a03 bs enus](#)
Accounting Transactions and Books of Account (1.0) [fin 03 a04 bs enus](#)
Trial Balance and Adjusting Entries (1.0)..... [fin 03 a05 bs enus](#)
The Income Statement (1.0) [fin 03 a06 bs enus](#)

The Balance Sheet (1.0) [fin 03 a07 bs enus](#)
The Cash Flow Statement (1.0)..... [fin 03 a08 bs enus](#)
Accounting for Companies’ Stock Transactions and Dividends (1.0) [fin 03 a09 bs enus](#)
Outsourcing Financial Activities (a) [pc bi fabi001](#)
Deconstructing the Balance Sheet (a) [pc bi fabi010](#)
Final Exam: Accounting Fundamentals [fin 03 a01 fe enus](#)

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 (a) . [pc bi fabi002](#)
Final Exam: Auditing Essentials..... [fin 06 a01 fe enus](#)

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 a02 bs enus](#)
Averages and Equations (1.0) [fnd 01 a03 bs enus](#)
Charts and Graphs (1.0)..... [fnd 01 a04 bs enus](#)

HUMAN RESOURCES CURRICULUM

Recruitment and Retention Strategies

Recruiting Talent (2.0) [hr 05 a01 bs enus](#)
Retaining Your Talent Pool (2.0)..... [hr 05 a02 bs enus](#)
Fringe Benefits: Maintaining a Competitive Hiring Advantage (a)..... [pc bi hrbi004](#)
Aligning Recruitment to Job Requirements (a) ... [pc bi hrbi001](#)
Preventing High Turnover Rates: How to Keep The Best (a)..... [pc bi mgbi008](#)
Disciplines of Organizational Learning: Personal Mastery (a)..... [pc bi pfbi011](#)
Surviving the Talent Crunch (a)..... [pc ch lsch007](#)
Final Exam: Recruiting and Retention Strategies (0.8) [hr 05 a01 fe enus](#)

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 (a)..... [pc bi hrbi003](#)
Conducting Interviews: Asking the Right Question (a) [pc bi hrbi014](#)
Creating a Compelling New Job Description (a).. [pc bi hrbi015](#)
Hiring Strategic Thinkers (a)..... [pc ch lach011](#)
Hiring a New Employee (a) [pc ch lach028](#)
Final Exam: Essentials of Interviewing and Hiring (1.0)..... [hr 06 a01 fe enus](#)



Program Title (hours) Product Number

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](#)
Final Exam: The Role of HR as a
Business Partner (0.8)..... [hr 07 a01 fe 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](#)
Final Exam: Organizational Behavior (1.0) [hr 08 a01 fe enus](#)

Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

Skills, Concepts, and Tools (1.0)..... [hr 09 a01 bs enus](#)
Functions and Activities (1.0)..... [hr 09 a02 bs enus](#)
Final Exam: Human Resources Core
Knowledge (HRCI: PHR/SPHR-aligned).. [hr 09 a01 fe enus](#)

Business Management and Strategy (HRCI: PHR/SPHR-aligned)

The HR Function and Business
Environment (1.0)..... [hr 10 a01 bs enus](#)
HR and the Strategic Planning
Process (1.0)..... [hr 10 a02 bs enus](#)
HR Functions and Roles (1.0) [hr 10 a03 bs enus](#)
Final Exam: Business Management and
Strategy (HRCI: PHR/SPHR-aligned)..... [hr 10 a01 fe enus](#)

Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

Employment Legislation (1.0)..... [hr 11 a01 bs enus](#)
Recruitment Strategies (1.0)..... [hr 11 a02 bs enus](#)
Sourcing and Selecting Candidates (1.5)..... [hr 11 a03 bs enus](#)
Orientation, Onboarding, and Exit
Strategies (1.5)..... [hr 11 a04 bs enus](#)
Final Exam: Workforce Planning and
Employment (HRCI: PHR/SPHR-aligned) [hr 11 a01 fe enus](#)

Human Resource Development (HRCI: PHR/SPHR-aligned)

Regulations and Organizational
Development (1.5)..... [hr 12 a01 bs enus](#)
Employee Training (1.0)..... [hr 12 a02 bs enus](#)
Performance Appraisal and Talent
Management (1.0)..... [hr 12 a03 bs enus](#)
Final Exam: Human Resource Development
(HRCI: PHR/SPHR-aligned)..... [hr 12 a01 fe enus](#)

Program Title (hours) Product Number

Compensation and Benefits (HRCI: PHR/SPHR-aligned)

Regulations, Strategies, and Needs
Assessment (1.5) [hr 13 a01 bs enus](#)
Managing Policies, Programs, and
Activities (0.5)..... [hr 13 a02 bs enus](#)
Organizational Responsibilities (1.0) [hr 13 a03 bs enus](#)
Final Exam: Compensation and Benefits
(HRCI: PHR/SPHR-aligned)..... [hr 13 a01 fe enus](#)

Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

Employment Regulations and
Organizational Programs (1.5) [hr 14 a01 bs enus](#)
Behavioral and Disciplinary Issues and
Resolution (1.0)..... [hr 14 a02 bs enus](#)
Unions and Collective Bargaining (1.5) [hr 14 a03 bs enus](#)
Final Exam: Employee and Labor
Relations (HRCI: PHR/SPHR-aligned)..... [hr 14 a01 fe enus](#)

Risk Management (HRCI: PHR/SPHR-aligned)

Organizational Risk and Safety and
Health Legislation (1.5)..... [hr 15 a01 bs enus](#)
Workplace Safety, Security, and
Privacy (1.0)..... [hr 15 a02 bs enus](#)
Final Exam: Risk Management
(HRCI: PHR/SPHR-aligned)..... [hr 15 a01 fe enus](#)

Strategic Human Resource Management (HRCI: PHR/SPHR-aligned)

Strategic HR for SPHR Candidates
Part I (1.5) [hr 16 a01 bs enus](#)
Strategic HR for SPHR Candidates
Part II (1.5) [hr 16 a02 bs enus](#)
Final Exam: Strategic Human Resource
Management (HRCI: PHR/SPHR-aligned) [hr 16 a01 fe enus](#)

SHRM-CP/SCP: HR Competencies

Leadership and Ethical Practice (1.0)..... [hr 17 a01 bs enus](#)
Business Acumen and Relationship
Management (1.0) [hr 17 a02 bs enus](#)
Consultation and Critical Evaluation (1.0) ... [hr 17 a03 bs enus](#)
Global and Cultural Effectiveness and
Communication (1.0) [hr 17 a04 bs enus](#)

SHRM-CP/SCP: Management of People

Talent Acquisition and Retention (1.5) [hr 18 a01 bs enus](#)
Employee Engagement (1.0) [hr 18 a02 bs enus](#)
Learning and Development (1.5)..... [hr 18 a03 bs enus](#)
Total Rewards (1.0)..... [hr 18 a04 bs enus](#)

SHRM-CP/SCP: Organization and the HR Function

Structure of the HR Function (1.0)..... [hr 19 a01 bs enus](#)
Organizational Effectiveness and
Development (1.5)..... [hr 19 a02 bs enus](#)
Workforce Management and Using
Technology and Data (1.5)..... [hr 19 a03 bs enus](#)
Employee Relations (2.0)..... [hr 19 a04 bs enus](#)

Program Title (hours) Product Number

SHRM-CP/SCP: Workplace Management and HR

Global HR, Diversity, and Inclusion (1.5).....[hr 20 a01 bs enus](#)
Risk Management (1.0)[hr 20 a02 bs enus](#)
Corporate Social Responsibility (1.5).....[hr 20 a03 bs enus](#)
Employment Laws and Regulations (1.5).....[hr 20 a04 bs enus](#)

SHRM-CP/SCP: HR Strategy Management

Strategic Planning (1.0)[hr 21 a01 bs enus](#)
Business and HR Strategy (1.0).....[hr 21 a02 bs enus](#)

SHRM-SCP: HRM for Senior HR Professionals

Advanced HR Management: Competencies
for Senior HR Professionals Part I (1.5)[hr 22 a01 bs enus](#)
Advanced HR Management: Competencies
for Senior HR Professionals Part II (1.5)....[hr 22 a02 bs enus](#)
Advanced HR Management: People and
Organization (2.0).....[hr 22 a03 bs enus](#)
Advanced HR Management: Workplace
And HR Strategy (1.5).....[hr 22 a04 bs enus](#)

INDUSTRY FOUNDATIONS CURRICULUM

Industry Overviews

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

Program Title (hours) Product Number

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 [indo 01 a31 bs enus](#)

LEADERSHIP CURRICULUM

KnowledgeCenter for Leadership is available

Leadership Essentials

Motivating Employees (1.0).....[lead 05 a01 bs enus](#)
Communicating Vision (1.0).....[lead 05 a02 bs enus](#)
Building Your Influence as a Leader (1.0) . [lead 05 a03 bs enus](#)
Leading with Emotional Intelligence (1.0) . [lead 05 a04 bs enus](#)
Leading Business Execution (1.0).....[lead 05 a05 bs enus](#)
Leading Innovation (1.0).....[lead 05 a06 bs enus](#)
Leading Change (1.0).....[lead 05 a07 bs enus](#)
Creating Your Own Leadership
Development Plan (1.0).....[lead 05 a08 bs enus](#)
Leading Teams through Change (a)..... [pc bi lsbi003](#)
Leading Outside the Organization (a)..... [pc bi lsbi005](#)
Knowing When to Take Leadership Risks (a)..... [pc bi lsbi006](#)
Wanted - Innovation Leaders (a)..... [pc bi lsbi013](#)
Developing a Business Execution Culture (a) [pc ch lach001](#)
Leading Change (a) [pc ch lach004](#)
Leader as Motivator (a) [pc ch lach008](#)
Leading Innovation (a) [pc ch lach010](#)
Crafting an Organizational Vision (a)..... [pc ch lach040](#)
Motivating Human Behavior (a) [pc ch lsch002](#)
Communicating a Shared Vision (a)..... [pc bi lsbi001](#)
The Emotionally Intelligent Leader (a)..... [pc ch lach014](#)

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](#)
Do You Share Your Organization's
Values? (a) [pc bi pabi006](#)

The Voice of Leadership

Inspirational Leadership (1.0) [lead 13 a01 bs enus](#)
Self-assessment and Motivation (1.0).....[lead 13 a02 bs enus](#)
Effective Leadership Communication
Strategies (1.0).....[lead 13 a03 bs enus](#)
The Power of Leadership Messaging (1.0) . [lead 13 a04 bs enus](#)

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](#)

Program Title (hours) Product Number

Making Cross-functional Teams Work

Cross-functional Team Fundamentals (1.0) [lead 10 a01 bs enus](#)
Key Strategies for Managing
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](#)
Using Conflicts to an Organization's
Advantage (a)..... [pc bi mgbi002](#)
Mediating Project Team Conflict (a)..... [pc bi pfb006](#)
Facilitating Work-related Conflict Discussions (a) [pc bi pfb015](#)

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](#)
Evaluating and Sustaining
Organizational Learning (1.0) [lead 08 a04 bs enus](#)

Effective Succession Planning

Initiating Succession Planning (1.0)..... [lead 09 a01 bs enus](#)
Determining a Talent Pool for Key
Positions (1.0) [lead 09 a02 bs enus](#)
Implementing and Assessing a
Succession Planning Program (1.0)..... [lead 09 a03 bs enus](#)
Succession Planning (a)..... [pc bi lsbi002](#)
Evaluating Succession Planning and
Management Program (a)s..... [pc ch lsch004](#)

MANAGEMENT CURRICULUM

First Time Manager Essentials

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

Management Essentials

Directing Others (1.0)..... [mgmt 15 a01 bs enus](#)
Delegating (1.0) [mgmt 15 a02 bs enus](#)
Developing Your Direct Reports (1.0).... [mgmt 15 a03 bs enus](#)
Confronting Difficult Employee
Behavior (1.0) [mgmt 15 a04 bs enus](#)
Managing a Diverse Team (1.0)..... [mgmt 15 a05 bs enus](#)
Treating your Direct Reports Fairly (1.0) [mgmt 15 a06 bs enus](#)
Caring about Your Direct Reports (1.0)... [mgmt 15 a07 bs enus](#)
Acting Decisively (a)..... [pc ch lach034](#)
Employee Dismissal (a)..... [pc ch lach038](#)
Managing Fairly (a) [pc bi mgbi016](#)

Essentials of Managing Technical Professionals

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](#)

Program Title (hours) Product Number

Managing Experts

Meeting the Needs of Your Experts (1.0) [mgmt 21 a01 bs enus](#)
Overcoming Challenges When
Managing Experts (1.0)..... [mgmt 21 a02 bs enus](#)
Managing Top Performers is Always
Easy...Right? (a) [pc bi hrbi013](#)
Recognizing Natural Leaders (a) [pc ch lsch001](#)

Effectively Managing Top Performers

Engaging Top Performers (1.0)..... [mgmt 33 a01 bs enus](#)
Retaining Top Performers (1.0) [mgmt 33 a02 bs enus](#)
Overcoming Challenges of Managing
Top Performers (1.0) [mgmt 33 a03 bs enus](#)

Advanced Management Skills

Developing a High-performance
Organization (1.0)..... [mgmt 23 a01 bs enus](#)
Cross-functional Strategic
Management (1.0)..... [mgmt 23 a02 bs enus](#)
Managing for Rapid Change and
Uncertainty (1.0)..... [mgmt 23 a03 bs enus](#)
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](#)
Developing Adaptable Managers (a) [pc bi mgbi013](#)
Employee Engagement (a) [pc ch mgch006](#)
Delivering Bad News Effectively (a) [pc ch lach033](#)
Building Upward Relationships (a) [pc ch lach039](#)

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](#)
Using Progressive Discipline to
Correct Problem Performance (1.0)..... [mgmt 34 a03 bs enus](#)
Preventing Problem Performance (1.0)... [mgmt 34 a04 bs enus](#)
Underperforming Employee – Now What? (a) [pc bi hrbi010](#)
Managing Performance (a)..... [pc ch lach002](#)

Effective Delegation

Delegating Appropriate Tasks (a) [pc bi mgbi007](#)
Developing Employees through Delegation (a).... [pc ch lach017](#)

Essentials of Facilitating

Using Facilitation Skills as a
Manager (1.0) [mgmt 31 a01 bs enus](#)
Facilitating Collaborative Processes (1.0) [mgmt 31 a02 bs enus](#)
Challenges of Facilitating (1.0)..... [mgmt 31 a03 bs enus](#)

Program Title (hours) Product Number

Essential Mentoring Techniques

- Mentoring Fundamentals (1.0)..... [mgmt 29 a01 bs enus](#)
- 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](#)
- Dealing with Resistance to Change (1.0)..... [mgmt 13 a03 bs enus](#)
- Sustaining Organizational Change (1.0) .. [mgmt 13 a04 bs enus](#)
- Communicating Properly during Layoffs (a)..... [pc bi hrbi005](#)
- Involving Employees in Corporate Change (a)..... [pc bi lsbi011](#)
- Communicating Organizational Change (a)..... [pc bi mgbi015](#)
- Developing People (a) [pc ch lach013](#)
- Beyond Change: Working with Agility (a)..... [pc bi pabi009](#)

Coaching for Results

- The Art of Effective Coaching (a)..... [pc bi lsbi018](#)
- Coaching (a)..... [pc ch lach024](#)

Performance Appraisal Essentials

- Planning for Appraisals (1.0)..... [mgmt 17 a01 bs enus](#)
- Conducting Traditional Appraisals (1.0)..... [mgmt 17 a02 bs enus](#)
- 360-degree Appraisals (1.0) [mgmt 17 a03 bs enus](#)
- Preparing for Your Performance Approval (a) [pc bi pfb017](#)

Talent Management Essentials

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

Workforce Generations

- Introduction to Cross-generational Employees (1.0)..... [mgmt 20 a01 bs enus](#)
- Working with a Multi-generational Team (1.0)..... [mgmt 20 a02 bs enus](#)
- Working with the 21st-century Generation Mix (1.0)..... [mgmt 20 a03 bs enus](#)
- Managing an Aging Workforce (a) [pc bi mgbi005](#)
- Developing the Next Generation (a) [pc bi lsbi007](#)
- Understanding the Motives of Millennials (a) [pc bi mgbi014](#)

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](#)

Program Title (hours) Product Number

Managing During Difficult Times

- Communicating during Difficult Times (1.0)..... [mgmt 25 a01 bs enus](#)
- Managing Resources during Difficult Times (1.0)..... [mgmt 25 a02 bs enus](#)
- Managing Attitudes during Difficult Times (1.0)..... [mgmt 25 a03 bs enus](#)

Dismissing an Employee

- Preparing to Dismiss an Employee (1.0) . [mgmt 26 a01 bs enus](#)
- Managing the Dismissal of an Employee (1.0) [mgmt 26 a01 bs enus](#)

The Fundamentals of Business Crisis Management

- Demonstrating Accountability in a Crisis Situation (a) [pc ch lach007](#)
- Perseverance and Flexibility in Times of Crisis (a)..... [pc ch lach026](#)

Strategies for Successful Employee On-Boarding

- An Introduction (1.0)..... [mgmt 24 a01 bs enus](#)
- Getting Started (1.0)..... [mgmt 24 a02 bs enus](#)
- Assessing Program Success (1.0)..... [mgmt 24 a03 bs enus](#)

Business Execution

- Understanding the Fundamentals (1.0).... [mgmt 28 a01 bs enus](#)
- Crafting a Business Strategy that 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 (a)..... [pc bi lsbi008](#)
- Performance Dashboard or Scorecard? (a) [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](#)
- Managing Risk (1.0)..... [mgmt 30 a04 bs enus](#)

MARKETING CURRICULUM

Marketing Essentials

- Introduction to Marketing (1.0)..... [mkt 01 a01 bs enus](#)
- Planning and People (1.0) [mkt 01 a02 bs enus](#)
- Product and Price (1.0)..... [mkt 01 a03 bs enus](#)
- Place (1.0)..... [mkt 01 a04 bs enus](#)
- Promotion (1.0)..... [mkt 01 a05 bs enus](#)
- Marketing and Ethics (1.0)..... [mkt 01 a06 bs enus](#)
- Designing Products to Fit the Channel (a)..... [pc bi spbi005](#)
- Using Web Analytics to Increase Sales (a)..... [pc bi spbi012](#)
- Trade Show Marketing – Planning Ahead (a) [pc bi spbi013](#)



Program Title (hours) Product Number

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 (a) pc ch lsch006

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

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 (a).. pc bi sspi009
Value Stream Maps for Non-manufacturing
Processes (a)..... pc bi sspi010

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

Program Title (hours) Product Number

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](#).

The Foundations of Six Sigma

Lean and Six Sigma (2.0)..... oper 11 a01 bs enus
Are you listening to your customers?
(Role of VOC in Six Sigma) (a)..... pc bi sspi001
Quick Wins in Six Sigma Implementation (a)..... pc bi sspi002
Six Sigma Versus TQM (a)..... pc bi sspi003
Lean Inbound Transportation (a)..... pc bi sspi004
Promoting Six Sigma in the Workplace (a)..... pc bi sspi005
A Critical-to-Quality Tree – What’s That? (a)..... pc bi sspi006
Basic Measurement Concepts in Six Sigma (a)..... pc bi sspi007
Does your Business Really Need Six Sigma? .(a) pc ch ssch001
Identifying Candidates for Key Six Sigma
Roles (a)..... pc ch ssch002

Six Sigma Yellow Belt

Mentoring: Six Sigma Yellow Belt (SSYB) mnttssyb

Six Sigma Yellow Belt: Six Sigma Fundamentals

Six Sigma and Lean Foundations and
Principles (1.5)..... oper 30 a01 bs enus
Six Sigma Team Basics, Roles, and
Responsibilities (1.5)..... oper 30 a02 bs enus
Six Sigma Quality Tools (1.0)..... oper 30 a03 bs enus
Six Sigma Metrics (1.0)..... oper 30 a04 bs enus

Six Sigma Yellow Belt: Define

Identifying Six Sigma Projects (1.5)..... oper 31 a01 bs enus
Six Sigma Project Management
Basics (1.5)..... oper 31 a02 bs enus

Six Sigma Yellow Belt: Measure

Basic Statistics for Six Sigma (1.0)..... oper 32 a01 bs enus
Data Types and Data Collection in
Six Sigma (1.5)..... oper 32 a02 bs enus
Six Sigma and Measurement System
Analysis (1.0)..... oper 32 a03 bs enus



Program Title (hours) Product Number

Six Sigma Yellow Belt: Analyze

Lean Tools and FMEA in Six Sigma (1.0). oper 33 a01 bs enus
Six Sigma Data Analysis and Root Cause Analysis (1.0)..... oper 33 a02 bs enus
Basics of Correlation, Regression, and Hypothesis Testing for Six Sigma (1.5).. oper 33 a03 bs enus

Six Sigma Yellow Belt: Improve and Control

Six Sigma Improvement Techniques (1.0). oper 34 a01 bs enus
Control Tools and Documentation in Six Sigma (1.0)..... oper 34 a02 bs enus

Six Sigma Green Belt

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

Six Sigma Green Belt: Six Sigma and the Organization

Six Sigma and Organizational Goals (2.0). oper 24 a01 bs enus
Lean Principles and Six Sigma Projects (2.0)..... oper 24 a02 bs enus
Design for Six Sigma and FMEA (1.5)..... oper 24 a03 bs enus

Six Sigma Green Belt: Define

Six Sigma Project Identification (1.5)..... oper 25 a01 bs enus
Voice of the Customer in Six Sigma (2.0) . oper 25 a02 bs enus
Basics of Six Sigma Project Management (1.5)..... oper 25 a03 bs enus
Six Sigma Management and Planning Tools (1.5)..... oper 25 a04 bs enus
Performance Metrics for Six Sigma (1.0) .. oper 25 a05 bs enus
Six Sigma Project Team Dynamics and Performance (1.5)..... oper 25 a06 bs enus

Six Sigma Green Belt: Measure

Process Documentation and Analysis in Six Sigma (1.0)..... oper 26 a01 bs enus
Basic Probability and Statistical Distributions in Six Sigma (1.5)..... oper 26 a02 bs enus
Data Classification, Sampling, and Collection in Six Sigma (1.5)..... oper 26 a03 bs enus
Statistics and Graphical Presentation in Six Sigma (1.0)..... oper 26 a04 bs enus
Measurement System Analysis in Six Sigma (1.5)..... oper 26 a05 bs enus
Process and Performance Capability Measurement in Six Sigma (1.5)..... oper 26 a06 bs enus

Six Sigma Green Belt: Analyze

Multi-vari Studies, Correlation, and Linear Regression in Six Sigma (1.5) oper 27 a01 bs enus
Introduction to Hypothesis Testing and Tests for Means in Six Sigma (2.0)..... oper 27 a02 bs enus
Hypothesis Tests for Variances and Proportions in Six Sigma (1.5)..... oper 27 a03 bs enus

Six Sigma Green Belt: Improve

Design of Experiments in Six Sigma (1.5). oper 28 a01 bs enus
Root Cause Analysis and Waste Elimination in Six Sigma (1.5)..... oper 28 a02 bs enus
Cycle Time Reduction and Kaizen in Six Sigma (1.0)..... oper 28 a03 bs enus

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

Six Sigma Green Belt: Control

Statistical Process Control and Control Plans in Six Sigma (1.5).....oper 29 a01 bs enus
Creating and Using Control Charts in Six Sigma (2.0).....oper 29 a02 bs enus
Lean Tools for Process Control in Six Sigma (1.0).....oper 29 a03 bs enus

TestPrep: Six Sigma Green Belt (SSGB)oper ssgb a02 tp enus

Six Sigma Black Belt (2015 BOK): Measure

Six Sigma Measurement Systems and Metrology (2.0).....oper 40 a03 bs enus
Probability and Probability Distributions in Six Sigma (2.0).....oper 40 a05 bs enus

Six Sigma Black Belt (2015 BOK): Analyze

Basics of Hypothesis Testing and Tests for Means in Six Sigma (2.0).....oper 41 a02 bs enus
Tests for Variances and Proportions, ANOVA, and Goodness-of-fit in Six Sigma (2.0).....oper 41 a03 bs enus
FMEA and other Nonstatistical Analysis Methods in Six Sigma (2.0).....oper 41 a05 bs enus

Six Sigma Black Belt (2015 BOK): Improve

Designing, Conducting and Analyzing Experiments in Six Sigma (2.0).....oper 42 a02 bs enus

Six Sigma Black Belt (2015 BOK): Control

Statistical Process Control (SPC) and Control Charts in Six Sigma (2.0).....oper 43 a01 bs enus

Six Sigma Black Belt (2015 BOK): Design for Six Sigma (DFSS)

Common DFSS Methodologies, Design for X, and Robust Designs (2.0).....oper 44 a01 bs enus

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
Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment..... oper 11 a01 fe 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
Final Exam: Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment..... oper 12 a01 fe enus

Program Title (hours) Product Number

Six Sigma Black Belt (2007 BOK): Team Management

Forming Project Teams for Six Sigma (2.0) oper 13 a01 bs enus
Motivation and Communication in Six

Sigma Teams (2.0)..... oper 13 a02 bs enus

Managing Six Sigma Team

Performance (2.0) oper 13 a03 bs enus

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 13 a01 fe 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

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 14 a01 fe 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

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 15 a01 fe enus

Six Sigma Black Belt (2007 BOK): Analyze

Correlation and Regression Analysis in

Six Sigma (1.5) oper 16 a01 bs enus

Multivariate Analysis and Attribute Data

Analysis in Six Sigma (1.5)..... oper 16 a02 bs enus

Hypothesis Testing Concepts and Tests

for Means in Six Sigma (2.0)..... oper 16 a03 bs enus

Tests for Variances and Proportions,

ANOVA, and Chi-square Tests in

Six Sigma (2.0)..... oper 16 a04 bs enus

Nonparametric Tests in Six Sigma

Analysis (2.0)..... oper 16 a05 bs enus

Non-Statistical Analysis Methods in

Six Sigma (2.0) oper 16 a06 bs enus

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 16 a01 fe enus

Six Sigma Black Belt (2007 BOK): Improve

Designing and Planning Experiments in

Six Sigma (2.0) oper 17 a01 bs enus

Conducting Experiments and Analyzing

Results in Six Sigma (2.0) oper 17 a02 bs enus

Improvement Methods and Implementation

Issues in Six Sigma (2.0) oper 17 a03 bs enus

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 17 a01 fe enus

Program Title (hours) Product Number

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

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 18 a01 fe enus

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

Common Design for Six Sigma

Methodologies, Design for X, and

Robust Design (2.0)..... oper 19 a01 bs enus

Special Design Tools in Designing for

Six Sigma (2.0)..... oper 19 a02 bs enus

Final Exam: Six Sigma Black Belt (2007 BOK):

Enterprise-Wide Deployment..... oper 19 a01 fe 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

Doing Business Professionally

Working for Your Inner Boss: Personal

Accountability (2.0)..... pd 05 a01 bs enus

Managing from Within:

Self-empowerment (2.0)..... pd 05 a02 bs enus

Goals and Setting Goals (2.0) pd 05 a03 bs enus

Creating a Positive Attitude (2.0)..... pd 05 a04 bs enus

Pursuing Successful Lifelong

Learning (2.0)..... pd 05 a05 bs enus

Program Title (hours) Product Number

Optimizing Your Work/Life Balance

Analyzing Your Life Balance (1.0).....pd 06 a01 bs enus
Maintaining Your Life Balance (1.0).....pd 06 a02 bs enus
Taking Control of Your Stress (1.0).....pd 06 a03 bs enus
Employee Exhaustion: Managing a Well-balanced
Workload (a).....pc bi mgbi010
Managing Workplace Stress (a).....pc bi hrbi006
Creating Work/Life Balance (a).....pc ch lach036

Diversity on the Job

The Importance of Diversity and the
Changing Workforce (1.0).....pd 07 a01 bs enus
Diversity and You (1.0).....pd 07 a02 bs enus
Understanding Workplace Diversity (a).....pc bi hrbi002
Managing Diversity (a).....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 (a).....pc bi lsbi016
Getting Ready to Present (a).....pc ch pach018
Creativity: Developing and Communicating
Ideas (a).....pc ch pach025
Promoting Creative Thinking (a).....pc ch lach035

Managing Your Career

Creating a Plan (1.0).....pd 10 a01 bs enus
Getting on the Right Track (1.0).....pd 10 a02 bs enus
Professional Networking Essentials (1.0).....pd 10 a03 bs enus
You and Your Boss (1.0).....pd 10 a04 bs enus
Leveraging the Performance Appraisal (1.0).....pd 10 a05 bs enus
Conquering Career Stagnation (a).....pc bi pfbi019
Developing Your Career (a).....pc ch lach037
Building and Managing Upward
Relationships (a).....pc ch pach008
Planning Your Career (a).....pc ch pach013
Exploring Self Development (a).....pc ch pach023

Time Management

Too Much to Do and Too Little Time (0.5).....pd 20 a01 bs enus
Quit Making Excuses and Make Time
Instead (0.5).....pd 20 a02 bs enus
Ready, Sewt... FOCUS! (0.5).....pd 20 a03 bs enus
The Dangers of Multitasking (a).....pc bi pabi003
Coping with Information Overload (a).....pc bi pfbi002
Prioritizing Personal and Professional
Responsibilities (a).....pc bi mgbi003
Planning for Interruptions Helps with
Procrastination (a).....pc bi pfbi014
Setting and Managing Priorities (a).....pc ch lach018
Coping with Conflicting Priorities (a).....pc ch pach005
Setting Goals (a).....pc ch pach007
Getting Time Under Control (a).....pc ch pach021

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

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 (a).....pc ch lach003
Playing the Devil's Advocate in
Decision Making (a).....pc bi pfbi005
Turning Problems Around with Reverse
Brainstorming (a).....pc bi lsbi017
Problem Solving: Process, Tools, and
Techniques (a).....pc ch pach003

Leading Organizational Change

The Keys to Sustainable Change (0.5).....pe 02 a01 bs enus
Planning for Change (0.5).....pe 02 a02 bs enus
Implementing and Sustaining Change (0.5)....pe 02 a03 bs enus
Instituting a Quality Improvement
Program (a).....pc ch pech002
Managing the Stress of Organizational
Change (a).....pc bi mgbi004
The Importance of Flexibility in the
Workplace (a).....pc bi pfbi007
Developing Organizational Agility (a).....pc ch pach024

Critical Thinking Essentials

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

Building and Maintaining Trust

Building Trust (1.0).....pd 15 a01 bs enus
Rebuilding Trust (1.0).....pd 15 a02 bs enus
Rebuilding Trust (a).....pc bi pabi005
The Fruits of Integrity: Building Trust at
Work (a).....pc ch pach012

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
Peer Political Styles (a).....pc bi pabi010
Building Better Relationships through
Understanding (a).....pc ch pach017
Building Peer Relationships (a).....pc ch pach019



Program Title (hours) Product Number

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
Do You Share Your Organization's
Values? (a) pc bi pabi006
Office Politics – What Will You Do? (a) pc ch pfch004
Ethical Self-promotion (a) pc ch pfch005
Ethics, Integrity, and Trust (a)..... pc ch lach005
The Ethics Enigma (a) pc ch pach020

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

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

Business Etiquette and Professionalism

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
Disciplines of Organizational Learning:
Personal Mastery (a) pc bi pfb011
Safe Small Talk (a) pc bi pfb012
Reframing Negative Situations (a) pc bi hrbi008
Managing Goals (a) pc ch lach027
Broadening Your Learning Horizons (a) pc bi pabi013
Targeting Personal Learning (a) pc ch pach022

Program Title (hours) Product Number

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
Perseverance: Flexibility in Action (a) pc bi pabi004
Persevering through Setbacks (a) pc ch pach011

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 (PMI Second Edition-aligned)

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

**Project Management Professional Exam PMP 5th edition
(exams PMP, CAPM)**

Mentoring Project Management
Professional (PMP) PMBOK Guide
Fifth Edition Aligned.....mntpmp5ed

Mentoring Certified Associate in Project
Management (CAPM) PMBOK Guide
Fifth Edition Aligned mntcapm5ed

**Project Management Essentials (PMBOK Guide – Fifth Edition
aligned)**

Managing Projects within
Organizations (2.0)proj 19 a01 bs enus
Project Management Overview (1.5)proj 19 a02 bs enus
Project Management Process Groups (2.0).....proj 19 a03 bs enus

**Project Integration Management (PMBOK Guide – Fifth Edition
aligned)**

Integrated Initiation and Planning (2.0) proj 20 a01 bs enus
Direct, Monitor, and Control Project
Work (1.5)proj 20 a02 bs enus
Controlling Changes and Closing a
Project (1.0) proj 20 a03 bs enus

**Project Scope Management (PMBOK Guide – Fifth Edition
aligned)**

Project Requirements and Defining
Scope (2.0).....proj 21 a01 bs enus
Creating the Work Breakdown
Structure (1.5).....proj 21 a02 bs enus



Program Title (hours) Product Number

Monitoring and Controlling Project
Scope (1.5) [proj 21 a03 bs enus](#)

Project Time Management (PMBOK Guide – Fifth Edition aligned)

Defining and Sequencing Project
Activities (2.0) [proj 22 a01 bs enus](#)

Estimating Activity Resources and Durations (2.0) [proj 22 a02 bs enus](#)

Developing and Controlling the Project
Schedule (2.0) [proj 22 a03 bs enus](#)

Project Cost Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Costs (2.0) [proj 23 a01 bs enus](#)

Controlling Project Costs (1.5) [proj 23 a02 bs enus](#)

Project Quality Management (PMBOK Guide – Fifth Edition aligned)

Plan Quality Management (2.0) [proj 24 a01 bs enus](#)

Quality Assurance and Quality Control (2.0) [proj 24 a02 bs enus](#)

Project Human Resources Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Human Resources (2.0) .. [proj 25 a01 bs enus](#)

Managing Project Human Resources (2.0) .. [proj 25 a02 bs enus](#)

Project Communications Management (PMBOK Guide – Fifth Edition aligned)

Plan and Manage Project
Communications (2.0) [proj 26 a01 bs enus](#)

Control Project Communications (1.0) [proj 26 a02 bs enus](#)

Project Risk Management (PMBOK Guide – Fifth Edition aligned)

Risk Management Planning (1.5) [proj 27 a01 bs enus](#)

Identifying Project Risks (1.5) [proj 27 a02 bs enus](#)

Performing Risk Analysis (2.0) [proj 27 a03 bs enus](#)

Risk Response and Control (2.0) [proj 27 a04 bs enus](#)

Project Procurement Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Procurement
Management (1.5) [proj 28 a01 bs enus](#)

Managing Procurements (2.0) [proj 28 a02 bs enus](#)

Project Stakeholder Management (PMBOK Guide – Fifth Edition-aligned)

Project Stakeholder Management (1.5) [proj 29 a01 bs enus](#)

Managing and Controlling Stakeholder
Engagement (1.5) [proj 29 a02 bs enus](#)

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

The Role of Ethics in Project
Management (1.5) [proj 15 a01 bs enus](#)

Core PMI Values and Ethical
Standards (2.0) [proj 15 a02 bs enus](#)

TestPrep Project Management Professional (PMP) PMBOK Guide Fifth Edition
Aligned [pm proj a04 tp enus](#)

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fifth Edition Aligned [pm capm a02 tp enus](#)

Program Title (hours) Product Number

PRINCE2: 2009 Foundation

Mentoring PRINCE2: Foundation [mntprince2f](#)

Overview of Project Management
(PRINCE2® 2009-aligned) (1.0) [ib prin a01 it enus](#)

Project Organization, Planning and Risk
(PRINCE2® 2009-aligned) (1.0) [ib prin a02 it enus](#)

Project Quality, Change and Progress
(PRINCE2® 2009-aligned) (1.0) [ib prin a03 it enus](#)

Starting Up, Initiating and Directing a Project
(PRINCE2® 2009-aligned) (1.0) [ib prin a04 it enus](#)

Controlling, Managing and Closing a Project
(PRINCE2® 2009-aligned) (1.0) [ib prin a05 it enus](#)

Tailoring PRICE2 to a Project Environment
(PRINCE2® 2009-aligned) (1.0) [ib prin a06 it enus](#)

TestPrep PRINCE2: Foundation [ib prin a01 tp enus](#)

Mentoring PRINCE2: Practitioner [mntprince2p](#)

PRINCE2 Practitioner Exam Information [prin prac a01 bs enus](#)

Project Management for Everyone

Get Your Project off the Ground (0.5) [proj 30 a01 bs enus](#)

Managing Project without Direct Authority (a) ... [pc bi pmbi001](#)

Ensuring Management Buy-in on a Project (a) ... [pc bi pmbi002](#)

Managing Conflict in Project Teams (a) [pc bi pmbi003](#)

Managing Scope on a Project (a) [pc bi pmbi004](#)

Weighing the Costs of Project Change (a) [pc bi pmbi005](#)

Managing Vendor Relationships (a) [pc bi pmbi006](#)

Anticipating and Solving Problems as a
Project Champion (a) [pc bi pmbi007](#)

Addressing Stakeholder Conflicts (a) [pc bi pmbi008](#)

Portfolios, Programs, and Projects: What's
The Difference (a) [pc bi pmbi009](#)

Controlling Project Cost (a) [pc bi pmbi010](#)

Project Management Essentials (a) [pc ch lach041](#)

Supporting Project Managers (a) [pc ch lach042](#)

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](#)

Program Title (hours) Product Number

Agile Project Management Fundamentals

Agile Principles, Methodologies, and Mindset (2.5).....ib apmf a01 it enus
 Agile Planning (1.0).....ib apmf a02 it enus
 Planning and Monitoring Iterations in Agile Projects (1.5).....ib apmf a03 it enus
 Engaging Agile Stakeholders and Leading Agile Teams (2.0).....ib apmf a04 it enus

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 (a) pc bi spbi009
 The Ethics of Gift Giving (a)..... pc bi spbi014
 Using Persuasion Techniques to Boost Sales (a) .. pc bi spbi018
 Get it Together: Organizing Your Sales Approach (a) pc bi sabi002
 Presentations that Get People Talking (a) pc bi sabi003
 Initiating Discovery Meetings (a)..... pc ch sach001
 The Proof is in the Proposal (a) pc ch sach003
 Educating and Collaborating with Customers (a) . pc bi sabi006
 Building Momentum in Discovery Meetings (a) pc bi sabi011
 Using Customer Knowledge to Advance Sales (a)..... pc ch sach006
 Appealing to Prospects (a)..... pc bi sabi012
 Getting Your Head Around Pipeline Management (a) pc bi sabi013
 Prospecting Strategically (a)..... pc ch sach011
 Responding to News of a Lost Sale (a) pc ch sach017

Sales Negotiations

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
 Talking Value with your Customers (a) pc bi sabi004
 Dealing with Questions, Objections, and \ Resistance (a) pc bi sabi005
 Dealing with Negotiation Challenges (a) pc bi sabi009
 Negotiating Contract Terms (a)..... pc ch pach001
 Communicating Your Company's Value (a) pc ch sach004
 Turning Obstacles into Opportunities (a)..... pc ch sach005
 Negotiating with Your Customer (a)..... pc ch sach009

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
 Turning Potential Customers into Allies (a)..... pc ch sach008
 Preparing to Implement Solutions (a) pc ch sach010

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

Managing Implementation Problems (a) pc bi sabi010
 Connecting Customers and Solutions (a)..... pc bi sabi008

Essential Selling Skills

Mastering Cold Calling (1.0) sale 05 a01 bs enus
 Qualifying Sales Prospects (1.0)..... sale 05 a02 bs enus
 Closing the Sale (1.0) sale 05 a03 bs enus
 Effective Cold Calling (a) pc bi sabi007
 Prompting Action Through Focused Communication (a)..... pc bi sabi014
 Regaining Your Customer's Trust pc bi sabi015
 Getting Organized to Meet Your Sales Goals (a) pc ch sach002
 Making Contact: Access Strategies (a)..... pc ch sach007
 Managing a Sales Pipeline (a) pc ch sach012
 Demonstrating Business Acumen (a) pc ch sach013
 Talking About the Competition (a) pc bi sabi017
 Responding to Bad News (a)..... pc bi sabi018
 Communicating a High-Impact Business Case (a) pc bi sabi019
 Selling with Trust (a)..... pc ch sach014
 Using Competitive Selling Skills (a)..... pc ch sach016
 Making the Cold Call (a)..... pc bi sabi020
 Aligning Your Business Case to Customer Priorities (a)..... pc ch sach018
 Effective Sales Coaching (a) pc ch sach020

Strategic Account Sales Skills

Selling to Key Players (a)..... pc bi spbi001
 Planning for Effective Selling (a)..... pc bi spbi004
 Building Relationships (a)..... pc bi spbi017
 Crafting Sales Strategies (a)..... pc ch spch002
 Performance Payout Plans (a) pc ch spch004
 Sales and Marketing: Two Sides of the Same Coin? (a) pc bi spbi011
 Connecting the Dots: Insightful Account Management (a)..... pc bi sabi016
 Succeeding in Account Management (a) pc bi sach015

Sales Management

Storming: Developing and Leading Your Sales Team (a) pc bi spbi003
 Sales Support Roles for Better Customer Interaction (a)..... pc bi spbi007
 Succeeding in Account Management (a) pc bi sach015
 Gaining Access through Cold Calls (a)..... pc bi sach019
 Overcoming Resistance to Coaching (a)..... pc bi sabi021

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 a02 bs enus
 Using Strategic Thinking Skills (1.0)..... stgy 08 a03 bs enus
 Effective Critical Analysis of Business Reports (a) pc bi pfb004



Program Title (hours) Product Number

Returning to Core Competencies (a) pc bi lsbi014
Competitive Awareness and Strategy (a) pc ch lach022
Final Exam: Developing Strategic
Thinking Acumen (0.6) stgy 08 a01 fe enus

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
Final Exam: Leading and Implementing Sustainable Green Business Strategies (1.2) stgy 04 a01 fe 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
Final Exam: IT Strategy Essentials (0.6)... stgy 06 a01 fe enus

The 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 (a). pc bi mgbi011
The Etiquette of Cross-cultural Gift Giving (a) pc bi spbi015
Evaluating Globalization Opportunities (a) pc ch lach019
Final Exam: The Fundamentals of Globalization Strategies (0.8) stgy 05 a01 fe enus

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
Final Exam: Business Law Essentials (0.6)..... stgy 07 a01 fe 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
Final Exam: Risk Management (0.6)..... stgy 09 a01 fe 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
Final Exam: Business Planning Essentials (0.6)... stgy 10 a01 fe enus

TEAM BUILDING CURRICULUM

Optimizing Your Performance on a Team

Being an Effective Team Member (1.0)..... team 02 a01 bs enus
Establishing Team Goals and Responsibilities (1.0) team 02 a02 bs enus
Elements of a Cohesive Team (1.0) team 02 a03 bs enus

Program Title (hours) Product Number

Effective Team Communication (1.0) team 02 a04 bs enus
Using Feedback to Improve Team Performance (1.0)..... team 02 a05 bs enus
Power and Politics in Matrixed Teams..... pc ch mgch002

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 Incrementally (a) pc bi lsbi004
Inspiring Your Team (a)..... pc bi lsbi010
Support Your Leader (a)..... pc bi pfbi010
Choosing the Right Team Culture (a)..... pc ch pfch006
Managing Communications in a Virtual Team (a) pc bi mgbi001
Building and Leading Teams (a) pc ch lach023
Meeting Team Performance Challenges (a) pc ch pach010



Program Title (hours) Product Number

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

IT Security for End Users

IT Security Fundamentals (1.0).....ds sfeu a01 dt enus
Using Corporate Devices Securely (0.5).....ds sfeu a02 dt enus
Secure Corporate Communications and
Networking (1.0).....ds sfeu a03 dt enus

MICROSOFT OPERATING SYSTEMS

Microsoft Windows 10 End User

Signing in and First View (0.5) mw wdeu a01 dt enus
Hardware, Software, and Security
Settings (0.5) mw wdeu a02 dt enus
Customizing Windows 10 (1.0)..... mw wdeu a03 dt enus
New Features (0.5)..... mw wdeu a04 dt enus
Browsing with Edge (0.5)..... mw wdeu a05 dt enus
Cortana (0.5) mw wdeu a06 dt enus

Microsoft Windows 8.1 Update 1: End User

Navigating the UI (1.0)..... mw etew a01 dt enus
Working with Files and Apps (1.0)..... mw etew a02 dt enus
Windows Management and
Customization Features (1.0)..... mw etew a03 dt enus

Microsoft Windows 8.1 End Users

New Features and Common Tasks in
Windows 8.1 (1.0) mw etev a01 dt enus
Organizing Files and Searching for
Items in Windows 8.1 (1.0) mw etev a02 dt enus
Getting Online, Sharing, and Using
SkyDrive in Windows 8.1 (1.0)..... mw etev a03 dt enus
Personalizing Windows 8.1 (1.0) mw etev a04 dt enus
Working with Apps in Windows 8.1(1.0). mw etev a05 dt enus
Managing Hardware and Advanced
Options in Windows 8.1 (1.0) mw etev a06 dt enus

Microsoft Windows 8 End Users

New Features and Common Tasks (1.0) ... mw eteu a01 dt enus
Files and Connectivity in Windows 8 (1.0) mw eteu a02 dt enus
Personalizing Windows 8 (1.0) mw eteu a03 dt enus
Working with Apps in Windows 8 (1.0) ... mw eteu a04 dt enus
Internet Explorer 10, File Sharing, and
Recovery in Windows 8 (1.0)..... mw eteu a05 dt enus
Managing Hardware and Advanced
Options in Windows 8 (1.0) mw eteu a06 dt enus

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 mwew a01 dt enus
Setting Up and Securing
Windows 7 (2.0) mw mwew a02 dt enus
Customizing Windows 7 (1.0) mw mwew 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

Getting Started with Mac OS X Yosemite

Introducing Mac OS X Yosemite (1.5)..... ds maco a01 dt enus
Working with Mac OS X Yosemite (1.0) .. ds maco a02 dt enus

Mac OS X Yosemite Essentials

Installing Mac OS X Yosemite (1.0) ds macp a01 dt enus
Managing and Configuring Mac OS X
Yosemite (1.0) ds macp a02 dt enus
Enhancing the User Experience in
Mac OS X Yosemite (1.0)..... ds macp a03 dt enus
Collaborating and Communicating
Using Mac OS X Yosemite (1.0) ds macp a04 dt enus

INTERNET SKILLS

Using Internet Explorer 11

Exploring the Interface (1.0) ds inex a01 dt enus
Efficient Browsing (1.0)..... ds inex a02 dt enus
Working with Web Content, RSS Feeds,
And Downloading (0.5)..... ds inex a03 dt enus
Accessibility and User Preferences (0.5) ds inex a04 dt enus
Securing the Environment (0.5)..... ds inex a05 dt enus
Security Considerations (0.5)..... ds inex a06 dt enus

Google Apps Fundamentals

Google Drive (1.0)..... ds goap a01 dt enus
Gmail and Calendar (0.5) ds goap a01 dt enus
Docs and Sheets (1.0) ds goap a01 dt enus
Slides, Sites, and Google+ (1.0)..... ds goap a01 dt enus

Google Analytics

Fundamentals and Data Collection (0.5)..... ds goan a01 dt enus
Reports (0.5) ds goan a01 dt enus
Conversions and Tags (0.5)..... ds goan a01 dt enus
APIs and Tools (0.5)..... ds goan a01 dt enus

Program Title (hours) Product Number

Microsoft Internet Explorer 9: End User

Browsing and Managing Web Pages (1.0)...id mcin a01 dt enus
Searching and Subscribing to Web
Content (1.0).....id mcin a02 dt enus
Customization and Security (1.0).....id mcin a03 dt enus

Microsoft Internet Explorer 8

Basic Features (1.5).....id mcie a01 dt enus
Advanced Features (1.5).....id mcie a02 dt enus

Apple Safari X 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

SOCIAL NETWORKING

Yammer for Business Users

Using Yammer (1.0).....ds yfbu a01 tp enus

Getting the Most from Social Networking

Fundamentals (0.5).....ds gmsn a01 tp enus
Services, Strategy and Management (1.0).....ds gmsn a02 tp enus

Skype for Business

New Features, Profile, and Contacts (1.0)....ds skfb a01 tp enus
Calls, IMs, and Meeting Features (1.0).....ds skfb a02 tp enus
Sharing, Collaboration, and Video
Calls (1.0).....ds skfb a03 tp enus

MOBILE DEVICES

Getting Started with iOS 8 for iPad

Introducing iOS 8 for iPad (1.0).....ds ipae a01 tp enus

Getting Started with iOS 8 for iPhone

Introducing iOS for iPhone (1.0).....ds iphn a01 tp enus

MICROSOFT OFFICE 2016

(Microsoft Office exams will be supported by mentoring)

Office 2016 First Look

Modern Productivity (0.5).....mo wnot a01 dt enus
Functionality and Collaboration (0.5).....mo wnot a02 dt enus

MICROSOFT OFFICE 365

(Microsoft Office exams will be supported by mentoring)

Microsoft Office Online and Office 365

tbd (1.0).....mo oone a01 dt enus
Using the Microsoft Online
Applications (1.0).....mo oone a02 dt enus
tbd (1.0).....mo oone a03 dt enus
Working with Documents in Microsoft
Office 365 (1.0).....mo oone a04 dt enus

Microsoft Office 365

Applications (0.5).....mo oonf a01 dt enus
Document Management (0.5).....mo oonf a02 dt enus

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

MICROSOFT OFFICE 2013

(Microsoft Office exams are supported by mentoring)

Microsoft Office 2013: Beginning Word

Mentoring: exam 77-418 Word 2013.....mmt77418
Performing Basic Tasks in
Word 2013 (1.0).....mo bgwo a01 dt enus
Editing and Formatting in
Word 2013 (1.0).....mo bgwo a02 dt enus
Structuring a Document in
Word 2013 (1.0).....mo bgwo a03 dt enus
Adding Lists and Objects in
Word 2013 (0.5).....mo bgwo a04 dt enus
Using Tables in Word 2013 (0.5).....mo bgwo a05 dt enus

Microsoft Office 2013: Advanced Word

Advanced Formatting in Word 2013 (1.0)mo adwo a01 dt enus
Customizing Document Layout in
Word 2013 (1.0).....mo adwo a02 dt enus
Advanced Table Customization in
Word 2013 (1.0).....mo adwo a03 dt enus
Inserting and Formatting Graphics
in Word 2013 (1.0).....mo adwo a04 dt enus
Navigating and Reviewing Documents
in Word 2013 (1.0).....mo adwo a05 dt enus
Reference Tools and Mail Merge
in Word 2013 (1.0).....mo adwo a06 dt enus
Adjusting Document Views and
Customizing the Appearance of
Word 2013 (1.0).....mo adwo a07 dt enus
Sharing and Collaboration in
Word 2013 (1.0).....mo adwo a08 dt enus

Microsoft Office 2013: Beginning Excel

Mentoring: exam 77-420 Excel 2013.....mmt77420
Creating Workbooks, Worksheets, and
Data in Excel 2013 (1.0).....mo bgel a01 dt enus
Saving and Printing Data in Excel
2013 (1.0).....mo bgel a02 dt enus
Formatting Cells and Worksheets in
Excel 2013 (1.0).....mo bgel a03 dt enus
Formatting Data in Excel 2013 (1.0).....mo bgel a04 dt enus
Presenting Data using Conditional
Formatting and Sparklines in
Excel 2013 (1.0).....mo bgel a05 dt enus
Performing Calculations Using Functions
in Excel 2013 (1.0).....mo bgel a06 dt enus
Presenting Data in Tables and Charts
in Excel 2013 (1.0).....mo bgel a07 dt enus

Microsoft Office 2013: Advanced Excel

Mentoring: exam 77-427 Excel 2013
Expert Part One.....mmt77427
Creating and Customizing Visual
Elements in Excel 2013 (1.0).....mo adel a01 dt enus
Customizing Options and Views in
Excel 2013 (1.0).....mo adel a02 dt enus
Manipulating Data in Excel 2013 (1.0).....mo adel a03 dt enus
Data Search, Data Validation, and
Macros in Excel 2013 (1.5).....mo adel a04 dt enus



Program Title (hours) Product Number

Microsoft Office 2013: Power User Excel

Mentoring: exam 77-428 Excel 2013
Expert Part Two mnt77428
Sharing and Linking Data, and Adding
Office Apps to Excel 2013 (0.5)..... mo puel a01 dt enus
Reviewing and Protecting Content in
Excel 2013 (1.0)..... mo puel a02 dt enus
Advanced Formats and Layouts in
Excel 2013 (1.0)..... mo puel a03 dt enus
Advanced Formulas and Functions in
Excel 2013 (1.0)..... mo puel a04 dt enus
Using Financial Functions and What-if
Analysis in Excel 2013 (1.0) mo puel a05 dt enus
Using PivotTables, PivotCharts, and
Advanced Charts in Excel 2013 (1.0) mo puel a06 dt enus

Microsoft Office 2013: Beginning PowerPoint

Mentoring: exam 77-422 PowerPoint 2013 mnt77422
Creating Presentations in
PowerPoint 2013 (1.0)..... mo bgpw a01 dt enus
Enhancing PowerPoint 2013
Presentations (1.0)..... mo bgpw a02 dt enus
Animations and Media in
PowerPoint 2013 (1.0)..... mo bgpw a03 dt enus
Finalizing a PowerPoint 2013
Presentation (1.0)..... mo bgpw a04 dt enus

Microsoft Office 2013: Advanced PowerPoint

Advanced Slide Show Tools in
PowerPoint 2013 (1.0)..... mo adpw a01 dt enus
Sharing, Printing, Protecting, and
Delivery Presentations in
PowerPoint 2013 (1.0)..... mo adpw a02 dt enus

Microsoft Office 2013: Beginning Access

Creating and Populating a Database in
Access 2013 (1.0) mo bgas a01 dt enus
Modifying Tables in Access 2013 (1.0)..... mo bgas a02 dt enus
Creating and Modifying Queries in
Access 2013 (1.0) mo bgas a03 dt enus
Creating and Modifying Forms in
Access 2013 (1.0) mo bgas a04 dt enus
Creating and Modifying Reports in
Access 2013 (1.0) mo bgas a05 dt enus

Microsoft Office 2013: Beginning Outlook

Mentoring: exam 77-423 Outlook 2013 mnt77423
Working with E-mail in
Outlook 2013 (1.0)..... mo bgou a01 dt enus
Managing E-mail in Outlook 2013 (1.0).. mo bgou a02 dt enus
Working with Contacts in
Outlook 2013 (1.0)..... mo bgou a03 dt enus
Scheduling with Appointments, Events,
and Tasks in Outlook 2013 (1.0) mo bgou a04 dt enus
Working with Meetings in
Outlook 2013 (1.0)..... mo bgou a05 dt enus

Program Title (hours) Product Number

Microsoft Office 2013: Advanced Outlook

Formatting E-mail and Configuring
Message Options in Outlook 2013 (1.0) mo adou a01 dt enus
Management and Customization in
Outlook 2013 (1.0) mo adou a02 dt enus
Mail Automation, Cleanup, and
Storage in Outlook 2013 (1.0)..... mo adou a03 dt enus
Collaboration and Customization with
the Calendar, Contacts, and Tasks
In Outlook 2013 (1.0)..... mo adou a04 dt enus

Microsoft Office 2013: SharePoint for End Users

Mentoring: exam 77-419 SharePoint 2013 mnt77419
Navigating, Lists, Libraries, Alerts, and
Document Sets in SharePoint 2013 (1.0) mo speu a01 dt enus
My Site and Social Features in
SharePoint 2013 (1.0)..... mo speu a02 dt enus
Community Sites, search, and Office
Integration in SharePoint 2013 (1.0)..... mo speu a03 dt enus

Microsoft Office 2013: SharePoint for Power Users

Configuring Pages, Sites, and
Content in SharePoint 2013 (1.0)..... mo sppu a01 dt enus
Configuring Lists, Libraries, E-mail,
and Announcements in
SharePoint 2013 (1.0)..... mo sppu a02 dt enus
Managing Templates, Views, and
Versioning in SharePoint 2013 (1.0)..... mo sppu a03 dt enus
Managing Web Parts, Users, and
Groups in SharePoint 2013 (1.0)..... mo sppu a04 dt enus
Using and Configuring Search in
SharePoint 2013 (1.0)..... mo sppu a05 dt enus
Workflows, Collaboration, and
Analysis in SharePoint 2013 (1.0) mo sppu a06 dt enus

Microsoft Project 2013

Setting up a Project in Project 2013 (1.0).. mo bgpj a01 dt enus
Task-based Scheduling in
Project 2013 (1.0) mo bgpj a02 dt enus
Resource Management in
Project 2013 (0.5) mo bgpj a03 dt enus
Tools for Tracking Project Performance
In Project 2013 (1.0)..... mo bgpj a04 dt enus
Communicate and Finalize Project
Information Using Project 2013 (1.0)..... mo bgpj a05 dt enus

Microsoft OneNote 2013

The Microsoft OneNote 2013
Interface (0.5) mo oont a01 dt enus
Getting Started with Microsoft
OneNote 2013 (1.0)..... mo oont a02 dt enus
Working with and Sharing Content in
Microsoft OneNote 2013 (1.0)..... mo oont a03 dt enus
OneNote 2013 Integration with Other
Microsoft Applications (1.0) mo oont a04 dt enus

Microsoft Lync 2013

Microsoft Lync 2013 (1.0) mo lynd a01 dt enus



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 bwrđ a01 dt enus](#)
Formatting and Working with Text in
Word 2010 (1.0)..... [mo bwrđ a02 dt enus](#)
Organizing and Arranging Text in
Word 2010 (1.0)..... [mo bwrđ a03 dt enus](#)
Moving Around in Word 2010 (1.0) [mo bwrđ a04 dt enus](#)
Structuring Word 2010 Documents (1.0).. [mo bwrđ a05 dt enus](#)
Reviewing Documents in
Word 2010 (1.0)..... [mo bwrđ a06 dt enus](#)
Saving, Sharing, and Printing in
Word 2010 (1.0)..... [mo bwrđ a07 dt enus](#)
Customizing the Behavior and
Appearance of Word 2010 (1.0)..... [mo bwrđ a08 dt enus](#)
Drawing and Inserting Graphics in
Word 2010 (1.0)..... [mo bwrđ a09 dt enus](#)
TestPrep: exam 77-881 Word 2010..... [mo bwrđ a01 tp enus](#)

Microsoft Office 2010: Advanced Word

Using Themes, Backgrounds,
Watermarks, and Quick Parts in
Word 2010 (1.0)..... [mo awrd a01 dt enus](#)
Adding Tables of Contents, Footnotes,
Hyperlinks, and Bookmarks in
Word 2010 (1.0)..... [mo awrd a02 dt enus](#)
Forms, Fields, and Mail Merge in
Word 2010 (1.0)..... [mo awrd a03 dt enus](#)
Managing, Inspecting, and Recovering
Word 2010 Documents (1.0) [mo awrd a04 dt enus](#)
Creating and Formatting Tables in
Word 2010 (1.0)..... [mo awrd a05 dt enus](#)
Manipulating Tables in Word 2010 (1.0).. [mo awrd a06 dt enus](#)
Embedding Charts and Tables in
Word 2010 (1.0)..... [mo awrd a07 dt enus](#)

Program Title (hours) Product Number

Microsoft Office 2010: Beginning Excel

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

Microsoft Office 2010: Advanced Excel

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

Microsoft Office 2010: Power User Excel

Sharing Excel 2010 Workbooks Online
and on a Network (1.0)..... [mo pexl a01 dt enus](#)
Using Excel 2010 to Collaborate Online and
with Other Office Applications (1.0)..... [mo pexl a02 dt enus](#)
Using Lookup, Reference, Math, and Text
Functions in Excel 2010 (1.0) [mo pexl a03 dt enus](#)
Manipulating Formulas and Using Forms
in Excel 2010 (1.0) [mo pexl a04 dt enus](#)
Using Excel 2010 Data Connections: Web
Queries, XML, and Databases (1.0)..... [mo pexl a05 dt enus](#)

Program Title (hours) Product Number

Microsoft Office 2010: Beginning PowerPoint

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

Microsoft Office 2010: Advanced PowerPoint

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

Microsoft Office 2010: Beginning Outlook

Getting Started with Outlook 2010 (1.0)....mo bout a01 dt enus
Managing Conversations and Organizing
E-mail in Outlook 2010 (1.0)mo bout a02 dt enus
Managing Attachments, Graphics,
Signatures, and 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

Program Title (hours) Product Number

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
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

Advanced Customizing with Project
2010 (1.0).....mo aprj a01 dt enus
Advanced Tools for Managing Multiple
Projects with Project 2010 (1.0).....mo aprj a02 dt enus
Advanced Resource Management with
Project 2010 (1.0)mo aprj a03 dt enus

Program Title (hours) Product Number

Advanced Scheduling Management with
Project 2010 (1.0).....mo aprj a04 dt enus
Advanced Reporting and Management
Tools in Project 2010 (1.0).....mo aprj a05 dt enus

Microsoft Office 2010: Beginning Visio

Getting Started with Visio 2010 (1.0) mo bvis a01 dt enus
Working with Diagrams in Visio
2010 (1.0).....mo bvis a02 dt enus
Collaboration, Evaluation and Printing
in Visio 2010 (1.0).....mo bvis a03 dt enus

Microsoft Office 2010: Lync for End Users

Getting Started with Lync (1.0).....mo lync a01 dt enus
Lync Meetings, Calls, Sharing and
Collaboration (1.0).....mo lync a02 dt enus

Microsoft Office 2010: OneNote for End Users

Managing Information with OneNote (1.0)mo onel a01 dt enus
Sharing Information with OneNote (1.0) ...mo onel a02 dt enus

Microsoft SharePoint 2010: New Features for End Users

SharePoint 2010 New Features for
End Users (1.0)mo nspe a01 dt enus

Microsoft SharePoint 2010 for End Users

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

Microsoft SharePoint 2010: New Features for Power Users

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

Microsoft SharePoint 2010 for Power Users

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

MICROSOFT OFFICE FOR MAC2011

Microsoft Office for Mac 2011: Beginning Word

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

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

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

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

Microsoft Office 2007: Beginning Word

Mentoring 77-601 Using Word 2007mntwd2007
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 2007tpwd2007 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

Program Title (hours) Product Number

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](#)

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](#)

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

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](#)

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

Initiating Projects with Project
Server 2007 (2.5).....[mo psmpr a01 dt enus](#)
Planning Projects with Project
Server 2007 (2.0).....[mo psmpr a02 dt enus](#)

Program Title (hours) Product Number

Managing Resource Capacity in
Project Server 2007 (2.5).....[mo_psmo a03 dt enus](#)
Executing Projects with Project
Server 2007 (2.0).....[mo_psmo a04 dt enus](#)
Monitoring, Controlling, and Closing
Projects with Project Server 2007 (2.5)[mo_psmo 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 Visio 2007
With Other Programs (1.5) [mo_bgvs a03 dt enus](#)

Microsoft Office SharePoint Server 2007 End User

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

Microsoft Office 2007: Collaborating, Communicating, and Sharing Information

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

Microsoft Office 2007: Outlook Web Access

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

Microsoft Office Live Meeting 2007 for End Users

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

BUSINESS, REPORTING, AND RELATED TOOLS

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](#)

Program Title (hours) Product Number

SAP Business Suite 7 for End Users

SAP Enterprise Resource Planning
(ERP) (2.5)..... [sa_bseu a01 dt enus](#)
SAP Customer Relationship
Management (CRM) (2.0)..... [sa_bseu a02 dt enus](#)
SAP Product Lifecycle Management (2.0) .. [sa_bseu a03 dt enus](#)
SAP Supply Chain Management (2.0)..... [sa_bseu a04 dt enus](#)
SAP Supplier Relationship
Management (1.5)..... [sa_bseu a05 dt enus](#)

SAP Business One for End Users

SAP Business One – Introduction for
End Users (2.0)..... [sa_boeu a01 dt enus](#)

SAP Business Objects Business Intelligence

SAP Business Objects: Overview (1.5) [sa_bobi a01 dt enus](#)
SAP Business Objects: Crystal
Reports (1.5)..... [sa_bobi a02 dt enus](#)
SAP Business Objects: Web
Intelligence (1.5)..... [sa_bobi a03 dt enus](#)
SAP Business Objects: Dashboards and
Analytics (1.0) [sa_bobi a04 dt enus](#)
SAP Business Objects: InfoView (1.5)..... [sa_bobi a05 dt enus](#)
SAP Business Objects: Business
Intelligence (1.0)..... [sa_bobi a06 dt enus](#)

Fundamentals of Crystal Reports 2011

Getting Started with Crystal Reports
2011 (2.5)..... [cr_crre a01 dt enus](#)

Adobe Reader X

Adobe Reader X (1.0) [at_adre a01 dt enus](#)

Adobe Acrobat DC

Fundamentals (1.0)..... [at_aadc a01 dt enus](#)
Working with Adobe Acrobat DC (1.0) [at_aadc a02 dt enus](#)

Adobe Acrobat Pro XI

Fundamentals (1.0)..... [at_adat a01 dt enus](#)

Adobe CC Overview of New Features

Overview of New Features (1.0)..... [at_nfcc a01 dt enus](#)

Adobe Dreamweaver CC

Essentials (1.0)..... [at_dcsc a01 dt enus](#)

Adobe Flash Professional CC

Introduction and Basic Tools (1.0)..... [at_fscc a01 dt enus](#)
Working with ActionScript (1.0) [at_fscc a02 dt enus](#)
Additional Tools and Features (1.0)..... [at_fscc a03 dt enus](#)

Adobe AIR 3

Adobe AIR for Flash Developers (1.0)..... [at_airr a01 dt enus](#)

Adobe ColdFusion 10

Fundamentals (1.0)..... [at_cfus a01 dt enus](#)

Program Title (hours) Product Number

Adobe Captivate 8

Getting Started (1.0) at adca a01 dt enus
Media and Interactivity (1.0) at adca a01 dt enus

Adobe Captivate 7

Fundamentals (1.0) at capt a01 dt enus
Editing Project Files (0.5) at capt a02 dt enus

Adobe InDesign CS5

Fundamentals (2.5) at idct a01 it enus

Program Title (hours) Product Number

IT PROFESSIONAL SKILLS CURRICULA

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OPERATING SYSTEM AND SERVER FUNDAMENTALS

CompTIA A+ Certification

CompTIA A+ Essentials

Mentoring 220-801 A+ Essentials mmt220801
BIOS and Motherboards (1.5) cs apel a01 it enus
Memory, Expansion Cards and Storage
Devices (2.0) cs apel a02 it enus
CPU's, Connections, and Power
Supplies (1.5) cs apel a03 it enus
Configurations,, Displays, Connectors,
& Peripherals (2.0) cs apel a04 it enus
Network Cabling, IP Addressing, Ports,
and Protocols (1.5) cs apel a05 it enus
Networking Technologies (1.5) cs apel a06 it enus
Networking Devices and Tools (1.0) cs apel a07 it enus
Laptops (1.0) cs apel a08 it enus
Printers (1.0) cs apel a09 it enus
Operational Procedures (2.0) cs apel a10 it enus
TestPrep 220-801 A+ Essentials cs apel a01 tp enus

CompTIA A+ Practical Application

Mentoring 220-802 A+ Practical Application mmt220802
Introducing Microsoft Windows (1.0) cs appa a01 it enus
Installing and Configuring Windows (2.0) cs appa a02 it enus
Optimizing Windows (2.0) cs appa a03 it enus
Managing Windows (2.5) cs appa a04 it enus
Security and Data Disposal (2.0) cs appa a05 it enus
Mobile Devices (1.5) cs appa a06 it enus
System Troubleshooting (2.5) cs appa a07 it enus
General Troubleshooting (2.5) cs appa a08 it enus
TestPrep 220-802 A+ Technician cs appa a01 tp enus

CompTIA Server+ 2014

Mentoring SK0-004 Server+ 2014 mmtsk0004
Server Architecture (2.0) cs svpf a01 it enus
Server Administration I (3.0) cs svpf a02 it enus
Server Administration II (1.5) cs svpf a03 it enus
Storage (1.5) cs svpf a04 it enus
Security (2.5) cs svpf a05 it enus
Networking and Disaster Recovery (2.5) cs svpf a06 it enus
Troubleshooting I (1.0) cs svpf a07 it enus
Troubleshooting II (2.0) cs svpf a08 it enus
TestPrep SK0-004 Server+ 2014 cs svpf a01 tp enus

MICROSOFT OFFICE 365

Program Title (hours) Product Number

Managing Identities and Requirements in Office 365

Mentoring: 70-346 Managing Office 365
Identities and Requirements mnt70346
Office 365 Configuration (1.5) mo clda a01 it enus
Office 365 Deployment (2.0) mo clda a02 it enus
Managing Office 365 Cloud Identifiers,
Synchronization, and Clients (2.5) mo clda a03 it enus
Office 365 Federated Identities
(Single Sign-On) (1.0) mo clda a04 it enus
Monitoring and Troubleshooting
Office 365 Usage (1.5) mo clda a05 it enus
TestPrep 70-346 Managing Office 365
Identities and Requirements mo clda a01 tp enus

Enabling Office 365 Services

Mentoring: 70-347 Enabling Office 365
Services mnt70347
Managing Clients and End-User
Devices (2.0) mo envs a01 it enus
SharePoint Online Site Collections (2.0) mo envs a02 it enus
Planning for Exchange Online and
Lync Online (1.5) mo envs a03 it enus
Configuring Exchange Online and
Lync Online (2.0) mo envs a04 it enus
TestPrep 70-347 Enabling Office 365
Services mo envs a01 tp enus

MICROSOFT WINDOWS

Microsoft Windows: Deploying Windows Devices and Enterprise Apps

Mentoring: 70-695 Deploying Windows
Devices and Enterprise Apps mnt70695
Assessment Strategies (1.5) mw dwde a01 it enus
Compatibility (2.0) mw dwde a02 it enus
Images & PXE (1.5) mw dwde a03 it enus
MDT and LTI (2.0) mw dwde a04 it enus
ZTI and SCCM (1.5) mw dwde a05 it enus
Activation (1.5) mw dwde a06 it enus
TestPrep 70-695 Deploying Windows
Devices and Enterprise Apps mw dwde a01 tp enus

Microsoft Windows: Managing Enterprise Devices and Apps

Mentoring: 70-696 Managing Enterprise
Devices and Apps mnt70696
Desktops and Devices (2.0) mw medb a01 it enus
Preparing SCCM (1.5) mw medb a02 it enus
Client Management (2.0) mw medb a03 it enus
Inventory and Assets (1.5) mw medb a04 it enus
Managing Applications (2.0) mw medb a05 it enus
Software Updates (1.5) mw medb a06 it enus
Compliance (1.5) mw medb a07 it enus
Site Management (1.0) mw medb a08 it enus
TestPrep 70-696 Managing
Enterprise Devices and Apps mw medb a01 tp enus

Program Title (hours) Product Number

Windows Devices and Mobility Fundamentals

Mentoring: 98-368 Mobility and Device
Fundamentals mnt98368
Device Configuration and Data
Access (1.5) sd mmdf a01 it enus
Data Management and Device
Security (1.5) sd mmdf a02 it enus
Cloud Services and Enterprise
Mobility (1.5) sd mmdf a03 it enus
TestPrep: 98-368 Mobility and Device
Fundamentals sd mmdf a01 tp enus

MICROSOFT WINDOWS 10

Exploring the Technical Preview

First Encounters with Windows 10 (0.5) ... mw wttp a01 it enus

Microsoft Windows 10 End User First Look

Interface and New Features (0.5) mw wtpl a01 it enus
Configuration (0.5) mw wtpl a02 it enus

MICROSOFT WINDOWS 8.1

Microsoft Windows 8.1: Configuration

Mentoring: 70-687 Configuring Windows 8 mnt70687
Installing and Upgrading to
Windows 8.1 1.(2.5) mw mwcp a01 it enus
Hardware and Applications (2.0) mw mwcp a02 it enus
Network Configuration (1.5) mw mwcp a03 it enus
Remote Management and Security (1.5) mw mwcp a04 it enus
Resource Access (2.0) mw mwcp a05 it enus
Remote Access and Mobile
Devices (1.5) mw mwcp a06 it enus
Windows Clients (2.0) mw mwcp a07 it enus
File and System Recovery (1.5) mw mwcp a08 it enus
TestPrep: 70-687 Configuring
Windows 8.1 mw mwco a01 tp enus

Microsoft Windows 8.1: Supporting Windows 8.1

Mentoring: 70-688 Managing and Maintaining
Windows 8 mnt70688
Installation and Applications (1.5) mw mgmb a01 it enus
Cloud Applications and Settings (1.0) mw mgmb a02 it enus
Networking and Remote Access (2.0) mw mgmb a03 it enus
Data Storage and Security (1.5) mw mgmb a04 it enus
Hardware and Mobile Devices (1.0) mw mgmb a05 it enus
Recovery and Endpoint Security (1.0) mw mgmb a06 it enus
InTune and Public Cloud Services (1.5) mw mgmb a07 it enus
Using MDOP (1.0) mw mgmb a08 it enus
TestPrep: 70-688 Managing and Maintaining
Windows 8 mw mgma a01 tp enus



Program Title (hours) Product Number

MICROSOFT WINDOWS 8

Microsoft Windows 8: Configuration

Mentoring: 70-687 Configuring Windows 8 [mnt70687](#)
Getting Started with Windows 8 (2.5).....[mw mwco a01 it enus](#)
Installation Components (2.0).....[mw mwco a02 it enus](#)
User Accounts and Policies (2.5).....[mw mwco a03 it enus](#)
Configuring Other Applications (2.5).....[mw mwco a04 it enus](#)
Accessing User Data (2.0).....[mw mwco a05 it enus](#)
Sharing and Securing User Data (2.0).....[mw mwco a06 it enus](#)
Devices and Disks (1.5).....[mw mwco a07 it enus](#)
Networking Configuration and
Security (2.0).....[mw mwco a08 it enus](#)
Optimization and Performance (2.0).....[mw mwco a09 it enus](#)
System Management and Recovery (1.5)[mw mwco a10 it enus](#)
TestPrep: 70-687 Configuring
Windows 8.1[mw mwco 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: Enterprise Desktop Support

Mentoring: 70-685 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: 70-685 Windows 7: Enterprise
Desktop Support Technician[mw mwet a01 tp enus](#)

Microsoft Windows 7: Enterprise Desktop Administrator

Mentoring: 70-686 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](#)

Program Title (hours) Product Number

Designing Application and Update
Deployments for Windows 7 (2.0)..... [mw mwda a09 it enus](#)
TestPrep: 70-686 Windows 7:
Enterprise Desktop Administrator..... [mw mwda a01 tp enus](#)

Microsoft Windows 7: Configuration

Mentoring: 70-680 TS 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 TS 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 11 Fundamentals

Installing and Configuring VMware
Workstation 11 (2.0).....[vi vmsu a01 it enus](#)
Creating and Configuring Virtual
Machines in VMware
Workstation 11 (3.0).....[vi vmsu a02 it enus](#)
Managing Virtual Machine Devices and
Resources in VMware
Workstation 11 (2.0).....[vi vmsu a03 it enus](#)
VMware Workstation 11 Networking
and Remote Connectivity (1.5).....[vi vmsu a04 it enus](#)

VMWare: Datacenter Virtualization with vSphere 5 Part 1

Mentoring: VMWare:Certified
Professional 5, Data Center
Virtualization (VCP6-DCV) [mntesvcp5p1](#)
Introduction to Virtualization (2.0).....[vi vmwa a01 it enus](#)
vCenter Server Installation (2.0).....[vi vmwa a02 it enus](#)
vSphere Client and vCenter Server
Configuration (1.5).....[vi vmwa a03 it enus](#)
ESXi Installation and Configuration (2.0).....[vi vmwa a04 it enus](#)
vCenter Server Inventory (2.0).....[vi vmwa a05 it enus](#)
vCenter Server Administration (1.5).....[vi vmwa a06 it enus](#)
vCenter Server Management (2.0).....[vi vmwa a07 it enus](#)
Creating Virtual Machines (3.0).....[vi vmwa a08 it enus](#)
Configuring and Managing Virtual
Machines (2.5).....[vi vmwa a09 it enus](#)

Program Title (hours) Product Number

An Overview of Virtual Network
 Creation (2.0) [vi vmwa a10 it enus](#)
 Configuring and Managing Virtual
 Networks (1.0) [vi vmwa a11 it enus](#)
 Introduction to vSphere Storage
 Concepts (1.0) [vi vmwa a12 it enus](#)
 Storage Configuration and
 Management (2.5) [vi vmwa a13 it enus](#)

VMWare: Datacenter Virtualization with vSphere 5 Part 2

Mentoring: VMWare: Datacenter
 Virtualization with vSphere 5 – Part 2 [mntesvcp5p2](#)
 vSphere Clustering (1.0) [vi vmcp a01 it enus](#)
 High Availability and Fault Tolerance (2.5) [vi vmcp a02 it enus](#)
 Processor and Resource Management (2.0) [vi vmcp a03 it enus](#)
 DRS, Resource Pools, and vApps (2.0) [vi vmcp a04 it enus](#)
 Logging and Performance (3.0) [vi vmcp a05 it enus](#)
 vSphere Security (1.5) [vi vmcp a06 it enus](#)
 Securing Hosts, Internal Components,
 Certificate Use (1.5) [vi vmcp a07 it enus](#)
 Host Profiles, Update Manager, and Auto
 Deploy (2.0) [vi vmcp a08 it enus](#)
 vCenter Server Appliance Deployments
 and Upgrades (2.0) [vi vmcp a09 it enus](#)
 Upgrading Hosts and Virtual
 Machines (0.5) [vi vmcp a10 it enus](#)

VMWare: Datacenter Virtualization Design and Optimization with vSphere 5

Introducing vSphere Design
 Fundamentals (1.5) [vi vmpp a01 it enus](#)
 Creating vSphere Conceptual and
 Logical Design (2.0) [vi vmpp a02 it enus](#)
 vSphere Network and Storage
 Design (2.0) [vi vmpp a03 it enus](#)
 VMs, Management, and
 Implementation (2.5) [vi vmpp a04 it enus](#)

VMWare vSphere 6 Install, Configure, Manage: Part 1

vSphere 6 Overview (1.5) [vi vhpr a01 it enus](#)
 vSphere Installation (1.5) [vi vhpr a02 it enus](#)
 Virtual Networks (2.0) [vi vhpr a03 it enus](#)
 Storage and VMs (2.0) [vi vhpr a04 it enus](#)

VMWare vSphere 6 Install, Configure, Manage: Part 2

vSphere 6 Clustering (1.5) [vi vhpp a01 it enus](#)
 vSphere 6 DRS(1.0) [vi vhpp a02 it enus](#)
 vSphere 6 Monitoring (1.5) [vi vhpp a03 it enus](#)
 vSphere 6 Design (1.5) [vi vhpp a04 it enus](#)
 vSphere 6 Updating (1.5) [vi vhpp a05 it enus](#)
 vSphere 6 Upgrading (1.0) [vi vhpp a06 it enus](#)

Program Title (hours) Product Number

MICROSOFT SYSTEM CENTER

Microsoft System Center 2012 R2: Monitoring and Operating a Private Cloud

Mentoring: 70-246 Monitoring and
 Operating a Private Cloud, System
 Center 2012 [mnt70246](#)
 Private Cloud Overview (2.0) [ws mopc a01 it enus](#)
 Deploying Cloud Services (2.0) [ws mopc a02 it enus](#)
 Monitoring Cloud Services (2.0) [ws mopc a03 it enus](#)
 Service Management (1.5) [ws mopc a04 it enus](#)
 Problem Management (1.0) [ws mopc a05 it enus](#)
 Backup and Recovery (2.0) [ws mopc a06 it enus](#)
 Compliance (1.0) [ws mopc a07 it enus](#)
 SLAs Widgets & Dashboards (1.5) [ws mopc a08 it enus](#)
TestPrep: 70-246 Monitoring and
 Operating a Private Cloud, System
 Center 2012 [ws mopc a01 tp enus](#)

Microsoft System Center 2012 R2: Configuring and Deploying a Private Cloud

Mentoring: 70-247 Configuring and
 Deploying a Private Cloud, System
 Center 2012 [mnt70247](#)
 VMM Overview (2.5) [ws cdpc a01 it enus](#)
 Extending & Maintaining (1.5) [ws cdpc a02 it enus](#)
 Application Delivery (1.5) [ws cdpc a03 it enus](#)
 Building Private Clouds (2.0) [ws cdpc a04 it enus](#)
 Monitoring (2.5) [ws cdpc a05 it enus](#)
 Service Management (2.0) [ws cdpc a06 it enus](#)
 DPM (2.0) [ws cdpc a07 it enus](#)
 Automation (1.5) [ws cdpc a08 it enus](#)
TestPrep: 70-247 Configuring and
 Deploying a Private Cloud, System
 Center 2012 [ws cdpc a01 tp enus](#)

Microsoft SCCM 2012: Administering and Deploying

Overview & Prerequisite Setup for
 System Center Configuration
 Manager 2012 R2 (1.0) [cl sccm a01 it enus](#)
 Basic SCCM Maintenance and Managing
 Operating System Deployment (1.0) [cl sccm a02 it enus](#)

Microsoft System Center Essentials: Installation and Configuration

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](#)



Program Title (hours) Product Number

MICROSOFT WINDOWS SERVER 2016

Microsoft Windows Server 2016 (First Look)

Active Directory and Networking (2.0) .os stfl icfh a01 it enus

Microsoft Windows Nano Server (First Look)

Nano Server First Look (1.5)..... os nsfl icfh a01 it enus

Microsoft Hyper-V 2016 First Look

First Look (1.5)..... cl hvts icfh a01 it enus

MICROSOFT WINDOWS SERVER 2012

Microsoft Windows Server 2012 R2: Installing and Configuring

Mentoring: 70-410 Installing and

Configuring Windows Server 2012..... mnt70410
Servers (1.5)..... ws icfh a01 it enus
Storage (2.0)..... ws icfh a02 it enus
Print Services (1.5) ws icfh a03 it enus
Hyper - V (1.5)..... ws icfh a04 it enus
Networking (1.5)..... ws icfh a05 it enus
DNS (1.0)..... ws icfh a06 it enus
Active Directory (2.5)..... ws icfh a07 it enus
AD Groups & GPOs (2.0)..... ws icfh a08 it enus
Security (2.5)..... ws icfh a09 it enus

TestPrep: 70-410 Installing and

Configuring Windows Server 2012..... ws icfh a01 tp enus

Microsoft Windows Server 2012 R2: Administration

Mentoring: 70-411 Administering

Windows Server 2012 mnt70411
Deploying and Managing WDS (1.0) ws admo a01 it enus
Updating and Monitoring (1.5)..... ws admo a02 it enus
File Services and Encryption (2.5)..... ws admo a03 it enus
Network Services and Access (2.0)..... ws admo a04 it enus
RADIUS, NPS, and NAP (2.0) ws admo a05 it enus
Service Accounts and Policies (1.5)..... ws admo a06 it enus
Managing Active Directory (2.5) ws admo a07 it enus
Group Policy Processing (2.0)..... ws admo a08 it enus
Managing GPOs and Preferences (1.0)..... ws admo a09 it enus

TestPrep: 70-411 Administering

Windows Server 2012 ws admo a01 tp enus

Microsoft Windows Server 2012 R2: Configuring Advanced Services

Mentoring: 70-412 Configuring Advanced

Windows Server 2012 Services..... mnt70412
HA (2.0) ws cfat a01 it enus
VMs and DR (2.5) ws cfat a02 it enus
Storage (1.0)..... ws cfat a03 it enus
DAC (1.5) ws cfat a04 it enus
DHCP & DNS (1.5)..... ws cfat a05 it enus
AD Domains (1.0) ws cfat a06 it enus
AD Replication (1.5) ws cfat a07 it enus
PKI (1.5)..... ws cfat a08 it enus
Federation (2.0)..... ws cfat a09 it enus

TestPrep: 70-412 Configuring Advanced

Windows Server 2012 Services..... ws cfat a01 tp enus

Program Title (hours) Product Number

Microsoft Windows Server 2012 R2: Designing and Implementing an Infrastructure

Mentoring: 70-413 Designing and Implementing

A Server Infrastructure mnt70413
AD Design (2.0) ws imin a01 it enus
AD DS (2.0)..... ws imin a02 it enus
OU and Group Policy (3.0) ws imin a03 it enus
Server Deployment (2.5) ws imin a04 it enus
DHCP Design (1.5) ws imin a05 it enus
DNS, File and Storage (2.5) ws imin a06 it enus
IPAM and VPN (2.0) ws imin a07 it enus
Direct Access (2.0) ws imin a08 it enus
Network Protection (1.5)..... ws imin a09 it enus
Implement NPS and WAP (1.5)..... ws imin a10 it enus

TestPrep: 70-413 Designing and

Implementing a Server Infrastructure ws imin a01 tp enus

Microsoft Windows Server 2012 R2: Implementing an Advanced Infrastructure

Mentoring: 70-414 Implementing an

Advanced Server Infrastructure mnt70414
Updates (1.5) ws adin a01 it enus
VM Hosts and Guests (2.5) ws adin a02 it enus
Storage and Networks (1.5)..... ws adin a03 it enus
VM Administration (1.0)..... ws adin a04 it enus
Clustering and NLB (2.5)..... ws adin a05 it enus
Business Continuity (2.0)..... ws adin a06 it enus
Monitoring (2.0) ws adin a07 it enus
Certificate Services (1.5)..... ws adin a08 it enus
AD RMS and AD FS (2.5)..... ws adin a09 it enus

TestPrep: 70-414 Implementing an

Advanced Server Infrastructure ws adin a01 tp enus

MICROSOFT WINDOWS SERVER 2008

KnowledgeCenter for Microsoft Enterprise Solutions 2008 is available

Microsoft Windows Server 2008: Update to R2

Active Directory Domain Services in

Windows Server 2008 R2 (1.5)..... ws mwur a01 it enus
Management Improvements in Windows
Server 2008 R2 (2.0) ws mwur a02 it enus
Improvements to Role Services in
Windows Server 2008 R2 (2.5)..... ws mwur a03 it enus
Access Control in Windows Server
2008 R2 (1.0)..... ws mwur a04 it enus

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

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



Program Title (hours) Product Number

High Availability and Recoverability (2.0) [hv wshv a07 it enus](#)
Implementing Remote Desktop
Services (2.0) [hv wshv a08 it enus](#)
Remote Desktop Virtualization Roles (1.0) [hv wshv a09 it enus](#)
Monitoring and Managing
Environments (1.5) [hv wshv a10 it enus](#)

Microsoft Windows Server 2008 Configuring Active Directory

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

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

Deploying Windows Server 2008
Servers (0.5) [ws mwcf a01 it enus](#)
Configure Windows Server 2008
Availability (1.5) [ws mwcf a02 it enus](#)
Configure Terminal Services in
Windows Server 2008 (2.0) [ws mwcf a03 it enus](#)

Program Title (hours) Product Number

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](#)

Microsoft Windows Server 2008: Server Administration

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

Mentoring 70-647 PRO: Windows Server 2008
Enterprise Administrator [mnt70647](#)
Planning Name Resolution and IP
Addressing in Microsoft Windows
Server 2008 (2.5) [ws mwse a01 it enus](#)
Network Access in Microsoft Windows
Server 2008 (2.0) [ws mwse a02 it enus](#)
Application Access and Delivery in
Microsoft Windows Server 2008 (2.0) .. [ws mwse a03 it enus](#)
Server and Application Virtualization in
Microsoft Windows Server 2008 (2.0) .. [ws mwse a04 it enus](#)
Designing the Active Directory
Infrastructure in Microsoft Windows
Server 2008 (2.5) [ws mwse a05 it enus](#)

Program Title (hours) Product Number

Active Directory Administration
 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](#)

WINDOWS POWERSHELL

Microsoft PowerShell and Exchange Server

Getting Started (2.0) [mw_pses_a01_it_enus](#)
 Managing Mailboxes (1.5) [mw_pses_a02_it_enus](#)
 Distribution Groups and Databases (2.0) ... [mw_pses_a03_it_enus](#)

Microsoft PowerShell and SharePoint

Getting Started (3.0) [mw_pssp_a01_it_enus](#)
 Managing Sites (3.0)..... [mw_pssp_a02_it_enus](#)

Microsoft PowerShell and SQL Server

Introduction (2.0) [mw_pssq_a01_it_enus](#)
 Database Management (2.5)..... [mw_pssq_a02_it_enus](#)

Microsoft PowerShell for Windows

Getting Started with PowerShell (2.5)..... [mw_psws_a01_it_enus](#)
 Aliases, Providers, and Objects (2.0) [mw_psws_a02_it_enus](#)
 Remoting and Modules (2.5)..... [mw_psws_a03_it_enus](#)

Microsoft PowerShell Desired State Configuration

Fundamentals (3.0) [mw_pscf_a01_it_enus](#)

MICROSOFT SERVERS

Microsoft Lync Server 2013

Administration and Data Resiliency
 Overview (1.5) [es_lyct_a01_it_enus](#)
 Configuration and Maintenance (2.0) [es_lyct_a02_it_enus](#)

Microsoft Exchange Server 2013: Core Solutions

Mentoring: 70-341 Core Solutions of
 Microsoft Exchange Server 2013 [mmt70341](#)
 Deployment (1.5)..... [es_excx_a01_it_enus](#)
 Mailbox Server Management (2.5)..... [es_excx_a02_it_enus](#)
 Client Access Servers (1.5)..... [es_excx_a03_it_enus](#)
 Configuring Mobile Connectivity (1.5) [es_excx_a04_it_enus](#)
 Message Transport (1.5) [es_excx_a05_it_enus](#)
 Access Control (1.5)..... [es_excx_a06_it_enus](#)
 High Availability and DR (1.5) [es_excx_a07_it_enus](#)
 Monitoring and Troubleshooting (1.0) [es_excx_a08_it_enus](#)
TestPrep 70-341 Core Solutions of
 Microsoft Exchange Server 2013 [es_excx_a01_tp_enus](#)

Program Title (hours) Product Number

Microsoft SharePoint Server 2013: Advanced Solutions

Mentoring: 70-342 Advanced Solutions of
 Microsoft Exchange Server 2013 [mmt70342](#)
 Availability (2.0) [es_exca_a01_it_enus](#)
 Site-resilience Solutions (2.0) [es_exca_a02_it_enus](#)
 Advanced Security (2.0)..... [es_exca_a03_it_enus](#)
 Compliance and Discovery (2.0)..... [es_exca_a04_it_enus](#)
 Migration and Federation (2.5)..... [es_exca_a05_it_enus](#)
 Troubleshooting (1.5)..... [es_exca_a06_it_enus](#)
 Unified Messaging (2.0)..... [es_exca_a07_it_enus](#)
TestPrep 70-342 Advanced Solutions of
 Microsoft Exchange Server 2013..... [es_exca_a01_tp_enus](#)

Microsoft Internet Information Services 8.5

Installing and Configuring a Microsoft
 IIS Server Service (2.0) [ws_inis_a01_it_enus](#)

Microsoft Visual Studio Team Foundation Server 2013

Administration
 Installation and Configuration (2.5) [sd_mtfs_a01_it_enus](#)
 Managing an Implementation (2.5)..... [sd_mtfs_a02_it_enus](#)
 Customization for Team Use (3.0)..... [sd_mtfs_a03_it_enus](#)
 Clients, Workspaces, and Version
 Control (2.0) [sd_mtfs_a04_it_enus](#)

Microsoft Exchange Server 2010 SP1: Configuration

Mentoring 70-662 TS: Microsoft
 Exchange Server 2010, Configuring [mmt70662](#)
 Planning for Exchange Server (1.0) [es_mesd_a01_it_enus](#)
 Installation and Configuration (1.0) [es_mesd_a02_it_enus](#)
 Administrative Tools (1.5) [es_mesd_a03_it_enus](#)
 Mailbox Server Administration (2.0) [es_mesd_a04_it_enus](#)
 Public Folders and Messaging Records
 Management (2.0) [es_mesd_a05_it_enus](#)
 Message Transport (1.5)..... [es_mesd_a06_it_enus](#)
 Transport Rules, Message Compliance
 and Security (2.0) [es_mesd_a07_it_enus](#)
 Client Access (1.5)..... [es_mesd_a08_it_enus](#)
 High Availability (1.0) [es_mesd_a09_it_enus](#)
 Backup and Recovery (1.0)..... [es_mesd_a10_it_enus](#)
 Monitoring Mail Flow and
 Performance (1.0)..... [es_mesd_a11_it_enus](#)
TestPrep 70-662 TS: Microsoft
 Exchange Server 2010, Configuring [es_mesc_a01_tp_enus](#)

Microsoft SharePoint Server 2013: Core Solutions

Mentoring: 70-331 Core Solutions of Microsoft
 SharePoint Server 2013 [mmt70331](#)
 Information Architecture (1.5) [es_cosp_a01_it_enus](#)
 Logical and Physical Design (1.5)..... [es_cosp_a02_it_enus](#)
 Installation (1.5) [es_cosp_a03_it_enus](#)
 Web and Service Applications (2.5)..... [es_cosp_a04_it_enus](#)
 Authentication (1.5) [es_cosp_a05_it_enus](#)
 Security and Taxonomy (1.0)..... [es_cosp_a06_it_enus](#)
 User Profiles and Search (2.5)..... [es_cosp_a07_it_enus](#)
 Maintenance and Monitoring (2.0)..... [es_cosp_a08_it_enus](#)
TestPrep 70-331 Core Solutions of
 Microsoft SharePoint Server 2013 [es_cosp_a01_tp_enus](#)



Program Title (hours) Product Number

Microsoft SharePoint Server 2013: Developing Core Solutions

Planning Sites (2.0) [es spdu a01 it enus](#)
Implement Security (1.5)..... [es spdu a02 it enus](#)
Managing Data (2.0)..... [es spdu a03 it enus](#)
Manage Solutions (2.0)..... [es spdu a04 it enus](#)
User Experience (1.5)..... [es spdu a05 it enus](#)
Business Processes (1.0)..... [es spdu a06 it enus](#)
Create Office Apps (1.5) [es spdu a07 it enus](#)

Microsoft SharePoint Server 2013: Designing Advanced Solutions

Mentoring: 70-332 Advanced Solutions of
Microsoft SharePoint Server 2013..... [mnt70332](#)
Upgrading (2.0) [es dsas a01 it enus](#)
Continuity (2.0) [es dsas a02 it enus](#)
Search Services (1.5) [es dsas a03 it enus](#)
Content Support (2.0) [es dsas a04 it enus](#)
Applications (2.5)..... [es dsas a05 it enus](#)
Support Service (1.0)..... [es dsas a06 it enus](#)
Solutions (2.0) [es dsas a07 it enus](#)

TestPrep 70-332 Advanced Solutions of
Microsoft SharePoint Server 2013 [es dsas a01 tp enus](#)

Microsoft SharePoint 2010 SP1: Configuring

Mentoring 70-667 TS: Microsoft
SharePoint 2010, Configuring [mnt70667](#)
Installation and Configuration (2.5)..... [es mssu a01 it enus](#)
Core Configuration (1.5) [es mssu a02 it enus](#)
Upgrading to SharePoint 2010 SP1 (2.5).. [es mssu a03 it enus](#)
Configuring and Administering
Search (2.5) [es mssu a04 it enus](#)
Configuring Web Applications (1.5)..... [es mssu a05 it enus](#)
Authentication and Web Application
Security Configuration (1.0)..... [es mssu a06 it enus](#)
Configuring Site Collections (2.0)..... [es mssu a07 it enus](#)
Managing Features and Solutions (1.5) [es mssu a08 it enus](#)
Operational Health (2.5) [es mssu a09 it enus](#)
Performance (1.5) [es mssu a10 it enus](#)
SharePoint Online (1.0) [es mssu a11 it enus](#)

TestPrep 70-667 TS: Microsoft
SharePoint 2010, Configuring [es msst a01 tp enus](#)

Microsoft SharePoint 2010 SP1: Administration

Mentoring 70-668 PRO: Microsoft
SharePoint 2010, Administrator [mnt70668](#)
Designing the Physical Architecture (2.0) [es mssb a01 it enus](#)
Logical Design and Sandbox
Solutions (1.5) [es mssb a02 it enus](#)
Deployment Topology and
Availability (2.0) [es mssb a03 it enus](#)
Planning Service Applications and
Component Strategy (2.0)..... [es mssb a04 it enus](#)
Planning a SharePoint 2010 SP1
Upgrade (1.5)..... [es mssb a05 it enus](#)
Designing Security (2.0)..... [es mssb a06 it enus](#)
Maintenance and Provisioning (1.5)..... [es mssb a07 it enus](#)
Backing Up, Restoring, and
Monitoring (1.5) [es mssb a08 it enus](#)

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

Planning for Search (1.5)..... [es mssb a09 it enus](#)
Content Management, Social
Computing, and Collaboration (2.5)..... [es mssb a10 it enus](#)
TestPrep 70-668 PRO: Microsoft
SharePoint 2010, Administrator [es mssa a01 tp enus](#)

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](#)

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](#)

Program Title (hours) Product Number

DEVOPS

Working with Chef

Fundamentals (2.0) [os chef a01 it enus](#)

DevOps Fundamentals

Tools, Technologies, and

Infrastructures (1.5) [os devo a01 it enus](#)

Using Docker

Benefits and Installation (2.0) [os dock a01 it enus](#)

Dockerizing Applications (2.0) [os dock a02 it enus](#)

Customizing and Clustering (2.0) [os dock a03 it enus](#)

Using Puppet

Implementation and Benefits (2.5) [os pupp a01 it enus](#)

Configuration and Programming (2.0) [os pupp a02 it enus](#)

Using Vagrant

Introduction (1.5) [os vagr a01 it enus](#)

Configuration (2.0) [os vagr a02 it enus](#)

LINUX

CompTIA Linux+ 2014 Powered by LPI: LX0-103

Mentoring: LX0-103 CompTIA Linux+

Powered by LPI Exam 1 [mntlx0103](#)

System Architecture (2.0) [cs lxps a01 it enus](#)

Installation and Package Management (1.5) [cs lxps a02 it enus](#)

GNU and Unix Commands (2.0) [cs lxps a03 it enus](#)

Advanced GNU and Unix Commands (1.5) [cs lxps a04 it enus](#)

Devices and Filesystems (2.0) [cs lxps a05 it enus](#)

TestPrep: LX0-103 CompTIA Linux+

Powered by LPI Exam 1 [cs lxps a01 tp enus](#)

CompTIA Linux+ 2014 Powered by LPI: LX0-104

Mentoring: LX0-104 CompTIA Linux+

Powered by LPI Exam 2 [mntlx0104](#)

Scripting and Administrative Tasks (2.0) [cs lxpt a01 it enus](#)

Essential System Services (2.0) [cs lxpt a02 it enus](#)

Networking Fundamentals (1.5) [cs lxpt a03 it enus](#)

Security, Data, and Accessibility (1.5) [cs lxpt a04 it enus](#)

TestPrep: LX0-104 CompTIA Linux+

Powered by LPI Exam 2 [cs lxpt a01 tp enus](#)

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

Linux Advanced System Administration

(LPIC-2 exam 117-201)

Linux User Notification and Device

Management (1.0) [lu lalq a01 it enus](#)

E-mail and Security in Linux (2.0) [lu lalq a02 it enus](#)

Linux Kernel Compilation and Linux

Startup (2.5) [lu lalq a03 it enus](#)

Linux File Sharing and Filesystem

Management (2.5) [lu lalq a04 it enus](#)

Linux Network Configuration (2.0) [lu lalq a05 it enus](#)

Managing Resource Utilization in

Linux (0.5) [lu lalq a06 it enus](#)

Program Title (hours) Product Number

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

Linux Advanced System Administration

(LPIC-2 exam 117-202)

Linux Network Services (2.0) [lu lalr a01 it enus](#)

Linux System Maintenance and Hardware

Configuration (2.5) [lu lalr a02 it enus](#)

Linux Security (3.0) [lu lalr a03 it enus](#)

Linux System Troubleshooting (2.0) [lu lalr a04 it enus](#)

Booting Linux and Installing Applications

From Source (0.5) [lu lalr a05 it enus](#)

UNIX

UNIX OS Fundamentals

An Introduction to Unix (2.0) [lu unsf a01 it enus](#)

Managing Files and Directories (1.5) [lu unsf a02 it enus](#)

Security (1.5) [lu unsf a03 it enus](#)

Network Administration (1.5) [lu unsf a04 it enus](#)

RED HAT LINUX

Red Hat Certified Systems Administrator RHEL 7

The Environment (2.0) [lu rhel a01 it enus](#)

The Command Line (1.5) [lu rhel a02 it enus](#)

Administration and Permissions (1.5) [lu rhel a03 it enus](#)

Scripting and Scheduling (2.5) [lu rhel a04 it enus](#)

Processes, Networking, and Logging (2.0) [lu rhel a05 it enus](#)

Advanced Networking (2.0) [lu rhel a06 it enus](#)

Remote Connections and Access (2.0) [lu rhel a07 it enus](#)

File Systems and Device Management (2.0) [lu rhel a08 it enus](#)

Boot Process and Installation (1.5) [lu rhel a09 it enus](#)

Introduction to Virtualization (2.0) [lu rhel a10 it enus](#)

SELinux and Troubleshooting (2.0) [lu rhel a11 it enus](#)

Getting Started with Ubuntu

Introduction to Ubuntu (2.0) [lu gsub a01 it enus](#)

Essential Tools for Ubuntu (2.5) [lu gsub a02 it enus](#)

SECURITY & NETWORK TECHNOLOGIES

SOCIAL NETWORKING

Yammer for Business Users

Using Yammer (1.0) [ds yfbu a01 tp enus](#)

Getting the Most from Social Networking

Fundamentals (0.5) [ds gmsn a01 tp enus](#)

Services, Strategy and Management (1.0) [ds gmsn a02 tp enus](#)

Program Title (hours) Product Number

CLLOUD COMPUTING

Cloud Computing for the Business User

Concepts and Moving to the Cloud (1.5).....cl ccbu a01 tp enus

CompTIA Cloud+ CV0-001

Mentoring: CV0-001 CompTIA Cloud+.....mntcv0001

Cloud Fundamentals (2.0).....cl cdps a01 it enus

Virtualization (2.0).....cl cdps a02 it enus

Data Center Infrastructure (3.0).....cl cdps a03 it enus

Cloud Management (2.0).....cl cdps a04 it enus

Cloud Security (2.0).....cl cdps a05 it enus

Managing Cloud Systems (1.5).....cl cdps a06 it enus

TestPrep: CV0-001 CompTIA Cloud+cl cdps a01 tp enus

Cloud Computing Technology Fundamentals

Overview (1.5).....cl cctf a01 tp enus

Virtualization and Data Centers (1.5).....cl cctf a02 tp enus

Storing and Managing Cloud Data (2.0).....cl cctf a03 tp enus

Migrating to the Cloud (1.0).....cl cctf a04 tp enus

Identity, Presence, and Privacy (1.5).....cl cctf a05 tp enus

Cloud Security (2.0).....cl cctf a06 tp enus

Managing Citrix XenDesktop 7 Solutions

Administrating XenDesktop 7.5 and

Hypervisor Management (2.5).....cl ctrx a01 tp enus

Managing XenDesktop 7.5 Desktops

and Applications (2.5).....cl ctrx a02 tp enus

* (1.0).....cl ctrx a03 tp enus

Managing a Citrix XenDesktop 7.6

Environment (2.0).....cl ctrx a04 tp enus

OpenStack Fundamentals

Implementing OpenStack (2.5).....cl opst a01 tp enus

Configuring OpenStack (2.5).....cl opst a02 tp enus

Virtualizing Enterprise Desktops and Apps

Plan App Virtualization and Use MAP (2.0)cl veda a01 tp enus

App-V Clients and App Sequencing (2.5)....cl veda a02 tp enus

VM-based and Session-based RDS (2.5).....cl veda a03 tp enus

RemoteApps (1.5).....cl veda a04 tp enus

Plan for Resilient Virtualized Apps (1.5).....cl veda a05 tp enus

Architecting on Amazon Web Services

IAM and Object Storage (2.0).....cl awsc a01 tp enus

Elastic Compute Cloud (EC2)

Overview (2.0).....cl awsc a02 tp enus

Elastic Compute Cloud (EC2)

Auto Scaling (1.5).....cl awsc a03 tp enus

Databases and Application Services (2.0)....cl awsc a04 tp enus

Networking and Best Practice (1.5).....cl awsc a05 tp enus

Program Title (hours) Product Number

INTERNETWORKING

CompTIA Network+ N10-006

Mentoring: N10-006 Network+mntn10006

Networking Architecture Part 1 (3.0).....cs ctne a01 it enus

Networking Architecture Part 2 (2.5).....cs ctne a02 it enus

Network Operations Part 1 (1.5).....cs ctne a03 it enus

Network Operations Part 2 (1.5).....cs ctne a04 it enus

Network Security (2.5).....cs ctne a05 it enus

Troubleshooting Part 1 (1.5).....cs ctne a06 it enus

Troubleshooting Part 2 (1.5).....cs ctne a07 it enus

Industry Standards, Practices, and

Network Theory (2.5).....cs ctne a08 it enus

TestPrep: N10-006 Network+cs ctne a01 tp enus

CompTIA Mobility+ MB0-001

Mentoring: MB0-001 CompTIA Mobility+.....mntmb0001

Over the Air Technologies (1.0).....cs mobil a01 it enus

Network Infrastructure (2.0).....cs mobil a02 it enus

Mobile Device Management 1 (1.5).....cs mobil a03 it enus

Mobile Device Management 2 (1.5).....cs mobil a04 it enus

Security (1.5).....cs mobil a05 it enus

Troubleshooting 1 (1.5).....cs mobil a06 it enus

Troubleshooting 2 (0.5).....cs mobil a07 it enus

TestPrep: MB0-001 CompTIA Mobility+..cs mobil a01 tp enus

NETWORKING AND TELECOMMUNICATIONS

FUNDAMENTALS

Networking Fundamentals

Configuring Wired and Wireless Networks

And Firewalls (2.0).....dt ntfd a01 it enus

Remote Connections, Shares, and

Mac OSX Networking (1.5).....dt ntfd a02 it enus

Software Defined Networking Essentials

Software Defined Networking

Fundamentals (1.5).....dt sdne a01 it enus

EMC

EMC Information Storage and Management (ISM) v2

Mentoring: E10-001 Information Storage

And Management mnte10001

Data Center Environment (1.5).....dt ismu a01 it enus

RAID and Intelligent Storage

Systems (1.5).....dt ismu a02 it enus

FC SAN, IP SAN, and FCoE (1.5).....dt ismu a03 it enus

NAS, Object-based Storage, and

Unified Storage (1.0).....dt ismu a04 it enus

Business Continuity, Backup,

Replication, and Archiving (2.5).....dt ismu a05 it enus

Remote Replication and Cloud

Computing (1.5).....dt ismu a06 it enus

Securing the Storage Infrastructure (1.0)....dt ismu a07 it enus

Managing the Storage Infrastructure (1.0)..dt ismu a08 it enus

TestPrep: E10-001 Information Storage

And Managementdt ismu a01 tp enus

Program Title (hours) Product Number

NETWORK SECURITY

KnowledgeCenter for DoD 8570.1 is available

CompTIA Security+ 2014

Mentoring: SY0-401 Security+ 2014 mntsy0401

Control Fundamentals and Security

Threats (1.5)..... cs styq a01 it enus

Network Protocols, Attacks, and

Defenses (2.0)..... cs styq a02 it enus

Creating Secure Networks (1.5)..... cs styq a03 it enus

Vulnerability Assessment and

Penetration Testing (1.0)..... cs styq a04 it enus

Authentication, Biometrics, and

Security Controls (0.5)..... cs styq a05 it enus

Securing a Networked Environment (0.5)..... cs styq a06 it enus

Remote Access, Mobile, and

Wireless Security (1.0)..... cs styq a07 it enus

Cryptographic Methods and Public Key

Infrastructures (1.5)..... cs styq a08 it enus

Securing Applications, Virtualization,

and the Cloud (1.0)..... cs styq a09 it enus

Continuity, Disaster Recovery, and

Computer Forensics (2.0)..... cs styq a10 it enus

TestPrep: SY0-401 Security+ 2014 cs styq a01 tp enus

CompTIA Advanced Security Practitioner CAS-002

Mentoring: CAS-002 CompTIA

Advanced Security Practitioner mntcas002

Cryptography and Enterprise Storage

Concerns (2.0)..... sp capr a01 it enus

Advanced Network Design, Management,

And Controls (2.5)..... sp capr a02 it enus

Security Controls for Hosts (2.0)..... sp capr a03 it enus

Application Vulnerabilities and

Security Controls (1.5)..... sp capr a04 it enus

Industry Influences, Risk Planning, Strategy,

and Control (2.0)..... sp capr a05 it enus

Privacy Policies & Procedures and

Incident Recovery (1.5)..... sp capr a06 it enus

Research, Analysis and Assessment (2.5)..... sp capr a07 it enus

Integration of Computing, Communications,

and Disciplines (2.0)..... sp capr a08 it enus

Technical Integration of Enterprise

Components (1.5)..... sp capr a09 it enus

TestPrep: CAS-002 CompTIA

Advanced Security Practitioner sp capr a01 tp enus

Microsoft Security Fundamentals

Mentoring: 98-367 Microsoft Security

Fundamentals..... mnt98367

Security Layers (1.0)..... sp mtas a01 it enus

Operating System Security (1.5)..... sp mtas a02 it enus

Network Security (1.0)..... sp mtas a03 it enus

Security Software (1.0)..... sp mtas a04 it enus

TestPrep: 98-367 Microsoft Security

Fundamentals..... sp mtas a01 tp enus

Program Title (hours) Product Number

Certified Cloud Security Professional (CCSP)

(1.0)..... cl csip a01 it enus

Cloud Data Security (1.5)..... cl csip a02 it enus

Cloud System Security – Platform and

Infrastructure (2.0)..... cl csip a03 it enus

Cloud Application Security (2.0)..... cl csip a04 it enus

Cloud Service – Operations

Management (3.0)..... cl csip a05 it enus

Certified Secure Software Lifecycle Professional (CSSLP)

Secure Software Concepts (2.0)..... sp slcp a01 it enus

Secure Software Requirements (1.0)..... sp slcp a02 it enus

Secure Software Design (2.5)..... sp slcp a03 it enus

Secure Software Implementation and

Coding (2.0)..... sp slcp a04 it enus

Secure Software Testing (1.5)..... sp slcp a05 it enus

Software Acceptance, Deployment,

Operations, Maintenance, and

Disposal (1.0)..... sp slcp a06 it enus

Supply Chain and Software

Acquisition (1.5)..... sp slcp a07 it enus

OWASP Top 10

Introduction to OWASP and the

Top 10 (1.5)..... sp owsp a01 it enus

OWASP Migrations for .NET (3.0)..... sp owsp a02 it enus

Foundations of Android Security

Android Architecture, Protection, and

Development Best Practices (2.5)..... sp foas a01 it enus

Android Security Vulnerabilities, Testing,

and Enterprise Considerations (2.0)..... sp foas a02 it enus

Foundations of iOS Security

iOS Security Architecture and

Application Data Protection (1.5)..... sp fois a01 it enus

Securing Against Threats, Securing for

Enterprise, and Jailbreaking Devices (1.5)..... sp fois a02 it enus

Cryptography Fundamentals

Defining Cryptography (1.5)..... sp cryf a01 it enus

Applying Cryptography (1.5)..... sp cryf a02 it enus

Securing User Accounts

Fundamental Security Concepts (2.5)..... sp soaa a01 it enus

Authorization, Registration, and

Passwords (2.0)..... sp soaa a02 it enus

Logon, Logoff, Account Changes,

and Attack Mitigation (1.5)..... sp soaa a03 it enus

What's New in CISSP 2015?

Changes to CISSP 2015 (0.5)..... sp csst a01 it enus



Program Title (hours) Product Number

Certified Information Systems Security Professional (CISSP) 2015

Mentoring Certified Information Systems Security Professional (CISSP) mntcissp Security Principles, Governance, and Guidelines (1.5)..... sp cisp a01 it enus Risk Management (1.5) sp cisp a02 it enus Asset Security (1.5)..... sp cisp a03 it enus Security Engineering Part 1 (2.0) sp cisp a04 it enus Security Engineering Part 2 (2.0) sp cisp a05 it enus Communication and Network Security Design (2.0)..... sp cisp a06 it enus Identity and Access Management (2.0)..... sp cisp a07 it enus Security Assessment and Testing (1.5) sp cisp a08 it enus Security Operations Part 1 (2.0) sp cisp a09 it enus Security Operations Part 2 (1.5) sp cisp a10 it enus Security Operations Part 3 (1.5) sp cisp a11 it enus Software Development Security (1.0)..... sp cisp a12 it enus **TestPrep** Certified Information Systems Security Professional (CISSP) sp cisp a01 tp enus

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 Domain: Certified Information Security Manager (CISM) 2013

Information Security Governance (Part 1) (2.0)..... sp ciso a01 it enus Information Security Governance (Part 2) (2.0)..... sp ciso a02 it enus Information Security Governance (Part 3) (2.0)..... sp ciso a03 it enus Information Risk Management and Compliance (Part 1) (2.5) sp ciso a04 it enus

Program Title (hours) Product Number

Information Risk Management and Compliance (Part 2) (2.5)..... sp ciso a05 it enus Information Security Program Development and Management (Part 1) (1.5) sp ciso a06 it enus Information Security Program Development and Management (Part 2) (1.5) sp ciso a07 it enus Information Security Program Development and Management (Part 3) (1.5) sp ciso a08 it enus Information Security Program Development and Management (Part 4) (2.0) sp ciso a09 it enus Information Security Program Development and Management (Part 5) (2.0) sp ciso a10 it enus Information Security Incident Management (Part 1) (2.5) sp ciso a11 it enus Information Security Incident Management (Part 2) (2.5) sp ciso a12 it enus

Certified Ethical Hacker (CEH) v8:

Mentoring 312-50 Certified Ethical Hacker (CEH)..... mnt31250v8 Hacking and Penetration Testing (1.5)..... sp ceth a01 it enus Footprinting and Reconnaissance1 (1.5) sp ceth a02 it enus Network Scanning (1.5) sp ceth a03 it enus Enumeration and Cryptography (1.5) sp ceth a04 it enus System Hacking (2.0)..... sp ceth a05 it enus Malware (2.0)..... sp ceth a06 it enus Sniffing (1.5) sp ceth a07 it enus Social Engineering (0.5)..... sp ceth a08 it enus Denial of Service and Session Hijacking (1.0)..... sp ceth a09 it enus Hacking Web Servers (1.5) sp ceth a10 it enus Hacking Web Applications (1.5)..... sp ceth a11 it enus SQL Injection (1.5)..... sp ceth a12 it enus Hacking Wireless Networks (1.5)..... sp ceth a13 it enus Hacking Mobile Platforms (1.5) sp ceth a14 it enus Evading IDS, Firewalls, and Honeypots (1.5)..... sp ceth a15 it enus Buffer Overflow (1.0)..... sp ceth a16 it enus **TestPrep** Certified Ethical Hacker (CEH) .sp ceth a01 tp enus

CISCO

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

Mentoring 200-120 Cisco Certified Network Associate (CCNA)..... mnt200120

Interconnecting Cisco Networks Devices Part 1 (ICND1 2.0)

Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 mnt100101 Networking, Communications, and LANs (2.0)..... cc icne a01 it enus Operating Cisco IOS Software (1.5)..... cc icne a02 it enus Switch Operations (1.0)..... cc icne a03 it enus Ethernet Operations (2.5) cc icne a04 it enus Understanding IPv4 Addresses (2.0) cc icne a05 it enus Address Blocks and VLSM (1.5)..... cc icne a06 it enus The Transport Layer and Router Configuration (1.5)..... cc icne a07 it enus Packet Delivery and Static Routing (1.5)..... cc icne a08 it enus



Program Title (hours) Product Number

Access Control Lists and Network
Address Translation (2.0) [cc icne a09 it enus](#)
Managing Network Device Security (2.0) [cc icne a10 it enus](#)
VLANs and DHCP (2.5) [cc icne a11 it enus](#)
WANs and Dynamic Routing Protocols (2.0) [cc icne a12 it enus](#)
IPv6 (1.5) [cc icne a13 it enus](#)

TestPrep 100-101 Interconnecting Cisco
Networking Devices Part 1 [cc icne a01 tp enus](#)

Interconnecting Cisco Networks Devices Part 2 (ICND1 2.0)

Mentoring 200-101 Interconnecting Cisco

Networking Devices Part 2 [mnt200101](#)
VLANs and Spanning-Tree (2.0) [cc icnf a01 it enus](#)
EtherChannel and Layer 3 Redundancy (1.0) [cc icnf a02 it enus](#)
Troubleshooting Basic Connectivity (1.0) [cc icnf a03 it enus](#)

Implementing an EIGRP Based
Solution (2.0) [cc icnf a04 it enus](#)
An Overview of OSPF (1.5) [cc icnf a05 it enus](#)

Implementing a Scalable, Multiarea
Network, OSPF Based Solution (1.5) [cc icnf a06 it enus](#)

WAN Technology Overview and Serial
Connections (1.5) [cc icnf a07 it enus](#)

Establishing a WAN Connection Using
Frame Relay (2.0) [cc icnf a08 it enus](#)
VPN Solutions and GRE Tunnels (1.0) [cc icnf a09 it enus](#)
Network Device Management (2.5) [cc icnf a10 it enus](#)

TestPrep 200-101 Interconnecting Cisco
Networking Devices Part 2 [cc icnf a01 tp enus](#)

TestPrep 200-120 Cisco Certified Network
Associate (CCNA) [cc ccna a02 tp enus](#)

Cisco Certified Network Professional (CCNP)

Cisco ROUTE 2.0: Implementing Cisco IP Routing

Mentoring 300-101 Implementing Cisco

IP Routing (ROUTE) [mnt300101](#)
Basic Network and Routing Concepts (2.0) [cc rout a01 it enus](#)

Understanding the RIP and EIGRP
Routing Protocols (1.5) [cc rout a02 it enus](#)
EIGRP Topology Table and Optimizing

EIGRP Behavior (2.0) [cc rout a03 it enus](#)
Configuring EIGRP for IPv6 and
Named EIGRP (1.0) [cc rout a04 it enus](#)

Establishing OSPF Neighbor
Relationships (1.0) [cc rout a05 it enus](#)

Link-State Database and Optimizing
OSPF Behavior (2.5) [cc rout a06 it enus](#)

Configuring OSPFv3 (1.5) [cc rout a07 it enus](#)
Configuring Routing Protocol

Redistribution (1.5) [cc rout a08 it enus](#)
Redistribution Using Distribute

and Prefix Lists (1.5) [cc rout a09 it enus](#)
Path Control Implementation (1.5) [cc rout a10 it enus](#)

Enterprise Internet Connectivity I (1.5) [cc rout a11 it enus](#)
Implementing Basic BGP Operations (1.5) [cc rout a12 it enus](#)

BGP Path Manipulation, Control, and
BGP in the IPv6 Environment (2.5) [cc rout a13 it enus](#)



Program Title (hours) Product Number

Routers and Routing Protocol

Hardening (2.0) [cc rout a14 it enus](#)
Redistribution Using Route Maps and

Tags (2.0) [cc rout a15 it enus](#)
Enterprise Internet Connectivity II (1.5) [cc rout a16 it enus](#)

Optimizing and Tuning OSPF (1.5) [cc rout a17 it enus](#)
Network Principles and Layer 2

Technologies (1.5) [cc rout a18 it enus](#)
Layer 3 Technologies (2.5) [cc rout a19 it enus](#)

VPN Technologies (1.5) [cc rout a20 it enus](#)
Securing Access (1.5) [cc rout a21 it enus](#)

Infrastructure Services (1.5) [cc rout a22 it enus](#)
TestPrep: 300-101 Implementing Cisco

IP Routing (ROUTE) [cc rout a01 tp enus](#)

SWITCH 2.0: Implementing Cisco IP Switched Networks

Mentoring 300-115 Implementing Cisco

IP Switched Networks (SWITCH) [mnt300115](#)
Basic Concepts and Network Design (2.5) [cc swch a01 it enus](#)

Campus Network Architecture I (2.0) [cc swch a02 it enus](#)
Campus Network Architecture II (2.5) [cc swch a03 it enus](#)

Spanning Tree Implementation (2.0) [cc swch a04 it enus](#)
Spanning Tree Tuning and MST

Implementation (3.0) [cc swch a05 it enus](#)
Inter-VLAN Routing (1.5) [cc swch a06 it enus](#)

High-Availability Networks (2.5) [cc swch a07 it enus](#)
Layer 3 Redundancy with HSRP (2.0) [cc swch a08 it enus](#)

Campus Network Security I (2.0) [cc swch a09 it enus](#)
Campus Network Security II (1.5) [cc swch a10 it enus](#)

STP Tuning and PVST and RSTP
Implementation (2.0) [cc swch a11 it enus](#)

Configuring Layer 3 Redundancy with
VRRP and GLBP (2.0) [cc swch a12 it enus](#)

Campus Network Security III (1.5) [cc swch a13 it enus](#)
TestPrep: 300-115 Implementing Cisco

IP Switched Networks (SWITCH) [cc swch a01 tp enus](#)

TSHOOT 2.0: Troubleshooting and Maintaining Cisco IP Networks

Mentoring 300-135 Troubleshooting and

Maintaining Cisco IP Networks (TSHOOT) [mnt300135](#)
Tools and Methodologies of

Troubleshooting (1.5) [cc trst a01 it enus](#)
Troubleshooting IPv4 and IPv6 Addressing

and Routing (2.0) [cc trst a02 it enus](#)
Troubleshooting OSPF (2.0) [cc trst a03 it enus](#)

Troubleshooting EIGRP and BGP (2.0) [cc trst a04 it enus](#)
Troubleshooting RIPv2 (1.5) [cc trst a05 it enus](#)

Troubleshooting RIPng (1.0) [cc trst a06 it enus](#)
Troubleshooting Redistribution (2.0) [cc trst a07 it enus](#)

Troubleshooting Layer 2 Switching and
Inter-VLAN Routing (2.0) [cc trst a08 it enus](#)

Troubleshooting FHRP (2.5) [cc trst a09 it enus](#)
Troubleshooting Security Issues (2.5) [cc trst a10 it enus](#)

Troubleshooting Router Features (1.5) [cc trst a11 it enus](#)
TestPrep 300-135 Troubleshooting and

Maintaining Cisco IP Networks
(TSHOOT) [cc trst a01 tp enus](#)

Program Title (hours) Product Number

Cisco Certified Design Associate (CCDA)

Designing for Cisco Internetwork Solutions (DESGN v2.1)

- 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

Cisco Certified Security Professional (CCSP)

Cisco SENSS 1.0

Mentoring: 300-206 Implementing Cisco

- Edge Network Security Solutions
(SENSS 1.0) mntes300206
Secure Design Principles (1.0) cc sens a01 it enus
Deploying Cisco IOS Control and
Management Plane Security
Controls (2.0) cc sens a02 it enus
Deploying Cisco Traffic Telemetry
Methods (1.0) cc sens a03 it enus
Deploying Cisco IOS Layer 2 and
Layer 3 Data Plane Security
Controls (2.0) cc sens a04 it enus
NAT Deployment on Cisco IOS
Software and Cisco ASA (2.0) cc sens a05 it enus
Firewall Threat Controls and Basic Cisco
ASA Policy Configuration (2.5) cc sens a06 it enus
Deploying Advanced Cisco ASA
Access Policies (1.5) cc sens a07 it enus
Deploying Reputation and Identity-based
Cisco ASA Access Policies (1.0) cc sens a08 it enus
Threat Controls Deployment on Cisco
IOS Software (2.0) cc sens a09 it enus

TestPrep: 300-206 Implementing Cisco

- Edge Network Security Solutions
(SENSS 1.0) cc sens a01 tp enus

Implementing Cisco IOS Network Security (IINS 2.0 Security)

- Introducing Networking Security
Fundamentals (1.0) cc cins a01 it enus
Security Policies and Strategies (1.5) cc cins a02 it enus
Cisco Network Foundation Protection (1.5) cc cins a03 it enus
Securing the Management Plane and AAA
Configuration (2.0) cc cins a04 it enus

Program Title (hours) Product Number

- Securing the Data Plane on Cisco
Switches (2.0) cc cins a05 it enus
Securing the Data Plane in IPv6
Environments (1.5) cc cins a06 it enus
Threat Control, Mitigation, and
Firewalls (2.0) cc cins a07 it enus
Implementing Firewall Policies (2.0) cc cins a08 it enus
Implementing IPS (2.0) cc cins a09 it enus
VPN Technologies and Public Key
Infrastructure (2.0) cc cins a10 it enus
IPsec Fundamentals and VPNs (2.0) cc cins a11 it enus

SITCS 1.0: Implementing Cisco Threat Control Solutions

Mentoring: 300-207 Implementing Cisco

- Threat Control Solutions (SITCS) mnt300207
Cisco ASA (CX) NGFW Services I (2.0) cc site a01 it enus
Cisco ASA (CX) NGFW Services II (2.0) cc site a02 it enus
Cisco Web Security Appliance (2.0) cc site a03 it enus
Configuring Cisco Web Security
Appliance (1.5) cc site a04 it enus
Cisco Cloud Web Security (1.5) cc site a05 it enus
Cisco Email Security Appliance (1.5) cc site a06 it enus
Cisco Intrusion Prevention Systems I (2.5) cc site a07 it enus
Cisco Intrusion Prevention Systems II (2.0) cc site a08 it enus
Configuring Cisco Email Security (1.0) cc site a09 it enus

TestPrep: 300-207 Implementing Cisco

- Threat Control Solutions (SITCS) cc site a01 tp enus

Implementing Cisco Secure Access Solutions (SISAS) 1.0

Mentoring: 300-208 Implementing Cisco

- Secure Access Solutions (SISAS) mnt300208
Identity Services Overview and 802.1X (1.5) cc siss a01 it enus
EAP and Logging into Cisco Identity
Services Engine (ISE) (1.0) cc siss a02 it enus
Cisco ISE Technologies (2.0) cc siss a03 it enus
Certificate-based Authentication and
Authorization (1.5) cc siss a04 it enus
Cisco TrustSec, MACsec, and WebAuth
Access (2.0) cc siss a05 it enus
Endpoint Access Control Enhancements
and Troubleshooting (2.0) cc siss a06 it enus

TestPrep: 300-208 Implementing Cisco

- Secure Access Solutions (SISAS) cc siss a01 tp enus

CICD 1.0: Implementing Cisco Collaboration Devices

Mentoring: 210-060 Implementing Cisco

- Collaboration Devices (CICD) mnt210060
Cisco Unified Communications
Solutions (2.0) cc cisd a01 it enus
Characteristics of Cisco Unified
Communications Solutions (1.5) cc cisd a02 it enus
Cisco Unified Communications
Manager Administrator Interfaces (1.5) cc cisd a03 it enus
Cisco UCM End-user Interfaces and
Call Flows and Call Legs (2.0) cc cisd a04 it enus
Component Impact on Call Flows in
Unified Communications Manager (2.0) cc cisd a05 it enus
Cisco UCM and Cisco UCM
Express End-users (2.0) cc cisd a06 it enus



Program Title (hours) Product Number

Cisco UCM and Cisco UCM Express
 Endpoints (1.5).....cc cicd a07 it enus
 Cisco UCM and Cisco UCM Express
 Endpoint Implementation Options (1.5).....cc cicd a08 it enus
 Understanding Telephony Features (1.0).....cc cicd a09 it enus
 Telephony Feature Implementation
 and Mobility Options (2.0).....cc cicd a10 it enus
 Unity Connection and End-user and
 Mailbox Requirements (1.5).....cc cicd a11 it enus
 Unity Connection End-user
 Implementation and IM and Presence
 Service (2.0).....cc cicd a12 it enus
 Supporting End Users and
 Understanding Cisco UCM Reports (2.0).....cc cicd a13 it enus
 Cisco UCM Call Detail Records and
 Reporting and Monitoring Tools (1.5).....cc cicd a14 it enus
TestPrep: 210-060 Implementing Cisco
 Collaboration Devices (CICD).....cc cicd a01 tp enus

DCICN 1.0: Introducing Cisco Data Center Networking

Mentoring: 640-911 Introducing Cisco
 Data Center Networking (DCICN).....mnt640911
 Ethernet Networks (1.5).....cc cicen a01 it enus
 Simple Networks (1.0).....cc cicen a02 it enus
 Switched Networks (2.0).....cc cicen a03 it enus
 VLANs and Trunks (1.0).....cc cicen a04 it enus
 Redundant Switched Topology (1.5).....cc cicen a05 it enus
 IPv4 and the Routing Process (2.0).....cc cicen a06 it enus
 IPv6 and Packet Delivery (1.5).....cc cicen a07 it enus
 Routing and ACLs on Cisco Nexus
 Switches (1.5).....cc cicen a08 it enus
TestPrep: 640-911 Introducing Cisco
 Data Center Networking (DCICN).....cc cicen a01 tp enus

SIMOS 1.0: Implementing Cisco Secure Mobility Solutions

Mentoring: 300-209 Implementing Cisco
 Secure Mobility Solutions (SIMOS).....mnt300209
 Fundamentals of VPN Technologies
 and Cryptography (1.5).....cc smos a01 it enus
 Deploying Secure Site-to-Site
 Connectivity Solutions (Part 1) (1.5).....cc smos a02 it enus
 Deploying Secure Site-to-Site
 Connectivity Solutions (Part 2) (1.5).....cc smos a03 it enus
 Deploying Cisco IOS Site-to-Site
 FlexVPN Solutions (1.5).....cc smos a04 it enus
 Deploying Clientless SSL VPNs (1.5).....cc smos a05 it enus
 Clientless SSL VPNs, Endpoint
 Security, and Dynamic Access
 Policies (1.5).....cc smos a06 it enus
 Deploying Cisco AnyConnect VPNs (2.0).....cc smos a07 it enus
TestPrep: 300-209 Implementing Cisco
 Secure Mobility Solutions (SIMOS).....cc smos a01 tp enus

DCICT 1.0: Introducing Cisco Data Center Technologies

Mentoring: 640-916 Introducing Cisco
 Data Center Technologies (DCICT).....mnt640916
 Cisco Data Center Layers and the
 Nexus 7000 Series Switch (3.0).....cc cicc a01 it enus
 Reviewing the Cisco Nexus 5000, 2000,
 and MDS Product Families (2.0).....cc cicc a02 it enus

Program Title (hours) Product Number

Monitoring the Cisco Nexus 7000 and
 5000 Series Switches (2.0).....cc cicc a03 it enus
 Describing vPCs, Cisco FabricPath, and
 OTV in the Data Center (2.5).....cc cicc a04 it enus
 Virtualizing Network Devices and
 FEX Operations (2.0).....cc cicc a05 it enus
 Virtualizing Storage and Servers (1.5).....cc cicc a06 it enus
 Using the Cisco Nexus 1000V
 Series Switch (2.0).....cc cicc a07 it enus
 Comparing Storage Connectivity
 Options in the Data Center (0.5).....cc cicc a08 it enus
 Fibre Channel Storage and Cisco MDS
 9000 Series Configuration (2.5).....cc cicc a09 it enus
 Cisco Data Center Unified Fabric (2.0).....cc cicc a10 it enus
 The Cisco UCS Series Product Family (1.5).....cc cicc a11 it enus
 RAID Options and B-Series Blades
 and Cluster Options (1.5).....cc cicc a12 it enus
 UCS Management Operations (1.5).....cc cicc a13 it enus
TestPrep: 640-916 Introducing Cisco
 Data Center Technologies (DCICT).....cc cicc a01 tp enus

CIVND2 1.0: Implementing Cisco Video Network Devices, Part 2

Cisco Business Video Solutions (1.5).....cc civn a01 it enus
 Cisco Business Video Collaboration (1.5).....cc civn a02 it enus
 Installation and Configuration of
 Cisco IP Phones and Cisco Jabber (1.0).....cc civn a03 it enus
 Troubleshooting Cisco IP Phone,
 Cisco Jabber and Endpoint Issues (1.5).....cc civn a04 it enus
 Describing Cisco TelePresence and
 Endpoints (1.5).....cc civn a05 it enus
 Configuring Cisco TelePresence TC (1.5).....cc civn a06 it enus
 Troubleshooting Cisco TelePresence
 Endpoints (1.5).....cc civn a07 it enus
 Configuring and Monitoring Cisco
 Conferencing and DMPs (1.5).....cc civn a08 it enus

Implementing Cisco IP Telephony and Video, Part 1

Introduction to Cisco Unified
 Communications Manager (2.0).....cc citv a01 it enus
 Introduction to Single-site On-cluster
 Calling (1.5).....cc citv a02 it enus
 Call Routing Implementation (1.5).....cc citv a03 it enus
 Path Selection, Dial-Peers and H.323 and
 SIP Gateways (1.5).....cc citv a04 it enus
 Cisco Unified Border Element and
 Media Resources (2.0).....cc citv a05 it enus
 Cisco Audio and Video Conferencing
 Using TelePresence (1.5).....cc citv a06 it enus
 Overview of QoS in a Packet
 Switched Network (1.5).....cc citv a07 it enus

Cisco Service Provider Next-Gen Networks, Part 1

Networking Functions (1.0).....cc bcsp a01 it enus
 Protocol Suites and the Internet Layer
 of IP (1.5).....cc bcsp a02 it enus
 Managing IPv4 and IPv6 Addressing (1.5).....cc bcsp a03 it enus
 The TCP/IP Transport Layer and
 Internet Security Threats (1.0).....cc bcsp a04 it enus
 IPv4 Subnetting and VLSM (1.5).....cc bcsp a05 it enus
 Ethernet Fundamentals (1.0).....cc bcsp a06 it enus



Program Title (hours) Product Number

Switching Fundamentals (1.5).....cc bcs p a07 it enus
 Operating and Securing a Cisco Switch (1.5)cc bcs p a08 it enus
 Switching Infrastructure Connectivity (2.0).cc bcs p a09 it enus
 Switch Troubleshooting and
 Routing Fundamentals (1.5).....cc bcs p a10 it enus
 IOS XR Routers and Distance Vector
 Routing (2.0).....cc bcs p a11 it enus
 EIGRP Configuration and Router
 Security (2.5).....cc bcs p a12 it enus
 WAN Connectivity (1.0)cc bcs p a13 it enus
 Server Provider Edge Technologies (1.5)....cc bcs p a14 it enus
 IP Addressing Solutions with NAT
 and DHCP (1.0)cc bcs p a15 it enus
 PPP and SONET in the WAN (1.0)cc bcs p a16 it enus
 VPN Technologies (1.5).....cc bcs p a17 it enus
 Cisco Device Management (1.0).....cc bcs p a18 it enus
 Monitoring Network Traffic,
 Behavior and Administration (1.5).....cc bcs p a19 it enus

Implementing Cisco Video Network

Video Conferencing and Streaming
 Fundamentals (1.5)cc civd a01 it enus
 Video Compression Technologies (1.0).....cc civd a02 it enus
 Video Conferencing and Protocol (1.5)cc civd a03 it enus
 Video Endpoints (1.5).....cc civd a04 it enus
 Cisco TelePresence Endpoint
 Environmental Requirements and
 Configuration (2.0)cc civd a05 it enus

SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

Software Programming Fundamentals

Getting Started with Software
 Programming (1.5).....sd spff a01 it enus
 Introduction to Software Program
 Design (1.5).....sd spff a02 it enus
 Software Program Control Flow
 Fundamentals (1.5)sd spff a03 it enus

SOFTWARE DESIGN

Object-oriented Design

Beginning Object-oriented Design (2.5)sd oord a01 it enus

Service Oriented Architecture

SOA Fundamentals (2.0)sd soae a01 it enus

SOLID Principles of Object-oriented Design

Introduction to SOLID (2.0).....sd obod a01 it enus
 SOLID Fundamentals (2.5)sd obod a02 it enus

JIRA Fundamentals

Leveraging the JIRA Platform for
 Development (2.0)sd jira a01 it enus

Program Title (hours) Product Number

SOFTWARE DEVELOPMENT PRINCIPLES

Agile Software Development

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

Software Practices (SCRUM)

SCRUM Roles (2.5)sd spsc a01 it enus
 SCRUM Meetings (2.5)sd spsc a02 it enus

Advanced Scrum

Developing the Product and Sprint
 Backlogs (1.5).....sd scrm a01 it enus
 Integrating and Customizing Scrum (1.5)...sd scrm a02 it enus
 Addressing Sprint Execution
 Challenges (1.5).....sd scrm a03 it enus

User Experience (UX) Design Foundations

Design Principles and Strategies (1.5)sd uxfd a01 it enus
 Techniques and Tools (1.0).....sd uxfd a02 it enus
 Navigation, Layout, and Content (1.0).....sd uxfd a03 it enus

Software Practices: Waterfall

The Waterfall Software Development
 Model (1.5).....sd wtfll a01 it enus

Debugging Fundamentals

Introduction to Debugging (2.0)sd dbug a01 it enus
 Visual Studio 2013 Debugging (2.0)sd dbug a02 it enus
 Debugging Tools (1.5)sd dbug a03 it enus
 Software Debugging in Windows (2.0)sd dbug a04 it enus

SOFTWARE TESTING FOUNDATIONS

Software Testing Fundamentals

Mentoring: 98-379 Software Testing
 Fundamentals.....mmt98379
 Creating Software Tests (2.5).....sd stfm a01 it enus
 Managing, Troubleshooting, and
 Automating Software Tests (2.0)sd stfm a02 it enus
TestPrep: 98-379 Software Testing
 Fundamentals.....sd stfm a01 it enus

Software Testing Foundations

Mentoring BH0-010 Certified Tester
 Foundation Level.....mmtbh0010
 Fundamentals of Software Testing (2.5).....sd sftf a01 it enus
 Testing Throughout the Software Life
 Cycle (2.0)sd sftf a02 it enus
 Static Techniques and Test Design in
 Software Testing (1.5)sd sftf a03 it enus
 Black-Box Software Testing
 Techniques (1.5)sd sftf a04 it enus
 White-Box Software Testing
 Techniques (1.0)sd sftf a05 it enus



Program Title (hours) Product Number

Software Test Management (2.0) [sd_sftf_a06_it_enus](#)
Configuration Management, Risks, and
Incidents in Software Testing (1.0) [sd_sftf_a07_it_enus](#)
Tool Support in Software Testing (1.5) [sd_sftf_a08_it_enus](#)
TestPrep BH0-010 Certified Tester
Foundation Level [sd_sftf_a01_tp_enus](#)

Agile Software Testing

Methodologies and Testing
Approaches (1.0) [sd_agst_a01_it_enus](#)

Selenium Automated Web Testing

Selenium Automated Web Testing
Fundamentals (2.0) [sd_slwt_a01_it_enus](#)
Advanced Features of Selenium
Automated Web Testing (1.5) [sd_slwt_a02_it_enus](#)
Selenium and C# (1.0) [sd_slwt_a04_it_enus](#)
Selenium and Python (1.0) [sd_slwt_a05_it_enus](#)

Testing with JUnit

JUnit Fundamentals (1.0) [jl_jtut_a01_it_enus](#)
Working with JUnit Tests (1.0) [jl_jtut_a02_it_enus](#)

Software Testing with Visual Studio

Create and Configure Test Plans (1.5) [sd_stvs_a01_it_enus](#)
Manage Test Cases (1.5) [sd_stvs_a02_it_enus](#)
Manage Test Execution Part 1 (1.5) [sd_stvs_a03_it_enus](#)
Manage Test Execution Part 2 (1.5) [sd_stvs_a04_it_enus](#)

Using Cucumber

Cucumber Fundamentals (2.5) [sd_ccmb_a01_it_enus](#)

Testing Social Media Applications

Ensuring Social Media and Application
Quality (1.0) [sd_tsma_a01_it_enus](#)

JAVA

Java SE 8 Fundamentals

Mentoring: IZ0-808 Java SE 8 Programmer [mnt1z0808](#)
Introduction to Java (1.5) [jl_jsee_a01_it_enus](#)
Classes and Objects (1.5) [jl_jsee_a02_it_enus](#)
Methods, Encapsulation, and
Conditionals (1.5) [jl_jsee_a03_it_enus](#)
Data Manipulation and Inheritance (2.0) [jl_jsee_a04_it_enus](#)
Interfaces, Exceptions, and Deployment (1.5) [jl_jsee_a05_it_enus](#)
TestPrep IZ0-808 Java SE 8 Programmer... [jl_jsee_a01_tp_enus](#)

Java SE 8 Programming

Encapsulation, Polymorphism, and
Abstraction (2.0) [jl_sepr_a01_it_enus](#)
Interfaces, Lambda Expressions,
Collections, and Generics (1.5) [jl_sepr_a02_it_enus](#)
Inheritance, Interfaces, Exceptions,
and Deployment (1.5) [jl_sepr_a03_it_enus](#)
Date/Time API, I/O and File I/O (NIO.2),
and Concurrency (2.0) [jl_sepr_a04_it_enus](#)
Concurrency, Parallelism, the JDBC API,
and Localization (2.0) [jl_sepr_a05_it_enus](#)
TestPrep IZ0-809 Java SE 8 Programmer... [jl_sepr_a01_tp_enus](#)

Program Title (hours) Product Number

Developing Applications Using Java Spring

Spring Application Basics (3.0) [jl_spng_a01_it_enus](#)
Annotation Configuration and Java
Configuration in Spring (3.5) [jl_spng_a02_it_enus](#)
Creating Web Applications Using
Spring MVC (3.0) [jl_spng_a03_it_enus](#)
Working with Data in Spring (3.0) [jl_spng_a04_it_enus](#)
Aspect-Oriented Programming Using
Spring AOP (3.5) [jl_spng_a05_it_enus](#)
Adding Security Using the Spring
Security Project (2.5) [jl_spng_a06_it_enus](#)

Java Hibernate

Getting Started with Java Hibernate (2.0) [jl_hbnt_a01_it_enus](#)
Customized Mapping and Basic
Querying in Java Hibernate (2.0) [jl_hbnt_a01_it_enus](#)
Advanced Querying in Java Hibernate (1.5) [jl_hbnt_a01_it_enus](#)

Java SE7 New Features

Java Language and Technology
Enhancements (1.0) [jl_jses_a01_it_enus](#)
I/O, Network, and Desktop
Enhancements (1.5) [jl_jses_a02_it_enus](#)

Java SE7 Fundamentals

Mentoring IZ0-803 Java SE7 Programmer I [mnt1z0803](#)
Introduction to Java (1.5) [jl_jsef_a01_it_enus](#)
Variables, Operators, and Objects (1.5) [jl_jsef_a02_it_enus](#)
Decision Constructs, Arrays, and Loops (1.5) [jl_jsef_a03_it_enus](#)
Overloading, Validation, and
Object-Oriented Concepts (1.5) [jl_jsef_a04_it_enus](#)
Handling Errors and Deploying
Applications (1.0) [jl_jsef_a05_it_enus](#)
TestPrep: IZ0-803 Java SE7 Programmer I [jl_jsef_a01_tp_enus](#)

Java SE7 Professional

Mentoring IZ0-804 Java SE7 Programmer II [mnt1z0804](#)
F6Syntax and Class Design (2.0) [jl_jsep_a01_it_enus](#)
Generics, Errors and I/O (2.0) [jl_jsep_a02_it_enus](#)
File I/O, Concurrency, JDBC, and
Localization (2.0) [jl_jsep_a03_it_enus](#)
TestPrep: IZ0-804 Java SE7 Programmer II [jl_jsep_a01_tp_enus](#)

Introduction to Java EE 6

Introduction to Java EE 6 (1.5) [jl_jteo_a01_it_enus](#)

MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS

Microsoft .NET: An Overview

.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

Mentoring: 70-515 VB – TS: Web
Applications Development with .NET 4 [mnt70515vb](#)
Web Applications with Visual Studio
2010 and Visual Basic 2010 (2.0) [sd_masp_a01_it_enus](#)
Web Form Controls with VB 2010 (3.0) [sd_masp_a02_it_enus](#)
Data Integration with VB 2010 (3.0) [sd_masp_a03_it_enus](#)

Program Title (hours) Product Number

Client-Side Scripting and AJAX
with VB 2010 (1.5).....[sd_masp_a04_it_enus](#)
ASP.NET MVC 2 with VB 2010 (1.5).....[sd_masp_a05_it_enus](#)
Configuring and Deploying Web
Applications with VB 2010 (2.5).....[sd_masp_a06_it_enus](#)
Debugging, Tracing and Monitoring Web
Applications with VB 2010 (2.0).....[sd_masp_a07_it_enus](#)
Web Application Optimization and
Customization with VB 2010 (2.0).....[sd_masp_a08_it_enus](#)
TestPrep: 70-515 VB – TS: Web
Applications Development with .NET 4.....[sd_masp_a01_tp_enus](#)

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

Mentoring: 70-515 C# – TS: Web
Applications Development with .NET 4.....[mnt70515cs](#)
Web Applications with Visual Studio
2010 and Visual C# 2010 (2.0).....[sd_masc_a01_it_enus](#)
Web Form Controls with C# 2010 (3.0).....[sd_masc_a02_it_enus](#)
Data Integration with C# 2010 (3.0).....[sd_masc_a03_it_enus](#)
Client-Side Scripting and AJAX
with C# 2010 (2.0).....[sd_masc_a04_it_enus](#)
ASP.NET MVC 2 with C# 2010 (1.5).....[sd_masc_a05_it_enus](#)
Configuring and Deploying Web
Applications with C# 2010 (2.5).....[sd_masc_a06_it_enus](#)
Debugging, Tracing and Monitoring
Web Applications with C# 2010 (2.0).....[sd_masc_a07_it_enus](#)
Web Application Optimization and
Customization with C# 2010 (2.0).....[sd_masc_a08_it_enus](#)
TestPrep: 70-515 C# – TS: Web
Applications Development with .NET 4.....[sd_masc_a01_tp_enus](#)

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

Mentoring: 70-511 C# – TS: Windows
Applications Development with .NET 4.....[mnt70511cs](#)
Creating Windows Applications with
C# 2010 (2.0).....[sd_wdcs_a01_it_enus](#)
Creating User Interfaces for Windows
Applications with C# 2010 (3.0).....[sd_wdcs_a02_it_enus](#)
Windows Application Content Creation
and Management with C# 2010 (2.5).....[sd_wdcs_a03_it_enus](#)
Windows Application Databinding
with C# 2010 (2.5).....[sd_wdcs_a04_it_enus](#)
Customizing and Managing Multithread
Applications with C# 2010 (3.5).....[sd_wdcs_a05_it_enus](#)
Securing and Deploying WPF
Applications with C# 2010 (2.5).....[sd_wdcs_a06_it_enus](#)
TestPrep: 70-511 C# – TS: Windows
Applications Development with .NET 4.....[sd_wdcs_a01_tp_enus](#)

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

Mentoring: 70-511 VB – TS: Windows
Applications Development with .NET 4.....[mnt70511vb](#)
Windows Application Development
with VB 2010 (2.0).....[sd_wdvh_a01_it_enus](#)
Creating User Interfaces for Windows
Applications with VB 2010 (2.0).....[sd_wdvh_a02_it_enus](#)

Program Title (hours) Product Number

Windows Applications Content
Creation and Management with
VB 2010 (2.5).....[sd_wdvh_a03_it_enus](#)
Windows Application Databinding
with Visual Basic 2010 (2.5).....[sd_wdvh_a04_it_enus](#)
Customizing and Managing
Multithread Applications with
VB 2010 (3.5).....[sd_wdvh_a05_it_enus](#)
Securing and Deploying WPF
Applications with VB 2010 (2.5).....[sd_wdvh_a06_it_enus](#)
TestPrep: 70-511 VB – TS: Windows
Applications Development with .NET 4.....[sd_wdvh_a01_tp_enus](#)

Windows Communication Foundation Development in C# with Microsoft .NET Framework 4

Mentoring: 70-513 C# – TS: Windows
Communication Foundation with .NET 4.....[mnt70513cs](#)
Getting Started with WCF Using
C# 2010 (2.5).....[sd_wccs_a01_it_enus](#)
WCF 4 Contracts, Behaviors, and Data
Management Using C# 2010 (2.5).....[sd_wccs_a02_it_enus](#)
Securing and Managing a WCF 4
Application with C# 2010 (2.0).....[sd_wccs_a03_it_enus](#)
Discovery, Routing, and RESTful
Services in WCF 4 Applications with
C# 2010 (1.0).....[sd_wccs_a04_it_enus](#)
TestPrep: 70-513 C# – TS: Windows
Communication Foundation with
.NET 4.....[sd_wccs_a01_tp_enus](#)

Accessing Data with Microsoft .NET Framework 4 for C# Developers

Mentoring: 70-516 C# – TS: Accessing
Data with Microsoft .NET
Framework 4.....[mnt70516cs](#)
Getting Started with ADO.NET 4
Connections and Commands Using
C# 2010 (2.0).....[sd_adcs_a01_it_enus](#)
Managing ADO.NET 4 Connections and
Commands with C# 2010 (3.0).....[sd_adcs_a02_it_enus](#)
Getting Started with ADO.NET 4
DataSets Using C# 2010 (2.0).....[sd_adcs_a03_it_enus](#)
Viewing and Navigating Data with
ADO.NET 4 DataSets Using
C# 2010 (1.5).....[sd_adcs_a04_it_enus](#)
Updating ADO.NET DataSets with
C# 2010 (2.0).....[sd_adcs_a05_it_enus](#)
Synchronizing Data and Managing
ADO.NET 4 Applications with
C# 2010 (3.0).....[sd_adcs_a06_it_enus](#)
Working with the ADO.NET Entity
Framework 4 Using C# 2010 (2.5).....[sd_adcs_a07_it_enus](#)
Using LINQ and XML with ADO.NET 4
and C# 2010 (1.5).....[sd_adcs_a08_it_enus](#)
TestPrep: 70-516 C# – TS: Accessing
Data with Microsoft .NET
Framework 4.....[sd_adcs_a01_tp_enus](#)



Program Title (hours) Product Number

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

Mentoring: 70-516 VB – TS: Accessing Data with Microsoft .NET Framework 4..... mnt70516vb
Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010 (2.0) sd advb a01 it enus
Managing ADO.NET 4 Connections and Commands with Visual Basic 2010 (3.0) sd advb a02 it enus
Getting Started with ADO.NET 4 DataSets using Visual Basic 2010 (2.0). sd advb a03 it enus
Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010 (1.5) sd advb a04 it enus
Updating ADO.NET DataSets with Visual Basic 2010 (2.0) sd advb a05 it enus
Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010 (3.0) sd advb a06 it enus
Working with the ADO.NET Entity Framework 4 using Visual Basic 2010 (2.5) sd advb a07 it enus
Using LINQ and XML with ADO.NET 4 and Visual Basic 2010 (1.5) sd advb a08 it enus
TestPrep: 70-516 VB – TS: Accessing Data with Microsoft .NET Framework 4..... sd advb a01 tp enus

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

Mentoring: 70-513 VB – TS: Windows Communication Foundation with .NET 4..... mnt70513vb
Getting Started with WCF 4 using VB 2010 (2.5)..... sd wcvb a01 it enus
WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010 (2.5) sd wcvb a02 it enus
Securing and Managing a WCF 4 Application with Visual Basic 2010 (2.0) sd wcvb a03 it enus
Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010 (1.0)..... sd wcvb a04 it enus
TestPrep: 70-513 VB – TS: Windows Communication Foundation with .NET 4 sd wcvb a01 tp enus

LANGUAGES

Programming with ANSI C

ANSI C Language Fundamentals (2.0)..... sd ansi a01 it enus
Iterations, Functions and Pointers in ANSI C (2.0)..... sd ansi a02 it enus
Data Structures and File Management in ANSI C (2.0)..... sd ansi a03 it enus
Optimizing and Debugging ANSI C Programs (2.0)..... sd ansi a04 it enus

Program Title (hours) Product Number

C++11 Programming Essentials

Programming Fundamentals (2.0)..... pg cpls a01 it enus
Programming Techniques (2.0)..... pg cpls a02 it enus
Programming with Boost (2.5)..... pg cpls a03 it enus
Advanced Techniques and C++14 Preview (1.5) pg cpls a04 it enus

Programming in C++

Working with Classes (1.0)..... pg pcpp a01 it enus
Arrays, Pointers, and STL (1.0) pg pcpp a02 it enus
STL I/O and Headers, Templates, and Namespaces (1.0) pg pcpp a03 it enus
Structure and Data Types (2.0) pg pcpp a04 it enus
Program Structure and Exceptions (2.0)..... pg pcpp a05 it enus
Tools and Techniques (2.0)..... pg pcpp a06 it enus

Programming in C#

Mentoring: 70-483 Programming in C#..... mnt70483
Managing Program Flow (1.5)..... wd pgcs a01 it enus
Creating and Using Types (2.0) wd pgcs a02 it enus
Debugging and Security Implementation (1.0)..... wd pgcs a03 it enus
Implementing Data Access (1.5)..... wd pgcs a04 it enus
TestPrep: 70-483 Programming in C# wd pgcs a01 tp enus

Essentials of Developing Windows Store Apps Using C#

Mentoring: 70-484 Essentials of Developing Windows Store Apps Using C#..... mnt70484
Getting Familiar with Windows 8.1 UI and Layout (2.5)..... wd wsae a01 it enus
Working with Data and Files (3.5)..... wd wsae a02 it enus
Navigation and Layout in Windows Store Apps (2.5)..... wd wsae a03 it enus
Working with Charms and Contracts (3.0) wd wsae a04 it enus
Working with the App Bar, Semantic Zoom, User Input, and Process Lifetime Management (3.0)..... wd wsae a05 it enus
Authentication, Authorization, and App Deployment (2.0)..... wd wsae a06 it enus
TestPrep: 70-484 Essentials of Developing Windows Store Apps Using C# wd wsae a01 tp enus

Microsoft.NET Framework: WPF with XAML and C#

WPF Fundamentals with XAML and C# (2.5)..... sd wpfn a01 it enus

Architecture N-Tier/REST

Designing and Building Applications (2.0) ... sd arcr a01 it enus

F# Fundamentals

Getting Started with F# (2.5)..... sd fsfn a01 it enus

Secure Programming for .NET

Secure .NET Programming (1.5) sd spdn a01 it enus



Program Title (hours) Product Number

Developing with Python

Python Language Basics (2.5)..... [pg_dvpy_a01_it_enus](#)
Applications of Python (1.5) [pg_dvpy_a02_it_enus](#)
Advanced Python (1.5) [pg_dvpy_a03_it_enus](#)

Ruby On Rails

Ruby on Rails - Fundamentals (1.5)..... [pg_rubr_a01_it_enus](#)
Ruby on Rails – Database
Fundamentals (1.2.0) [pg_rubr_a02_it_enus](#)
Ruby on Rails for .NET Developers (2.5).... [pg_rubr_a03_it_enus](#)
Working with Databases in Ruby on
Rails (1.5)..... [pg_rubr_a04_it_enus](#)
Web APIs with Ruby on Rails (2.0)..... [pg_rubr_a06_it_enus](#)

Ruby Programming

Getting Started with Ruby (2.0) [pg_ruby_a01_it_enus](#)
Working with Ruby (2.0)..... [pg_ruby_a02_it_enus](#)
Advanced Ruby Features (1.5) [pg_ruby_a03_it_enus](#)

Working with Clojure

Clojure Fundamentals (1.5) [sl_jclj_a01_it_enus](#)
Data and State Management in Clojure (2.5).. [sl_jclj_a02_it_enus](#)
Optimizing Clojure Projects (1.5) [sl_jclj_a03_it_enus](#)
Clojure Data-Driven and Web Application
Fundamentals (1.0) [sl_jclj_a04_it_enus](#)

Introduction to R Programming

Introduction to R Programming (2.5)..... [pg_rprg_a01_it_enus](#)

Introduction to Swift Programming

Swift Language Basics (3.0)..... [sd_swft_a01_it_enus](#)
Using Swift Advanced Language
Features (2.5) [sd_swft_a02_it_enus](#)

Introduction to Scala

Scala Introduction (2.5) [sd_scal_a01_it_enus](#)

Fundamentals of Eclipse

Introduction to Eclipse (2.0)..... [sd_eclp_a01_it_enus](#)
Using Eclipse (1.5) [sd_eclp_a02_it_enus](#)

Microsoft LINQ

Getting Started LINQ (1.0)..... [sd_linq_a01_it_enus](#)

Microsoft Enterprise Library

Microsoft Enterprise Library (1.5) [sd_enlb_a01_it_enus](#)

Microsoft ORM - NHibernate

NHibernate Essentials (2.0) [sd_nhnb_a01_it_enus](#)
NHibernate Advanced Techniques (2.0)..... [sd_nhnb_a02_it_enus](#)

Microsoft ORM – Microsoft Entity Framework

Getting Started with Entity Framework (3.0) [sd_etyf_a01_it_enus](#)
Advanced Entity Framework (2.5)..... [sd_etyf_a02_it_enus](#)

Introduction to Algorithms and Data Structures

Introduction to Algorithms and Data
Structures (2.5)..... [sd_alds_a01_it_enus](#)

Program Title (hours) Product Number

Windows Embedded 8.1 Industry

Windows Embedded 8.1 Industry (2.0).... [sd_wemb_a01_it_enus](#)

Configuration Management – Git Fundamentals

Beginner Git (2.0)..... [sd_gitf_a01_it_enus](#)
Advanced Git (2.0) [sd_gitf_a02_it_enus](#)

Apache – Maven Fundamentals

Getting Started with Maven (2.0)..... [sd_apma_a01_it_enus](#)

Go Programming Fundamentals

Programming in Go (1.5) [sd_gopf_a01_it_enus](#)

Working with Jenkins

Fundamentals (2.0)..... [sd_jenk_a01_it_enus](#)

DEFENSIVE PROGRAMMING

Defensive Programming in C/C++

Defensive Coding Fundamentals
for C/C++ (1.5)..... [sd_dpcc_a01_it_enus](#)
Defensive Coding for C/C++ (1.5) [sd_dpcc_a02_it_enus](#)

Defensive Programming in C#

Defensive Coding Fundamentals
for C# (2.0) [sd_dpcc_a01_it_enus](#)
Defensive Coding for C# (1.5)..... [sd_dpcc_a02_it_enus](#)

Defensive Programming in JavaScript and HTML5

Defensive Coding Fundamentals
for JavaScript and HTML 5 (1.5)..... [sd_dpjh_a01_it_enus](#)
Defensive Coding for JavaScript and
HTML 5 (1.0) [sd_dpjh_a02_it_enus](#)

Defensive Programming in iOS

Thinking Defensively about Functions,
Methods, and Input (1.5) [sd_dpjo_a01_it_enus](#)
Managing Network Interaction (2.0) [sd_dpjo_a02_it_enus](#)
Errors, Exceptions, and Testing (2.0)..... [sd_dpjo_a03_it_enus](#)
Protecting Data in iOS Apps (2.0) [sd_dpjo_a04_it_enus](#)

Defensive Programming in Android

Input and Methods (1.5) [sd_dpfa_a01_it_enus](#)
Using Standards (1.5) [sd_dpfa_a02_it_enus](#)
Errors, Exceptions, and Testing (1.0)..... [sd_dpfa_a03_it_enus](#)
Network Access and Java Defensive
Techniques (2.0) [sd_dpfa_a04_it_enus](#)

MOBILE APPLICATION DEVELOPMENT

Programming Cross-Platform Applications in Visual Studio with Xamarin

Xamarin Android and iOS Projects in
Cross-Platform Solutions in Visual
Studio (1.5) [sd_xama_a01_it_enus](#)
Cross-Platform Shared Code and
Xamarin.Forms in Visual Studio (2.5).... [sd_xama_a02_it_enus](#)

Program Title (hours) Product Number

New Features in Android 5.x Lollipop for Developers

Android Lollipop New Features for Developers (1.5)..... sd nfal a01 it enus

WEB DEVELOPMENT TECHNOLOGIES

WEB SITE DESIGN - PRINCIPLES

Responsive Web Design

Flexible Grids, Images, and Media Queries (2.0)..... wd rwds a01 it enus

Flexible Data and UIs, Devices, Process and Performance (2.0)..... wd rwds a02 it enus

WordPress

WordPress Introduction and Basic Configuration (2.5)..... wd wrdp a01 it enus

WordPress Networking and Security (1.5)..... wd wrdp a02 it enus

WordPress Advanced Themes and Administration (1.5)..... wd wrdp a03 it enus

Web Design Essentials

Web Design Basics (2.0)..... wd wdes a01 it enus

Web Design Enhancements (2.0)..... wd wdes a02 it enus

WEB SERVICES

Apache Web Services

Fundamentals of Apache Web Services (3.0)..... sd apch a01 it enus

Apache Web Services Advanced (2.5)..... sd apch a02 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

Ajax

Requesting Data and Retrieving Responses (1.0)..... wt ajaz a01 it enus

CQRS Theory

Introduction to CQRS (2.0)..... sd cqrs a01 it enus

ADOBE DESIGN TOOLS

Adobe CC Overview of New Features

Overview of New Features (1.0)..... at nfcc a01 dt enus

Adobe Dreamweaver CC

Essentials (1.0)..... at dcsc a01 it enus

Adobe Flash Professional CC

Introduction and Basic Tools (1.0)..... at fscs a01 it enus

Working with ActionScript (1.0)..... at fscs a02 it enus

Additional Tools and Features (1.0)..... at fscs a03 it enus

Adobe AIR 3

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

Program Title (hours) Product Number

Adobe Captivate 8 Fundamentals

Getting Started (1.0)..... at adca a01 it enus

Media and Interactivity (1.0)..... at adca a02 it enus

Adobe Captivate 7

Fundamentals (1.0)..... at capt a01 it enus

Editing Project Files (0.5)..... at capt a01 it enus

Adobe InDesign CS5

Fundamentals (2.5)..... at idct a01 it enus

Adobe ColdFusion 10

Adobe ColdFusion 10 Fundamentals (1.0)..... at adca a01 it enus

Adobe Reader X

Adobe Reader X (1.0)..... at adre a01 dt enus

Adobe Acrobat DC

Adobe Acrobat DC Fundamentals (1.0)..... at aadc a01 it enus

Working with Adobe Acrobat DC (1.0)..... at aadc a02 it enus

Adobe Acrobat Pro XI

Fundamentals (1.0)..... at adat a01 dt enus

SCRIPTING AND WEB LANGUAGES

JavaScript Essentials

Getting Started (2.0)..... sl jsce a01 it enus

Language Features (1.5)..... sl jsce a02 it enus

JavaScript in Depth (2.0)..... sl jsce a03 it enus

Basic Browser Interaction (1.5)..... sl jsce a04 it enus

Date and Math Functions (1.5)..... sl jsce a05 it enus

Working with Strings (2.0)..... sl jsce a06 it enus

Working with Page Elements (1.5)..... sl jsce a07 it enus

Dynamic Content and HTML5 (2.0)..... sl jsce a08 it enus

Dynamic JavaScript Code (1.5)..... sl jsce a09 it enus

Input and the Mouse (2.0)..... sl jsce a10 it enus

JavaScript - JsRender

JsRender Fundamentals (2.0)..... sl jsrd a01 it enus

Advanced JsRender Features (3.0)..... sl jsrd a02 it enus

JavaScript Single Page Apps (SPA)

Getting Started with SPA in Visual Studio 2013 (1.5)..... sl jssp a01 it enus

SPA Views and Routes (2.0)..... sl jssp a02 it enus

Durandal Modules and Lifecycle Events (1.5)..... sl jssp a03 it enus

Adding Views and Handling View Navigation in Durandal (2.0)..... sl jssp a04 it enus

Connecting to and Managing Data (2.0)..... sl jssp a05 it enus

Working with Rich Application Data (2.5)..... sl jssp a06 it enus

Managing Application Data (1.5)..... sl jssp a07 it enus

Working with Validation (1.5)..... sl jssp a08 it enus

jQuery

Basic Setup and Features (2.0)..... sl qery a01 it enus

Using Essential Features and Functions (2.0)..... sl qery a02 it enus

Advanced Features and Functions (2.0)..... sl qery a03 it enus



Program Title (hours) Product Number

Building Apps with jQuery Mobile

App Basics, UI Controls and Navigation (2.0) [sl jqry a01 it enus](#)
Forms, Lists, Sets and Tables (2.0) [sl jqry a02 it enus](#)
Optimizing jQuery Mobile Apps (1.5) [sl jqry a03 it enus](#)
Integrating jQuery Mobile with PhoneGap (2.0) [sl jqry a04 it enus](#)

Developing with Kendo UI

Installation and Overview (2.0) [sl kndo a01 it enus](#)
HTML Helpers for ASP.NET MVC (2.0) ... [sl kndo a02 it enus](#)
Mobile API (1.0) [sl kndo a03 it enus](#)

JavaScript – Ember.js

Fundamentals (2.0) [sl jsem a01 it enus](#)

JavaScript - Knockout

Knockout Fundamentals (1.5) [sl jsko a01 it enus](#)
Configuring Forms with Knockout (1.0) [sl jsko a02 it enus](#)
Working with Knockout (1.5) [sl jsko a03 it enus](#)
Advanced Knockout Techniques (1.5) [sl jsko a04 it enus](#)

AngularJS

Getting Started with AngularJS (2.0) [sl anjs a01 it enus](#)
Working with Directives in AngularJS (1.5) .. [sl anjs a02 it enus](#)
Services in AngularJS (2.5) [sl anjs a03 it enus](#)
Testing in AngularJS (2.0) [sl anjs a04 it enus](#)
AngularJS Controllers and Directives (1.5) ... [sl anjs a05 it enus](#)

Advanced Angular.js

Working with Data in AngularJS (1.5) [sl anjt a01 it enus](#)
AngularJS Security Considerations (1.0) [sl anjt a02 it enus](#)
AngularJS and TypeScript (2.5) [sl anjt a03 it enus](#)
AngularUI Companion Frameworks (2.0) [sl anjt a04 it enus](#)
AngularUI Utilities and Modules (2.0) [sl anjt a05 it enus](#)

JavaScript Sencha

Ext JS (1.0) [sl snch a01 it enus](#)
Sencha Touch (1.5) [sl snch a02 it enus](#)

TypeScript Essentials

Getting Started (2.0) [sl tpse a01 it enus](#)
Advanced TypeScript (1.5) [sl tpse a02 it enus](#)

Underscore.js

Collection Functions and Function Functions (2.5) [sl unjs a01 it enus](#)
Array, Object, and Utility Functions (2.5) [sl unjs a02 it enus](#)

JavaScript: Backbone.js

Getting Started with Backbone.js (1.0) [sl bkbn a01 it enus](#)
Complex Application Development with Backbone.js (1.0) [sl bkbn a02 it enus](#)

CSS3, Sass and Less

Creating Styles with CSS3 and Styling Text (1.5) [wd cssh a01 it enus](#)
Styling Page Elements using CSS3 (1.5) [wd cssh a02 it enus](#)
Navigation Elements and Animations with CSS3 (1.0) [wd cssh a03 it enus](#)

Program Title (hours) Product Number

Forms, Positioning, and Layout with CSS3 (1.5) [wd cssh a04 it enus](#)
Advanced Options, Responsive Web Design, and Management with CSS3 (1.5) [wd cssh a05 it enus](#)
Extending CSS3 with Sass and Less (1.5) ... [wd cssh a06 it enus](#)

Introduction to Bootstrap

Bootstrap Introduction (2.0) [sl btsp a01 it enus](#)
Bootstrap Elements (2.5) [sl btsp a02 it enus](#)

Building Web Applications with Node.js

Node.js Fundamentals (2.5) [sl jsnd a01 it enus](#)
Node.js: Data Stores, Networked, and WebSocket Applications (3.5) [sl jsnd a02 it enus](#)
Node.js: Express Applications and the MEAN Stack (2.5) [sl jsnd a03 it enus](#)
Optimizing and Securing Node.js Applications (2.5) [sl jsnd a04 it enus](#)
Node.js: Debugging, Testing, Deploying, and Maintaining Node Applications (2.5) ... [sl jsnd a05 it enus](#)

Application Development with Node.js and the .NET Framework

Working with Node.js and .NET (2.5) [sl adnj a01 it enus](#)
Edge.js, Node.js, and ASP.NET MVC (2.0) .. [sl adnj a02 it enus](#)
Azure, Node.js, and SQL Server (2.0) [sl adnj a03 it enus](#)

HTML5

Introduction to HTML5 (2.0) [wd htme a01 it enus](#)
HTML5 Layout (2.5) [wd htme a02 it enus](#)
HTML5 Forms (2.5) [wd htme a03 it enus](#)
HTML5 APIs and Media (2.5) [wd htme a04 it enus](#)
HTML5 and CSS3 (2.0) [wd htme a05 it enus](#)
HTML5 Layout with CSS3 (2.0) [wd htme a06 it enus](#)
HTML5 and Advanced CSS3 (2.5) [wd htme a07 it enus](#)
HTML5 and JavaScript (2.0) [wd htme a08 it enus](#)
HTML5 Graphics and Canvas (2.0) [wd htme a09 it enus](#)
Advanced HTML5 (1.5) [wd htme a10 it enus](#)
Advanced Features of JavaScript, CSS3 and HTML5 (2.0) [wd htme a11 it enus](#)

XML Essentials

XML Language Basics (1.5) [wd xmle a01 it enus](#)
Manipulating XML with the XML DOM and AJAX (1.5) [wd xmle a02 it enus](#)
XML Transformation Using XSLT and XSL-FO (2.0) [wd xmle a03 it enus](#)
Querying XML Data with XPath and XQuery (1.5) [wd xmle a04 it enus](#)
Web Services and XML (1.5) [wd xmle a05 it enus](#)

Drupal 8

Drupal 8 First Look (2.5) [wd drup a01 it enus](#)

JSON Fundamentals

JSON Essentials (2.5) [wd jsnf a01 it enus](#)



Program Title (hours) Product Number

MICROSOFT WEB APPLICATIONS

Software Development Fundamentals with Visual Studio

Mentoring: 98-361 Software Development
Fundamentals mnt98361
Introduction to Programming (2.5)..... sd sdfm a01 it enus
Programming Basics (3.0)..... sd sdfm a02 it enus
Beginning Windows Applications (2.0)..... sd sdfm a03 it enus
TestPrep: 98-361 Software Development
Fundamentals sd sdfm a01 tp enus

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

Mentoring: 70-480 Programming in
HTML5 with JavaScript and CSS3..... mnt70480
Introduction to HTML5 and CSS3 (2.5)..... wd hjsc a01 it enus
HTML5 and JavaScript (2.5)..... wd hjsc a02 it enus
Advanced HTML5 and JavaScript (1.5)..... wd hjsc a03 it enus
HTML5 APIs and Local Storage (1.5)..... wd hjsc a04 it enus
HTML5, CSS3, and Adaptive UIs (2.5)..... wd hjsc a05 it enus
HTML5 Graphics and Animation (2.0)..... wd hjsc a06 it enus
Consuming and Transmitting Data with
HTML5 (2.0)..... wd hjsc a07 it enus
Utilizing the HTML5 WebSocket API
and Web Workers (1.5)..... wd hjsc a08 it enus
TestPrep: 70-480 Programming in
HTML5 with JavaScript and CSS3..... wd hjsc a01 tp enus

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

Mentoring: 70-481 Developing Windows
Store Apps using HTML5 and JavaScript mnt70481
Overview (1.5)..... wd wshj a01 it enus
The UI and Layout Controls (2.5)..... wd wshj a02 it enus
PLM and Contracts (1.5)..... wd wshj a03 it enus
Navigation, Contacts, Tiles (2.0)..... wd wshj a04 it enus
Input Devices and User Touch (1.5)..... wd wshj a05 it enus
Managing Data (1.5)..... wd wshj a06 it enus
Security (1.0)..... wd wshj a07 it enus
Deployment (1.5)..... wd wshj a08 it enus
TestPrep: 70-481 Developing Windows
Store Apps using HTML5 and
JavaScript wd wshj a01 tp enus

Microsoft Advanced Windows Store App Development using HTML5 and JavaScript

Mentoring: 70-482 Advanced Windows
Store App Development using
HTML5 and JavaScript..... mnt70482
Enhancing Performance (2.0)..... wd awsh a01 it enus
Animations and Custom Controls (1.0)..... wd awsh a02 it enus
Media and Devices (2.0)..... wd awsh a03 it enus
User Interaction (1.0)..... wd awsh a04 it enus
Data and Security (2.0)..... wd awsh a05 it enus
Localize and Deploy (2.0)..... wd awsh a06 it enus
TestPrep: 70-482 Advanced Windows
Store App Development using
HTML5 and JavaScript wd awsh a01 tp enus

Program Title (hours) Product Number

Advanced Windows Store App Development Using C# in Visual Studio 2013

Mentoring: 70-485 Advanced Windows
Store App Development Using C#..... mnt70485
Data Management (2.0)..... wd awsa a01 it enus
The UI, Printing, WNS (2.0)..... wd awsa a02 it enus
Media and Devices (2.0)..... wd awsa a03 it enus
Security & Optimizing (1.5)..... wd awsa a04 it enus
Testing & Deployment (2.0)..... wd awsa a05 it enus
TestPrep: 70-485 Advanced Windows
Store App Development Using C#..... wd awsa a01 tp enus

ASP.NET MVC Web Application Development

Mentoring: 70-486 Developing ASP.NET
MVC Web Applications..... mnt70486
Getting Started with ASP.NET MVC
Web Applications in Visual
Studio 2013 (2.0)..... wd dwap a01 it enus
Designing the User Experience in
ASP.NET MVC Web Applications (4.0)..... wd dwap a02 it enus
Working with ASP.NET MVC
Models (2.5)..... wd dwap a03 it enus
ASP.NET MVC Databases and the
Entity Framework (2.5)..... wd dwap a04 it enus
Developing the User Experience in
ASP.NET MVC (3.5)..... wd dwap a05 it enus
Designing ASP.NET MVC
Application Architecture (3.5)..... wd dwap a06 it enus
Implementing ASP.NET
Authentication and Authorization (2.5)..... wd dwap a07 it enus
Debugging ASP.NET MVC Web
Applications (1.5)..... wd dwap a08 it enus
Configuring and Deploying an
ASP.NET MVC Application (2.5)..... wd dwap a09 it enus
Optimizing and Protecting Application
Data (3.0)..... wd dwap a10 it enus
TestPrep: 70-486 Developing ASP.NET
MVC Web Applications..... wd dwap a01 tp enus

Working with ASP.NET MVC 5

Creating and Securing MVC 5
Applications (2.5)..... wd dwaq a01 it enus
Using MVC 5 with EF6, Web API 2,
SignalR, and Azure (2.0)..... wd dwaq a02 it enus

Web API Essentials

Web API Essentials (2.0)..... sd apid a01 it enus
Web API Advanced (2.5)..... sd apid a02 it enus

Microsoft Azure

Introduction (2.0)..... cl msaz a01 it enus
Networks and Storage (2.5)..... cl msaz a01 it enus
Publishing and Caching (2.5)..... cl msaz a01 it enus

Microsoft Azure and Web Services

Mentoring: 70-487 Developing Microsoft
Azure and Web Services mnt70487
Working with Local Data Access
Technologies (3.0)..... cl mazw a01 it enus



Program Title (hours) Product Number

Querying and Manipulating Data with the Entity Framework (2.5) cl mazw a02 it enus
 Creating and Consuming WCF Web Services (3.0) cl mazw a03 it enus
 WCF Instancing and Concurrency and WCF Data Services (1.0)..... cl mazw a04 it enus
 Creating and Consuming Web API Services (3.0) cl mazw a05 it enus
 Data Access and Services with Microsoft Azure (3.0) cl mazw a06 it enus
 Preparing and Packaging Applications For Deployment (2.5) cl mazw a07 it enus
 Web Application and Services Deployment (1.5)..... cl mazw a08 it enus
TestPrep: 70-487 Developing Microsoft Azure and Web Services.....cl mazw a01 tp enus

Microsoft Azure: Implementing Infrastructure Solutions

Virtual Networks (2.5)..... cl mazi a01 it enus
 Virtual Machines (2.5)..... cl mazi a02 it enus
 Implementing Websites (1.5) cl mazi a03 it enus
 Storage and PaaS Cloud (2.0)..... cl mazi a04 it enus
 Data Services (1.5)..... cl mazi a05 it enus
 CDNs and Automation (1.5)..... cl mazi a06 it enus
 Active Directory (2.0)..... cl mazi a07 it enus

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

SQL Server Database Fundamentals

Design Principles and Data Manipulation (3.0).....df dbfu a01 it enus
 Creating, Optimizing, and Securing Databases (2.5).....df dbfu a02 it enus

ORACLE DATABASE SYSTEMS

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

ORACLE 12C

Oracle Database 12c: New Features for Administrators

Mentoring 1Z0-060 Upgrade to Oracle Database 12c..... mnt1z0060
 Enterprise Manager Cloud Control and Creating CDB and PDB (2.0) od nfad a01 it enus
 Managing CDB and PDB, and Data Optimization (1.5) od nfad a02 it enus
 Using Automatic Data Optimization, Storage, and Archiving (1.5) od nfad a03 it enus
 Managing Security (2.0) od nfad a04 it enus
 High Availability and Database Management (1.5)..... od nfad a05 it enus
 Tuning SQL and Using ADDM (1.5) od nfad a06 it enus
 Resource Manager, Online Operations, And ADR (1.5)..... od nfad a07 it enus
 Transporting Databases and Managing Data (1.5)..... od nfad a08 it enus

TestPrep 1Z0-060 Upgrade to Oracle Database 12c od nfad a01 tp enus

Program Title (hours) Product Number

Oracle Database 12c: Install and Upgrade

Mentoring 1Z0-062 Oracle Database 12c: Installation and Administration mnt1z0062
 Database Architecture (1.0).....od inup a01 it enus
 Installation (2.0).....od inup a02 it enus
 Upgrading (2.0).....od inup a03 it enus
TestPrep 1Z0-062 Oracle Database 12c: Installation and Administrationod inup a01 tp enus

Oracle Database 12c: Administration

***Mentoring** 1Z0-???
 Database Architecture and Management Tools (1.5) od oadm a01 it enus
 Manage the Database Instance (1.0).....od oadm a02 it enus
 The Network Environment and User Security (1.5).....od oadm a03 it enus
 Storage Structures and Undo Data (2.0).....od oadm a04 it enus
 Data Concurrency and Auditing (1.0).....od oadm a05 it enus
 Backup, Recover, and Move Data (2.5) ...od oadm a06 it enus
 Maintenance and Performance Tuning (2.5).....od oadm a07 it enus
 Resource Manager, Scheduler, and Support (2.0) od oadm a08 it enus
***TestPrep** 1Z0-??? od oadm a01 tp enus

Oracle Database 12c: Backup and Recovery

***Mentoring** 1Z0-???
 Configuring for Recoverability (2.0)..... od bkpr a01 it enus
 Performing and Managing Backups (1.5).. od bkpr a02 it enus
 Failure and Recovery Concepts (1.0) od bkpr a03 it enus
 Perform Recovery and Secure Backup (2.0)..... od bkpr a04 it enus
 Using Flashback Technologies (1.5) od bkpr a05 it enus
 Transporting Data and Performing PITR (1.5) od bkpr a06 it enus
 Duplicating Databases and Tuning RMAN (1.5)..... od bkpr a07 it enus

Oracle Database 12c: Introduction to SQL

***Mentoring** 1Z0-???
 Relational Database and SQL Developer (1.5) od insq a01 it enus
 SQL*Plus and SELECT Statement (1.0)....od insq a02 it enus
 Restrict, Sort and Customize Output (2.0).. od insq a03 it enus
 Data Conversion and Aggregating Data (1.5) od insq a04 it enus
 Working with Joins and Subqueries (1.5)...od insq a05 it enus
 Data Manipulation Language (1.5).....od insq a06 it enus

Oracle Database 12c: Performance Tuning

***Mentoring** 1Z0-???
 Introduction (1.0) od pmte a01 it enus
 Automatic Workload Repository (1.0).....od pmte a02 it enus
 Metrics and Monitoring (1.0).....od pmte a03 it enus
 Application Monitoring and SQL Diagnostics (1.0) od pmte a04 it enus



Program Title (hours) Product Number

Oracle Database 12c: RAC Administration

***Mentoring** 1Z0-???

Introduction to Oracle RAC (1.5)..... [od raad a01 it enus](#)

ORACLE 11G

Oracle Database 11g: New Features for Administrators Release 2

Mentoring 1Z0-050 Oracle Database 11g: New

Features for Administrators [mnt1z0050](#)

Installation and Oracle Restart (2.0)..... [od onft a01 it enus](#)

ASM, Storage and Partitioning

Enhancements (2.0)..... [od onft a02 it enus](#)

Oracle Partitioning and Security

Features (2.0)..... [od onft a03 it enus](#)

Using Change Management Solutions (2.0)..... [od onft a04 it enus](#)

Intelligent Infrastructure

Enhancements (1.5)..... [od onft a05 it enus](#)

Diagnosability Enhancements (1.0)..... [od onft a06 it enus](#)

SQL Monitoring and Performance

Enhancements (1.0)..... [od onft a07 it enus](#)

Application Performance

Enhancements (1.0)..... [od onft a08 it enus](#)

Backup, Recover, Archive, and Repair

Data (2.0)..... [od onft a09 it enus](#)

Oracle Scheduler and Secure Backup (1.0) [od onft a10 it enus](#)

TestPrep 1Z0-050 Oracle Database 11g: New

Features for Administrators [tp1z0050_eng](#)

Oracle Database 11g: Administration Workshop I Release 2

Mentoring 1Z0-052 Oracle Database 11g:

Administration I..... [mnt1z0052](#)

Database Architecture and

Installation (2.0)..... [od odas a01 it enus](#)

Database Creation and Instance

Management (2.0)..... [od odas a02 it enus](#)

The ASM Instance and Network

Connectivity (2.0)..... [od odas a03 it enus](#)

Storage Structures and User Security (1.5) [od odas a04 it enus](#)

Managing Concurrency, Undo, and

Auditing (1.5)..... [od odas a05 it enus](#)

Managing Database Maintenance and

Performance (1.5)..... [od odas a06 it enus](#)

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](#)

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](#)

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

Managing Database Memory and

Performance (2.0)..... [od odat a06 it enus](#)

Managing Database Resources and the

Scheduler (1.5)..... [od odat a07 it enus](#)

Managing Database Space and

Duplication (2.0)..... [od odat a08 it enus](#)

TestPrep 1Z0-053 Oracle Database 11g:

Administration II..... [od odat a01 tp enus](#)

Oracle Database 11g: SQL Expert

Mentoring 1Z0-047 Oracle Database SQL Expert ... [mnt1z0047](#)

TestPrep 1Z0-047 Oracle Database SQL Expert. [tp1z0047_eng](#)

Oracle Database 11g: SQL Tuning

Architecture, SQL Tuning, and

Optimization (2.0)..... [od ortw a01 dt enus](#)

Indexes, Access Paths, and Join

Operations (2.5)..... [od ortw a02 dt enus](#)

Execution Plans and Star

Transformations (2.0)..... [od ortw a03 dt enus](#)

Optimizer Statistics, Hints, and

Cursor Sharing (3.0)..... [od ortw a04 dt enus](#)

Application Tracing and Automatic

SQL Tuning (2.5)..... [od ortw a05 dt enus](#)

Oracle Database 11g: Secure Backup

Configuring OSB and Security (1.0)..... [od odsb a01 it enus](#)

Securing Domain and Data in Oracle

Secure Backup (1.0)..... [od odsb a02 it enus](#)

RMAN and Oracle Secure Backup (2.0) .. [od odsb a03 it enus](#)

Managing Backups and

Infrastructure (1.0)..... [od odsb a04 it enus](#)

Tape Vaulting, Duplication, and

Tuning ((1.5)..... [od odsb a05 it enus](#)

Oracle Database 11g: RAC Administration

Installation of Clusterware and RAC (3.0) [od orac a01 it enus](#)

RAC Database and Oracle Clusterware

Administration (3.0)..... [od orac a02 it enus](#)

RAC Performance Tuning (1.5)..... [od orac a03 it enus](#)

Configure, Manage, and Use Services in

RAC (1.5)..... [od orac a04 it enus](#)

Diagnosing Oracle Clusterware and Node

Management (1.5)..... [od orac a05 it enus](#)

High Availability in RAC (2.0)..... [od orac a06 it enus](#)

Oracle Database 11g: Security

Introduction to Database Security and

Solutions (1.5)..... [od odsc a01 it enus](#)

Database Security (1.0)..... [od odsc a02 it enus](#)

Database Auditing (1.5)..... [od odsc a03 it enus](#)

Basic User and Strong

Authentication (1.5)..... [od odsc a04 it enus](#)

Enterprise User Security and Proxy

Authentication (1.5)..... [od odsc a05 it enus](#)

Privileges, Roles, and Application

Contexts (1.5)..... [od odsc a06 it enus](#)

Virtual Private Database (1.5)..... [od odsc a07 it enus](#)

Oracle Label Security and the Data

Masking Pack (2.0)..... [od odsc a08 it enus](#)

Program Title (hours) Product Number

Encryption Concepts (1.0).....od odsc a09 it enus
Transparent Data Encryption (1.5)od odsc a10 it enus
Oracle Net Services and Listener
Security (1.5).....od odsc a11 it enus
Firewalls, Oracle Connection Manager,
and SQL*Plus (1.5)od odsc a12 it enus

Oracle SOA Suite 11g:

Introduction to SOA (1.5).....od soas a01 it enus
SOA Governance and Service Design (1.5)od soas a02 it enus
SOA Composite Applications (1.5)od soas a03 it enus
Mediator and BPEL Components (2.0)od soas a04 it enus
Human Task and Business Rules
Components (1.5)od soas a05 it enus
SOA Security and Adoption Planning (1.0)od soas a06 it enus

MICROSOFT DATABASE SYSTEMS

MICROSOFT SQL SERVER 2014

Microsoft SQL Server 2014: Designing Database Solutions

***Mentoring:**mnt70461
Planning Infrastructure (2.0)md ddsa a01 it enus
Private Clouds (2.).....md ddsa a02 it enus
Windows Azure SQL Database (2.5)md dssa a03 it enus
High Availability (1.5)md dssa a04 it enus
Clustering and AlwaysOn (2.5)md dssa a05 it enus
Backup and Recovery (2.0)md dssa a06 it enus
***TestPrep:**md dssa a01 tp enus

Microsoft SQL Server 2014: Designing Business Intelligence Solutions

***Mentoring:**mnt70461
BI Infrastructure Design (3.0)md dbis a01 it enus
Extract, Transform, and Load (2.5)md dbis a02 it enus
Data Models (2.5)md dbis a03 it enus
Reporting Services (2.5)md dbis a04 it enus
SharePoint Integration (2.5)md dbis a05 it enus
MDX Queries and Performance (3.0)md dbis a06 it enus
Availability and Recovery (2.0)md dbis a07 it enus
***TestPrep:**md dbis a01 tp enus

Microsoft SQL Server 2014: Implementing Data Models and Reports

***Mentoring:**mnt70461
Design and Install Analysis Services
and Tools (2.0)md idmr a01 it enus
Designing Multidimensional Models
and Data Sources (2.0)md idmr a02 it enus
Implement and Configure Cubes (1.5)md idmr a03 it enus
Design and Implement Dimensions (2.0)md idmr a04 it enus
Implement Partitions and Custom
Logic (2.5)md idmr a05 it enus
MDX Queries, Process Models, and
Deploy Databases (2.5)md idmr a06 it enus
Manage, Maintain, and Troubleshoot
SSAS (2.0)md idmr a07 it enus
Create and Manage Tabular Data
Models (2.5)md idmr a08 it enus

Program Title (hours) Product Number

Design Reports and Create Data
Sources and Datasets (2.0)md idmr a09 it enus
Report Formatting and Interactivity (2.5)md idmr a10 it enus
Manage Reporting Services (1.5)md idmr a11 it enus
Process Report and Create
Subscriptions and Schedules (1.0)md idmr a12 it enus
***TestPrep:**md idmr a01 tp enus

MICROSOFT SQL SERVER 2012

Microsoft SQL Server 2012: Querying

***Mentoring:** 70-461 Querying Microsoft
SQL Server 2012mnt70461
Creating Database Objects (2.0)md mssq a01 it enus
Querying Basics and Modifying
Data(1.5)md mssq a02 it enus
Manipulate Data Using Operators and
Functions (2.0)md mssq a03 it enus
Creating Functions and Triggers (1.0)md mssq a04 it enus
Creating Programming Objects and
Optimizing Queries (2.0)md mssq a05 it enus
Managing XML Data (2.0)md mssq a06 it enus
***TestPrep:** 70-461 Querying Microsoft
SQL Server 2012md mssq a01 tp enus

Microsoft SQL Server 2012: Database Administration

***Mentoring:** 70-462 Administering
Microsoft SQL Server 2012 Databases.....mnt70462
Installation and Upgrade (2.5)md msdb a01 it enus
Instance Configuration and Database
Creation (2.0)md msdb a02 it enus
Managing Databases and Automating
Tasks (2.0)md msdb a03 it enus
Security Management (2.5)md msdb a04 it enus
Managing Database Data (2.0)md msdb a05 it enus
Managing Indexes, Full-Text Search
and Partitions (2.1.5)md msdb a06 it enus
Backing Up and Restoring
Databases (1.5)md msdb a07 it enus
Database Monitoring and Performance
Tuning (2.5)md msdb a08 it enus
Configuring High Availability (2.0)md msdb a09 it enus
***TestPrep:** 70-462 Administering
Microsoft SQL Server 2012
Databasesmd mssq a01 tp enus

Microsoft SQL Server 2012: Implementing a Data Warehouse

***Mentoring:** 70-463 Implementing a Data
Warehouse with Microsoft SQL Server 2012mnt70463
Design and Development (2.5)md dwsq a01 it enus
Create Basic Packages (1.5)md dwsq a02 it enus
ETL Solutions (1.5)md dwsq a03 it enus
Enhancing Packages (2.0)md dwsq a04 it enus
Custom Components (1.5)md dwsq a05 it enus
Installing SSIS (1.5)md dwsq a06 it enus
Troubleshooting (2.0)md dwsq a07 it enus
DQS and MDS Solutions (2.0)md dwsq a08 it enus
***TestPrep:** 70-463 Implementing a Data
Warehouse with Microsoft SQL
Server 2012.....md dwsq a01 tp enus



Program Title (hours) Product Number

Microsoft SQL Server 2012: Developing Databases

Mentoring: 70-464 Developing Microsoft

SQL Server 2012 Databases [mnt70464](#)
Implementing Tables and Views (2.0) [md dsqd a01 it enus](#)
Implementing Indexes (1.5)..... [md dsqd a02 it enus](#)
Stored Procedures (1.5) [md dsqd a03 it enus](#)
CLR Integration (1.5) [md dsqd a04 it enus](#)
Working with Data (1.5)..... [md dsqd a05 it enus](#)
Working with XML Data (2.0)..... [md dsqd a06 it enus](#)
Tuning and Optimizing Queries (1.5) [md dsqd a07 it enus](#)
Managing and Troubleshooting (1.5)..... [md dsqd a08 it enus](#)

TestPrep: 70-464 Developing Microsoft

SQL Server Databases [md dsqd a01 tp enus](#)

SQL SERVER 2008

Microsoft SQL Server 2008 R2: Implementation and Maintenance

Mentoring 70-432 TS: Microsoft Server 2008,

Implementation and Maintenance [mnt70432](#)
Installation (1.5) [md mcir a01 it enus](#)
Instance and Database Configuration (2.0) [md mcir a02 it enus](#)
Security Management (2.0) [md mcir a03 it enus](#)
Database Management (2.0)..... [md mcir a04 it enus](#)
Data Management (2.5) [md mcir a05 it enus](#)
Database Monitoring and
Performance (2.5) [md mcir a06 it enus](#)
Backups, Restores, and Database
Snapshots (1.5)..... [md mcir a07 it enus](#)
High Availability (2.0)..... [md mcir a08 it enus](#)

TestPrep 70-432 TS: Microsoft Server 2008,

Implementation and Maintenance [md mcir a01 tp enus](#)

Microsoft SQL Server 2008 R2: Database Development

Mentoring 70-433 TS: Microsoft Server 2008,

Database Development [mnt70433](#)
Creating and Implementing Database
Objects (2.5)..... [md msdr a01 it enus](#)
Creating and Altering Partitions (1.0) [md msdr a02 it enus](#)
Running Queries and Manipulating
Data (1.5) [md msdr a03 it enus](#)
Advanced Query Techniques (1.0)..... [md msdr a04 it enus](#)
Implementing Programming Objects (2.0)..... [md msdr a05 it enus](#)
Querying and Managing XML Data (2.0)..... [md msdr a06 it enus](#)
Messaging, Full-text Search, Scripts,
and Track Changes (2.5)..... [md msdr a07 it enus](#)
Gathering Performance Data (1.5) [md msdr a08 it enus](#)

TestPrep 70-433 TS: Microsoft Server 2008,

Database Development [md msdr a01 tp enus](#)

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](#)

Program Title (hours) Product Number

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](#)

MYSQL

MySQL Essentials

Database Concepts, Design, and
Installation (2.0) [df mysq a01 it enus](#)
Querying Data Using the SELECT
Statement (3.0) [df mysq a02 it enus](#)
Using the Data Manipulation and
Definition Statements (2.0) [df mysq a03 it enus](#)
General Syntax, Advanced Queries,
and Stored Programs (3.0) [df mysq a04 it enus](#)
Advanced Routines, Optimization,
and DCL (2.5) [df mysq a05 it enus](#)
Storage Engines, Advanced Indexing,
and Maintenance (2.5) [df mysq a06 it enus](#)
Administration, Transactions,
Optimization, Scaling, Backup,
and Recovery (3.0) [df mysq a07 it enus](#)
Performance Monitoring, Database
Health and Integrity, and Security (2.5) . [df mysq a08 it enus](#)

BIG DATA

Big Data Fundamentals

The Big Data Technology Wave (1.5) [df bgdt a01 it enus](#)
Big Data Opportunities and
Challenges (1.5) [df bgdt a02 it enus](#)

Apache Sparks Fundamentals

Programming and Deploying Apache
Spark Applications (3.0) [df apsf a01 it enus](#)

Apache Spark Advanced Topics

Spark Core (2.0) [df apsa a01 it enus](#)

Apache Hadoop and MapReduce Essentials

Apache Hadoop (2.0) [df ahmr a01 it enus](#)
MapReduce Essentials (2.0) [df ahmr a02 it enus](#)

Hadoop Ecosystem

Ecosystem for Hadoop (1.5) [df ahec a01 it enus](#)
Installation of Hadoop (2.5) [df ahec a02 it enus](#)
Data Repository with HDFS and
HBase (2.0) [df ahec a03 it enus](#)
Data Repository with Flume (2.0) [df ahec a04 it enus](#)
Data Repository with Sqoop (1.5) [df ahec a05 it enus](#)

Program Title (hours) Product Number

Data Refinery with YARN and
MapReduce (1.5) [df_ahec_a06_it_enus](#)
Data Factory with Hive (2.0) [df_ahec_a07_it_enus](#)
Data Factory with Pig (1.5) [df_ahec_a08_it_enus](#)
Data Factory with Oozie and Hue (2.5) [df_ahec_a09_it_enus](#)
Data Flow with the Hadoop
Ecosystem (2.0) [df_ahec_a10_it_enus](#)

Hadoop Operations

Designing Hadoop Clusters (2.0) [df_ahop_a01_it_enus](#)
Hadoop in the Cloud (2.5) [df_ahop_a02_it_enus](#)
Deploying Hadoop Clusters (3.0) [df_ahop_a03_it_enus](#)
Hadoop Cluster Availability (2.5) [df_ahop_a04_it_enus](#)

Apache Kafka

Apache Kafka Operations (2.0) [df_apka_a01_it_enus](#)
Apache Kafka Development (1.5) [df_apka_a02_it_enus](#)

BUSINESS INTELLIGENCE

Microsoft SQL Server Data Warehousing and Business Intelligence Introduction

Overview (2.0) [md_dwbi_a01_it_enus](#)

Business Intelligence with QlikView

Business Intelligence with QlikView (2.0) [df_biwq_a01_it_enus](#)

DATA SCIENCE

Data Science Fundamentals in R

Fundamental Methods for Data
Science in R (2.0) [df_dsfd_a01_it_enus](#)
Machine Learning Examples in Data
Science in R (2.0) [df_dsfd_a02_it_enus](#)

NO SQL

MongoDB

Concepts, Installation, and Querying (1.5) [df_mgdb_a01_it_enus](#)
Indexing, Replication, and Security (1.5) ..[df_mgdb_a02_it_enus](#)

NoSQL

NoSQL Concepts and Background (2.0) [df_nsqli_a01_it_enus](#)
NoSQL Models and Applications (2.0) [df_nsqli_a02_it_enus](#)
Programming with NoSQL (2.0) [df_nsqli_a03_it_enus](#)
In Depth with NoSQL (1.0) [df_nsqli_a04_it_enus](#)

RavenDB Fundamentals

RavenDB Overview (2.5) [df_rvdb_a01_it_enus](#)
RavenDB Integration (2.0) [df_rvdb_a02_it_enus](#)

Apache Cassandra

An Overview of Apache Cassandra (2.0) [df_cass_a01_it_enus](#)

Apache HBase Fundamentals

Installation, Architecture, and Data
Modeling (1.5) [df_hbas_a01_it_enus](#)
Access Data through the Shell and
Client API (2.0) [df_hbas_a02_it_enus](#)
Advanced API, Administration, and
MapReduce (2.0) [df_hbas_a03_it_enus](#)

Program Title (hours) Product Number

DATA VISUALIZATION

Data Visualization Essentials

Essentials (1.5) [df_fodv_a02_it_enus](#)

Data Visualization with Tableau

Tableau Visualization (1.5) [df_tabf_a01_it_enus](#)
Tableau Charts, Maps, and
Dashboards (2.0) [df_tabf_a01_it_enus](#)

ENTERPRISE RESOURCE PLANNING SYSTEMS

SAP

Overview of SAP for Project Teams

Overview of SAP Solutions (2.0)..... [sa_ospt_a01_it_enus](#)
Financial Accounting of SAP (2.5)..... [sa_ospt_a02_it_enus](#)
SAP Logistics Modules (3.0) [sa_ospt_a03_it_enus](#)
SAP ERP Architecture (1.5)..... [sa_ospt_a04_it_enus](#)
SAP Administration (2.0)..... [sa_ospt_a05_it_enus](#)
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](#)
SAP Business Objects: InfoView (1.5)..... [sa_bobi_a05_dt_enus](#)
SAP Business Objects: Business
Intelligence (1.0)..... [sa_bobi_a06_dt_enus](#)

MICROSOFT DYNAMICS

Microsoft Dynamics CRM 2013: Applications

Application Skills (2.5) [er_dcrma01_it_enus](#)
Sales Automation (2.0) [er_dcrma02_it_enus](#)
Marketing Automation (2.0) [er_dcrma03_it_enus](#)
Customer Service Automation (2.5) [er_dcrma04_it_enus](#)

Program Title (hours) Product Number

Microsoft Dynamics CRM 2013: Customization and Configuration

Introduction (2.0) [er dcrc a01 it enus](#)
Entities (2.0) [er dcrc a02 it enus](#)
Relationships (1.5) [er dcrc a03 it enus](#)

Business Intelligence with Microsoft Dynamics CRM 2013

Forms, Marketing, Contracts, and
Processes (1.0) [er dcrb a01 it enus](#)

TOGAF

TOGAF 9.1

TOGAF Fundamentals – Enterprise
Architecture Basics (2.0) [er tgaf a01 it enus](#)
TOGAF Fundamentals – Content
Framework and Capability Basics (1.5) [er tgaf a02 it enus](#)

SALESFORCE

Creating Employee Apps with Force.com

Creating Apps (2.0) [er ceaf a01 it enus](#)
Reporting and User Management (1.0) [er ceaf a02 it enus](#)

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT-BUSINESS

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Networking (1.0) [ds sfeu a03 dt enus](#)

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Service Strategy Processes (1.5) [ib itlv a03 it enus](#)
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Service Design Processes (2.5) [ib itlv a05 it enus](#)
Service Transition Processes and
Policies (2.5) [ib itlv a06 it enus](#)
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Service Operation Processes (2.0) [ib itlv a08 it enus](#)
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Mentoring: ITIL V3 Operational Support
and Analysis [mntitv3osa](#)
Introduction to Operational Support and
Analysis (1.5) [ib iosb a01 it enus](#)
Introduction to Event Management (3.5) [ib iosb a02 it enus](#)

Program Title (hours) Product Number

Introduction to Incident Management (2.5) [ib iosb a03 it enus](#)
Incident Management Interactions (3.0) [ib iosb a04 it enus](#)
Introduction to Request Fulfillment (2.0) [ib iosb a05 it enus](#)
Request Fulfillment Process Interfaces and
Challenges (2.5) [ib iosb a06 it enus](#)
Introduction to Problem Management (3.0) [ib iosb a07 it enus](#)
Problem Management Process Interfaces
and Challenges (2.5) [ib iosb a08 it enus](#)
Introduction to Access Management (3.0) [ib iosb a09 it enus](#)
Introduction to the Service Desk (2.0) [ib iosb a10 it enus](#)
Service Desk Metrics and Outsourcing (1.5) [ib iosb a11 it enus](#)
Introduction to Functions (2.5) [ib iosb a12 it enus](#)
Function Activities (1.5) [ib iosb a13 it enus](#)
Technology and Implementation
Considerations (1.5) [ib iosb a14 it enus](#)

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

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Support Center Services and Work
Environment (3.0) [cust 06 a02 bs enus](#)
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Communication Skills (3.5) [cust 07 a02 bs enus](#)
Conflict, Stress, and Time
Management (3.5) [cust 07 a03 bs enus](#)

Customer Service Representative, Process

Customer Service Processes and
Procedures (3.0) [cust 08 a01 bs enus](#)
Quality in a Support Center (3.5) [cust 08 a02 bs enus](#)
Support Center Tools, Technologies
and Metrics (3.0) [cust 08 a03 bs enus](#)
Dealing with Irrational Customers
and Escalating Complaints (2.0) [cust 08 a04 bs enus](#)

Writing Skills for Technical Professionals

Preparation and Planning (1.0) [ib wstp a01 it enus](#)
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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](#)

Program Title (hours) Product Number

Program Title (hours) Product Number

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Get Your Project off the Ground (0.5) [proj 30 a01 bs enus](#)
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Managing Conflict in Project Teams (a) [pc bi pmbi003](#)
Managing Scope on a Project (a)..... [pc bi pmbi004](#)
Weighing the Costs of Project Change (a) [pc bi pmbi005](#)
Managing Vendor Relationships (a)..... [pc bi pmbi006](#)
Anticipating and Solving Problems as a
Project Champion (a)..... [pc bi pmbi007](#)
Addressing Stakeholder Conflicts (a)..... [pc bi pmbi008](#)
Portfolios, Programs, and Projects: What's
The Difference (a)..... [pc bi pmbi009](#)
Controlling Project Cost (a)..... [pc bi pmbi010](#)
Project Management Essentials (a)..... [pc ch lach041](#)
Supporting Project Managers (a) [pc ch lach042](#)

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Professional (PMP) PMBOK Guide
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Management (CAPM) PMBOK Guide
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Organizations (2.0) [proj 19 a01 bs enus](#)
Project Management Overview (1.5) [proj 19 a02 bs enus](#)
Project Management Process Groups (2.0). [proj 19 a03 bs enus](#)

Project Integration Management (PMBOK Guide – Fifth Edition aligned)

Integrated Initiation and Planning (2.0)..... [proj 20 a01 bs enus](#)
Direct, Monitor, and Control Project
Work (1.5)..... [proj 20 a02 bs enus](#)
Controlling Changes and Closing a
Project (1.0)..... [proj 20 a03 bs enus](#)

Project Scope Management (PMBOK Guide – Fifth Edition aligned)

Project Requirements and Defining
Scope (2.0)..... [proj 21 a01 bs enus](#)
Creating the Work Breakdown
Structure (1.5) [proj 21 a02 bs enus](#)
Monitoring and Controlling Project
Scope (1.5) [proj 21 a03 bs enus](#)

Project Time Management (PMBOK Guide – Fifth Edition aligned)

Defining and Sequencing Project
Activities (2.0) [proj 22 a01 bs enus](#)
Estimating Activity Resources and
Durations (2.0)..... [proj 22 a02 bs enus](#)
Developing and Controlling the Project
Schedule (2.0) [proj 22 a03 bs enus](#)

Project Cost Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Costs (2.0)..... [proj 23 a01 bs enus](#)
Controlling Project Costs (1.5)..... [proj 23 a02 bs enus](#)

Project Quality Management (PMBOK Guide – Fifth Edition aligned)

Plan Quality Management (2.0)..... [proj 24 a01 bs enus](#)
Quality Assurance and Quality
Control (2.0) [proj 24 a02 bs enus](#)

Project Human Resources Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Human Resources (2.0) ... [proj 25 a01 bs enus](#)
Managing Project Human Resources (2.0) .. [proj 25 a02 bs enus](#)

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Plan and Manage Project
Communications (2.0)..... [proj 26 a01 bs enus](#)
Control Project Communications (1.0)..... [proj 26 a02 bs enus](#)

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Risk Management Planning (1.5)..... [proj 27 a01 bs enus](#)
Identifying Project Risks (1.5) [proj 27 a02 bs enus](#)
Performing Risk Analysis (2.0)..... [proj 27 a03 bs enus](#)
Risk Response and Control (2.0) [proj 27 a04 bs enus](#)

Project Procurement Management (PMBOK Guide – Fifth Edition aligned)

Planning Project Procurement
Management (1.5)..... [proj 28 a01 bs enus](#)
Managing Procurements (2.0)..... [proj 28 a02 bs enus](#)

Project Stakeholder Management (PMBOK Guide – Fifth Edition-aligned)

Project Stakeholder Management (1.5)..... [proj 29 a01 bs enus](#)
Managing and Controlling Stakeholder
Engagement (1.5) [proj 29 a02 bs enus](#)

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The Role of Ethics in Project
Management (1.5)..... [proj 15 a01 bs enus](#)
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Standards (2.0)..... [proj 15 a02 bs 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](#)

Program Title (hours) Product Number

Controlling, Managing and Closing a Project
(PRINCE2® 2009-aligned) (1.0) [ib prin a05 it enus](#)
Tailoring PRINCE2 to a Project Environment
(PRINCE2® 2009-aligned) (1.0) [ib prin a06 it enus](#)
PRINCE2 Practitioner Exam Information [prin prac a01 bs enus](#)
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Management (2.0) [ib pmag a02 it enus](#)
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Overview of the Scrum Development
Process (2.0) [ib pmag a04 it enus](#)
Agile Planning: Project Initiating and
Requirements Gathering (2.0) [ib pmag a05 it enus](#)
Agile Planning: Doing Estimates and
Completing the Release Plan (2.0) [ib pmag a06 it enus](#)
Planning and Monitoring Iterations on
an Agile Project (2.0) [ib pmag a07 it enus](#)
Leading an Agile Team (2.0) [ib pmag a08 it enus](#)
Managing Stakeholder Engagement on
an Agile Project (2.0) [ib pmag a09 it enus](#)
Ensuring Delivery of Value and Quality
in Agile Projects (2.0) [ib pmag a10 it enus](#)
Core PMI Values and Ethical
Standards (2.0) [proj 15 a02 bs enus](#)

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](#)

TEAM BUILDING

Optimizing Your Performance on a Team

Being an Effective Team Member (1.0) [team 02 a01 bs enus](#)
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Responsibilities (1.0) [team 02 a02 bs enus](#)
Elements of a Cohesive Team (1.0) [team 02 a03 bs enus](#)

Program Title (hours) Product Number

Effective Team Communication (1.0) [team 02 a04 bs enus](#)
Using Feedback to Improve Team
Performance (1.0) [team 02 a05 bs enus](#)
Power and Politics in Matrixed Teams [pc ch mgch002](#)

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](#)
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Performance (1.0) [team 03 a06 bs enus](#)
Dealing with Conflict (1.0) [team 03 a07 bs enus](#)
Managing Virtual Teams (1.0) [team 03 a08 bs enus](#)
Building Trust Incrementally (a) [pc bi lsbi004](#)
Inspiring Your Team (a) [pc bi lsbi010](#)
Support Your Leader (a) [pc bi pfbi010](#)
Choosing the Right Team Culture (a) [pc ch pfch006](#)
Managing Communications in a Virtual
Team (a) [pc bi mgbi001](#)
Building and Leading Teams (a) [pc ch lach023](#)
Meeting Team Performance Challenges (a) [pc ch pach010](#)

BUSINESS ANALYSIS CURRICULUM

BABOK v3: Business Analysis Key Concepts

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Business Analysis Planning and
Monitoring (1.5) [ib cbap a02 dt enus](#)
Business Analysis Elicitation and
Collaboration (1.5) [ib cbap a03 dt enus](#)
Business Analysis and Requirements
Life Cycle Management (1.0) [ib cbap a04 dt enus](#)
Business Analysis and Strategy
Analysis (1.0) [ib cbap a05 dt enus](#)
Business Analysis and RADD:
Requirements Definition (1.0) [ib cbap a06 dt enus](#)
Business Analysis and RADD:
Design Definition (1.0) [ib cbap a07 dt enus](#)
Business Analysis and Solution
Evaluation (1.0) [ib cbap a08 dt enus](#)

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](#)



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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](#)

Final Exam: Certified Business Analysis

- Professional (CBAP) – BABOK
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Online performance support assets – short, quick how-to’s to access by smartphone, tablet, PC, etc.. Use the Skillsoft Learning App for quickest access.

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](mailto:Cindi.Edelschein@SkillSoft.com) for assistance.

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 usarmy.belvoir.usaasc.mbx.army-e-learning-program@mail.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 organization have a relationship with Skillsoft to honor credits for completed courseware as education credits needed to maintain specific credentials. See the organizations and obtain details at

http://www.skillsoft.com/about/credit_programs/credential_programs/default.asp

CURRICULA MAPPINGS AVAILABLE

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

OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECO)

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

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

CLINGER-COHEN CIO COMPETENCIES

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

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

GS-2210: INFORMATION TECHNOLOGY MANAGEMENT

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

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

NIST 800-16 INFORMATION TECHNOLOGY SECURITY LIBRARY MAPPING

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

CERTIFICATIONS SUPPORTED

Skillsoft provides instructional content to **prepare** individuals for over 100 certification exams – *the actual certification exam needs to be taken via approved testing facilities*. We also provide a Certification Guide in the Skillsoft Client Community and Certification reference pages on our public web site ([click here](#)). Most tests can be scheduled through www.vue.com 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 search capability and look for the Certification drop down option or search by exam designation or number.