



## COURSE DIRECTORY

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## ■ UNIX: System Administration

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| Managing UNIX Software and System Services .. | 113993_ENG |
| Networking and UNIX Name Resolution .....     | 107849_ENG |
| Managing UNIX Clients .....                   | 211844_ENG |
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| UNIX Shell Scripting Tools .....  | 110852_ENG |

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Administering Linux System Tasks and Backup Strategies ..... 259944\_ENG  
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### LINUX LPI LEVEL 2

#### ■ Linux Intermediate System Administration

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 Linux Networking Configuration ..... 221146\_ENG  
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| VMware Desktop Overview ..... vi_vmwo_a02_it_enus           |  |
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#### ■ Mentoring Assets

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| Mentoring 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment ..... mnt70290                                   |  |
| Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure..... mnt70291          |  |
| Mentoring 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure..... mnt70294 |  |
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| Mentoring 70-298 Designing Security for a Microsoft Windows Server 2003 Network ..... mnt70298   |  |
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| Mentoring 70-630 TS: Configuring Microsoft Office SharePoint Server 2007 ..... mnt70630  |  |
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| Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring ..... mnt70642   |  |
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| Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator ..... mnt70686  |  |
| Mentoring 220-702 A+ Practical Application ..... mnt220702  |  |
| Mentoring SK0-003 Server+ ..... mntsk0003   |  |
| Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician ..... mnt70685   |  |
| Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator..... mnt70668  |  |
| Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring ..... mnt70667  |  |
| Mentoring LX0-101 Linux+ Powered by LPI Exam 1..... mntlx0101   |  |

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#### ■ Test Preps

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| TestPrep 70-643 TS: Windows Server 2008 Applications Infrastructure, Configuring. ws_mwcf_a01_tp_enus   |  |
| TestPrep 70-236 TS: Configuring Exchange Server 2007 ..... TP70236_ENG  |  |
| TestPrep 70-622 PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians ..... TP70622_ENG |  |
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TestPrep 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure..... TP70294\_ENG

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TestPrep 70-680 TS: Windows 7, Configuring mw\_mwcg\_a01\_tp\_enus

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Network Protocols, Attacks, and Defenses .cs\_styp\_a02\_it\_enus

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## ■ Oracle Database 11g: RAC Administration

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| SQL Server 2008 Security Management .....                       | md_mcim_a03_it_enus |
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#### ■ Mentoring Assets

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| Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators .....        | mnt1z0040 |
| Mentoring 1Z0-042 Oracle Database 10g: Administration I.....                        | mnt1z0042 |
| Mentoring 1Z0-047 Oracle Database SQL Expert .....                                  | mnt1z0047 |
| Mentoring 1Z0-051 Oracle Database 11g: SQL Fundamentals I .....                     | mnt1z0051 |
| Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators .....        | mnt1z0050 |
| Mentoring 1Z0-052 Oracle Database 11g: Administration I.....                        | mnt1z0052 |
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#### ■ Test Preps

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| TestPrep 1Z0-051 Oracle Database 11g: SQL Fundamentals I ..... | od_osfd_a01_tp_enus |
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| TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators .....                      | TP1Z0050_ENG        |
| TestPrep 1Z0-047 Oracle Database SQL Expert .....  | TP1Z0047_ENG        |
| TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2 .....                           | TP1Z0042R2_ENG      |
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#### ■ Oracle

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| Oracle 11i Order to Cash Fundamentals Express Guide Volume I .....                         | _pc_eg_444471 |
| Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume I .....                      | _pc_eg_444472 |
| Oracle 11i Order to Cash Fundamentals Express Guide Volume II .....                        | _pc_eg_444478 |
| Oracle 11i Order to Cash Fundamentals Express Guide Volume III.....                        | _pc_eg_444479 |
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| Oracle 11i Project Foundation Fundamentals Express Guide Volume I .....                    | _pc_eg_444469 |
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| Oracle Database 10g: New Features Overview Express Guide .....                             | _pc_eg_orc001 |
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| Oracle Application Server 10g: New Features for Administrators Express Guide ..... | _pc_eg_orc008 |
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### ORACLE 11I

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#### ■ Oracle 11i E-Business Suite: System Administrator Fundamentals

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| Oracle 11i: Function Security and Data Security..... | 234037_ENG |
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## WEB DESIGN

### IT PROFESSIONAL

## ■ Working with HTML5 and CSS3

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## ■ Designing and Hosting a Web Site

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## ■ Adobe Flash CS5

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## ■ Adobe Photoshop CS5

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## ■ Adobe Dreamweaver CS5

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## ■ Adobe PhotoShop CS4

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## ■ Adobe Illustrator CS4

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## ■ Adobe InDesign CS4

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## ■ Adobe Dreamweaver CS4

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## ■ Adobe Flash CS4

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## ■ Adobe AIR for Flash Developers

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## ■ Adobe Fireworks CS4

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## ■ Adobe Captivate 4

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## ■ Adobe Reader 9

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## ■ ITIL® 2011 Edition Overview

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## ■ ITIL v3 Intermediate: Operational Support & Analysis

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| ITIL® V3 OSA: Introduction to Operational Support and Analysis .....      | ib_iosa_a01_it_enus |
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| ITIL® V3 OSA: Introduction to Incident Management .....                   | ib_iosa_a03_it_enus |
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| ITIL® V3 OSA: Introduction to Request Fulfillment .....                   | ib_iosa_a05_it_enus |
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| ITIL® V3 OSA: Introduction to Problem Management .....                    | ib_iosa_a07_it_enus |
| ITIL® V3 OSA: Problem Management Process Interfaces and Challenges .....  | ib_iosa_a08_it_enus |
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## ■ Strategic IT Planning

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

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| ITIL V3 Foundation Syllabus V4.2: Service Strategy Fundamentals .....               | ib_itlu_a02_it_enus |
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| ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles ..... | ib_itlu_a06_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions .....  | ib_itlu_a07_it_enus |
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## ■ Technical Management Essentials

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## ■ Customer Service Representative, Professionalism

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## ■ Customer Service Representative, Process

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## IT BUSINESS

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## PROJECT EFFECTIVENESS

### PROJECT MANAGEMENT CURRICULUM

## ■ PRINCE2®: 2009 Foundation

Overview of Project Management (PRINCE2®:  
 2009-aligned) ..... ib\_prin\_a01\_it\_enus  
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 Project Quality, Change and Progress  
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## ■ Project Management for Non-Project Managers

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 Project Management Essentials ..... \_pc\_ch\_lach041

## ■ Project Management Essentials - (PMBOK® Guide - Fourth Edition-aligned)

Managing Projects within Organizations ... proj\_05\_a01\_bs\_enus  
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## ■ Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)

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## ■ Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)

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## ■ Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

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## ■ Project Cost Management (PMBOK® Guide - Fourth Edition-aligned)

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## ■ Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)

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

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## ■ Program Management (PMI® Second Edition-aligned)

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## ■ IT Project Management Essentials

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## ■ Managing Software Project Outsourcing

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## ■ Test Preps

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 TestPrep Certified Associate in Project  
 Management (CAPM) PMBOK Guide Fourth Edition  
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 TestPrep PMP PMBOK Guide Fourth Edition  
 Aligned (Effective starting 1Sep2011) .....pm\_proj\_a01\_tp\_enus

## ■ Mentoring Assets

Mentoring Project Management Professional  
 (PMP) PMBOK Guide Fourth Edition Aligned ..... mntpmp4ed  
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## ■ Optimizing Your Performance on a Team

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## ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

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## INSTRUCTOR SERIES

### CISCO SYSTEMS

## ■ Instructor Series: Securing Networks with ASA Fundamentals (SNAF) 1.0

Cisco SNAF 1.0 Instructor Series:  
 Understanding Cisco Security Appliances .....ISCS0046EN01P  
 Cisco SNAF 1.0 Instructor Series:  
 Translations, ACLs and Object Grouping .....ISCS0046EN02P  
 Cisco SNAF 1.0 Instructor Series:  
 Configuring Key Security Components .....ISCS0046EN03P  
 Cisco SNAF 1.0 Instructor Series: Protocol  
 Handling, Threat Detection, VPNs .....ISCS0046EN04P  
 Cisco SNAF 1.0 Instructor Series: Exploring  
 VPNs and Firewalls .....ISCS0046EN05P  
 Cisco SNAF 1.0 Instructor Series:  
 Configuring Security Contexts and Failover .....ISCS0046EN06P

## ■ Instructor Series: Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2

Cisco MPLS 2.2 Instructor Series: Concepts  
 and Operation .....ISCS0047EN01P  
 Cisco MPLS 2.2 Instructor Series: Frame Mode  
 MPLS Implementation .....ISCS0047EN02P

Cisco MPLS 2.2 Instructor Series: MPLS VPN Technology ..... ISCS0047EN03P  
 Cisco MPLS 2.2 Instructor Series: MPLS VPN Configuration..... ISCS0047EN04P  
 Cisco MPLS 2.2 Instructor Series: Advanced VPN and Troubleshooting ..... ISCS0047EN05P  
 Cisco MPLS 2.2 Instructor Series: Internet Access and Traffic Engineering..... ISCS0047EN06P  
 Mentoring 642-611 Instructor Series: Cisco MPLS 2.2..... ISCS0047MN01

## ■ Instructor Series: Securing Networks with ASA Advanced (SNAA) 1.0

Cisco SNAA 1.0 Instructor Series: Advanced NAT, Routing and Switching ..... ISCS0050EN01P  
 Cisco SNAA 1.0 Instructor Series: IPsec VPNs ISCS0050EN02P  
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## ■ Instructor Series: Implementing Cisco IOS Unified Communications Part 2 (IIUC2) 1.0

Cisco IIUC2 1.0 Instructor Series: Fundamentals..... ISCS0055EN01P  
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 Cisco IIUC2 1.0 Instructor Series: Media Resources and Cisco Unity Express..... ISCS0055EN04P  
 Cisco IIUC2 1.0 Instructor Series: Cisco Unity Express ..... ISCS0055EN05P  
 Cisco IIUC2 1.0 Instructor Series: Unity Express VPIM and Unified Messaging..... ISCS0055EN06P

## ■ Instructor Series: Securing Networks with Cisco Routers and Switches (SNRS) 3.0

Cisco SNRS 3.0 Instructor Series: Network Platform Security with Switches..... ISCS0056EN01P  
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 Cisco SNRS 3.0 Instructor Series: Securing Site-to-Site Communications..... ISCS0056EN03P  
 Cisco SNRS 3.0 Instructor Series: High Availability VPN's, DMVPN and GET VPN... ISCS0056EN04P  
 Cisco SNRS 3.0 Instructor Series: Secure Remote Access Communications ..... ISCS0056EN05P

Cisco SNRS 3.0 Instructor Series: Threat Control and Containment .....ISCS0056EN06P

## ■ Instructor Series: Implementing Cisco Unified Communications Manager v7.0 (UCM70) v1.0

Cisco UCM70 1.0 Instructor Series: Introduction and Upgrading from Linux .....ISCS0058EN01P  
 Cisco UCM70 1.0 Instructor Series: Upgrading Windows and New Features .....ISCS0058EN02P  
 Cisco UCM70 1.0 Instructor Series: E.164 Support and Global Transformation .....ISCS0058EN03P  
 Cisco UCM70 1.0 Instructor Series: Local Route Groups and Enhancements.....ISCS0058EN04P

## ■ Instructor Series: Cisco TUC 1.0

## ■ Instructor Series: Cisco GWGK 2.0

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 Cisco GWGK 2.0 Instructor Series: Configuring Dial Plans .....ISCS0021EN03P  
 Cisco GWGK 2.0 Instructor Series: Limiting Calls w/ COR & Gateway Features .....ISCS0021EN04P  
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## ■ Instructor Series: Cisco IPS 6.0

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## ■ Instructor Series: Cisco CWLF 1.0

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| Cisco CWLF 1.0 Instructor Series: Aironet Desktop Utility .....                   | ISCS0039EN04P |
| Cisco CWLF 1.0 Instructor Series: Core Access Point and Bridge Basic Config ..... | ISCS0039EN05P |
| Cisco CWLF 1.0 Instructor Series: Advanced Feature Set Administration .....       | ISCS0039EN06P |
| Cisco CWLF 1.0 Instructor Series: WLAN Management Solutions .....                 | ISCS0039EN07P |
| Cisco CWLF 1.0 Instructor Series: Cisco Wireless Mesh Network Installation.....   | ISCS0039EN08P |
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| Cisco CWLF 1.0 Instructor Series: Site Survey Preparation and Techniques.....     | ISCS0039EN10P |
| Cisco CWLF 1.0 Instructor Series: Manual Site Survey Tools and Utilities .....    | ISCS0039EN11P |

## ■ Instructor Series: Cisco CWLAT 1.0

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| Cisco CWLAT 1.0 Instructor Series: The Cisco Core Feature Set .....          | ISCS0040EN03P |
| Cisco CWLAT 1.0 Instructor Series: WLAN Management .....                     | ISCS0040EN04P |
| Cisco CWLAT 1.0 Instructor Series: Wireless Network Troubleshooting.....     | ISCS0040EN05P |
| Cisco CWLAT 1.0 Instructor Series: Cisco WLAN Security.....                  | ISCS0040EN06P |

## ■ Instructor Series: Cisco BGP 3.2

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| Cisco BGP 3.2 Instructor Series: Scaling Service Provider Networks .....       | ISCS0041EN05P         |
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| Practice Exam 642-145 Instructor Series: Cisco IUC2 1.0.....  | iscs_0055_a01_tp_enus |
| Practice Exam 642-504 Instructor Series: Cisco SNRS 3.0.....  | iscs_0056_a01_tp_enus |
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#### ADOBE

##### ■ Adobe Flash CS5

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Drawing and Working with Images in Flash CS5 at\_fcsp\_a02\_it\_enus  
Using Flash CS5 Libraries, Text, and Components..... at\_fcsp\_a03\_it\_enus  
Animation in Flash CS5 ..... at\_fcsp\_a04\_it\_enus  
ActionScript and Multimedia in Flash CS5 at\_fcsp\_a05\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS5 ..... at\_fcsp\_a06\_it\_enus

##### ■ Adobe Photoshop CS5

Photoshop CS5: Getting Started .....at\_pcsp\_a01\_it\_enus  
Photoshop CS5: Beyond the Basics .....at\_pcsp\_a02\_it\_enus

##### ■ Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5.....at\_dcsp\_a01\_it\_enus  
Adding Links and Images in Dreamweaver CS5 at\_dcsp\_a02\_it\_enus  
Tables, Accessibility, and Standards in Dreamweaver CS5.....at\_dcsp\_a03\_it\_enus  
Reusing Content in Dreamweaver CS5 .....at\_dcsp\_a04\_it\_enus  
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Cascading Style Sheets in Dreamweaver CS5 at\_dcsp\_a06\_it\_enus

##### ■ Adobe PhotoShop CS4

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##### ■ Adobe Illustrator CS4

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##### ■ Adobe InDesign CS4

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##### ■ Adobe Flash CS4

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Using Flash CS4 Libraries, Text, and Components..... at\_fcsf\_a03\_it\_enus  
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Workflow and Adobe Integration in Flash CS4 at\_fcsf\_a06\_it\_enus  
Creating Navigation and Publishing Movies in Flash CS4 ..... at\_fcsf\_a07\_it\_enus

##### ■ Adobe AIR for Flash Developers

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##### ■ Adobe Fireworks CS4

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##### ■ Adobe Captivate 4

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##### ■ Adobe Reader 9

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##### ■ Adobe Acrobat 9

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##### ■ Adobe Acrobat 8.0

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## ■ Adobe Reader 8.0

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### BEST PRACTICES FOR DESKTOP USERS

## ■ Information Security Best Practices for Business Users

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## ■ Microsoft Office 2010: New Features

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## ■ Microsoft Office 2010 New Features for Users Migrating from Office 2003

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## ■ Microsoft SharePoint 2010 for End Users

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## ■ Microsoft SharePoint 2010: New Features for Power Users

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## ■ Microsoft Office 2010: Beginning Outlook

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### ■ Microsoft Office 2010: Advanced Word

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### ■ Microsoft Office 2010: Advanced Excel

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### ■ Microsoft Office 2010: Advanced Outlook

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### ■ Microsoft Office 2010: Beginning Project

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### ■ Microsoft Office 2010: Advanced Access

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### ■ Microsoft Office 2010: Power User Excel

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### ■ Microsoft Office 2010: Advanced Project

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#### ■ Microsoft Office 2007: Beginning Word

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### ■ Microsoft Office SharePoint Server 2007 End User

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### ■ Microsoft Office XP: Advanced FrontPage 2002

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| The Essentials of Budgeting for Non-financial Professionals.....                    | fin_02_a04_bs_enu |
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### ■ Budgeting Essentials

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### ■ Practical Budgeting Skills for Business

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## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

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### ■ HRCI Professional in Human Resources (PHR)

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## BUSINESS SKILLS COURSEWARE

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## FINANCE, HUMAN RESOURCES AND ADMINISTRATION

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#### ■ Mentoring Assets

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## MANAGEMENT AND LEADERSHIP

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## MANAGEMENT AND LEADERSHIP

### LEADERSHIP CURRICULUM

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Building Trust Incrementally ..... \_pc\_bi\_lsbi004  
Inspiring your Team ..... \_pc\_bi\_lsbi010  
Support Your Leader ..... \_pc\_bi\_pfb010  
Choosing the Right Team Culture ..... \_pc\_ch\_pfch006  
Managing Communications in a Virtual Team . \_pc\_bi\_mgbi001  
Developing Self-Sufficient Teams ..... \_pc\_ch\_mgch001  
Building and Leading Teams ..... \_pc\_ch\_lach023

## PROJECT EFFECTIVENESS

### BUSINESS ANALYSIS

### ■ Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned

Introduction to Business Analysis and  
Essential Competencies ..... ib\_buap\_a01\_it\_enus  
Introduction to Business Analysis Planning ib\_buap\_a02\_it\_enus  
Planning Business Analysis Communication and  
Monitoring ..... ib\_buap\_a03\_it\_enus  
Business Analysis Requirements Elicitation ib\_buap\_a04\_it\_enus  
Business Analysis Requirements Management  
and Communication ..... ib\_buap\_a05\_it\_enus  
Business Analysis: Enterprise Analysis ..... ib\_buap\_a06\_it\_enus  
Business Analysis: Introduction to  
Requirements Analysis ..... ib\_buap\_a07\_it\_enus  
Business Analysis: Verify and Validate  
Requirements ..... ib\_buap\_a08\_it\_enus  
Business Analysis: Solution Assessment and  
Validation ..... ib\_buap\_a09\_it\_enus

## SALES AND CUSTOMER FACING SKILLS

### SALES CURRICULUM

### ■ Sales Foundations

Introduction to Sales ..... sale\_01\_a01\_bs\_enus  
Strategic Sales Planning ..... sale\_01\_a02\_bs\_enus  
Preparing for Successful Sales ..... sale\_01\_a03\_bs\_enus  
Developing Strong Customer Relationships sale\_01\_a04\_bs\_enus  
Working within the Sales Culture of Your  
Organization ..... sale\_01\_a05\_bs\_enus  
Developing a Customer-focused Sales Approach sale\_01\_a06\_bs\_enus  
Sales and Marketing: Two Sides of the Same  
Coin? ..... \_pc\_bi\_spb011  
Don't Only Go for the Big Fish ..... \_pc\_bi\_spb009  
The Ethics of Gift Giving ..... \_pc\_bi\_spb014  
Using Persuasion Techniques to Boost Sales ..... \_pc\_bi\_spb018

### ■ Negotiation Skills for Sales Professionals

Negotiation Skills for Sales Professionals:  
Preparing to Negotiate ..... sale\_02\_a01\_bs\_enus  
Negotiation Skills for Sales Professionals:  
Value Exchange ..... sale\_02\_a02\_bs\_enus  
Negotiation Skills for Sales Professionals:  
Reaching Agreement ..... sale\_02\_a03\_bs\_enus

### ■ Territorial Account Sales Skills

The Territorial Account Sales Approach ..... SALE0111  
Understanding Your Target Customer's  
Business ..... SALE0112  
Effectively Using Customer-focused Research  
Meetings ..... SALE0113  
Gaining Access to Key Personnel at Your  
Target Accounts ..... SALE0114  
Delivering High-impact Territorial Account  
Sales (TAS) Presentations ..... SALE0115  
Territorial Account Sales Skills Simulation ..... SALE0110  
Listening to your Customers ..... \_pc\_bi\_spb002

### ■ Inside Sales Skills

Preparing for Outbound Sales Calls ..... SALE0121  
Initiating Outbound Sales Calls ..... SALE0122  
Completing Outbound Sales Calls ..... SALE0123  
Preparing for Inbound Sales Calls ..... SALE0124  
Completing Inbound Sales Calls ..... SALE0125  
Inside Sales Skills Simulation ..... SALE0120

## ■ Strategic Account Sales Skills

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| The Strategic Account Sales Approach .....         | SALE0131       |
| Understanding Your Customer .....                  | SALE0132       |
| Conducting Effective Sales Research Meetings ..... | SALE0133       |
| Working with Your Customer's Key Players .....     | SALE0134       |
| Delivering High-Impact Sales Presentations .....   | SALE0135       |
| Strategic Account Sales Skills Simulation .....    | SALE0130       |
| Selling to Key Players .....                       | _pc_bi_spbi001 |
| Planning for Effective Selling .....               | _pc_bi_spbi004 |
| Building Profitable Customer Relationships .....   | _pc_bi_spbi017 |
| Crafting Sales Strategies .....                    | _pc_ch_spch002 |
| Pricing Strategy .....                             | _pc_ch_spch003 |
| Performance Payout Plans .....                     | _pc_ch_spch004 |

## ■ Sales Management

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| Building a Winning Sales Team .....                            | SALE0151       |
| Using Business Tools to Manage Sales Teams .....               | SALE0152       |
| Motivating a Winning Sales Team .....                          | SALE0153       |
| Communicating in Sales Teams .....                             | SALE0154       |
| Sales Team Management Simulation .....                         | SALE0150       |
| Storming: Developing and Leading Your Sales Team .....         | _pc_bi_spbi003 |
| Planning Direct Mail to Generate Leads for Complex Sales ..... | _pc_bi_spbi006 |
| Sales Support Roles for Better Customer Interaction .....      | _pc_bi_spbi007 |

## ■ Selling at the Executive Level

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| Prepare for Success .....                                | SALE0221 |
| Strategic Planning .....                                 | SALE0222 |
| Progressing through the Complex Sale .....               | SALE0223 |
| Presenting Your Proposition .....                        | SALE0224 |
| Negotiating to Mutual Benefit .....                      | SALE0225 |
| From Executive-level Sale to Strategic Partnership ..... | SALE0226 |
| Preparing for the Executive-level Sale Simulation .....  | SALE0220 |
| Progressing through the Complex Sale Simulation .....    | SALE022S |
| Closing Executive-level Sales Simulation .....           | SALE022T |

## ■ SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy

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|---|----------|
| The Profession of Selling .....                     | SALE0401 |
| Professional Selling in the Knowledge Economy ..... | SALE0402 |

|  |          |
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| Professional Selling in the Knowledge Economy Simulation ..... | SALE0400 |
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## ■ SalesUniversity Sales Math 101: Developing a Sales Plan for Success

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|---|----------|
| Sales Math 101: Developing a Sales Plan for Success ..... | SALE0411 |
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## ■ SalesUniversity Sales Manufacturing: A Success Model

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| Sales Manufacturing (TM): Identifying Sales Opportunities ..... | SALE0421 |
| Sales Manufacturing (TM): Sales Production .....                | SALE0422 |
| Sales Manufacturing: Opportunity Development Simulation .....   | SALE0420 |

## ■ SalesUniversity Communication 101

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|---|----------|
| Sales Communications Foundations .....          | SALE0431 |
| Sales Communications Essentials .....           | SALE0432 |
| Telesales Communications .....                  | SALE0433 |
| Sales Communication Techniques Simulation ..... | SALE0430 |

## SALES AND CUSTOMER FACING SKILLS

### CUSTOMER SERVICE CURRICULUM

## ■ Customer Service Representative, Professionalism

|  |                    |
|--|--------------------|
| The Customer Service Representative (CSR) Support Center Services and Work Environment Team and Customer Relationships ..... | cust_06_a01_bs_enu |
| Support Center Services and Work Environment Team and Customer Relationships .....   | cust_06_a02_bs_enu |
| Team and Customer Relationships .....  | cust_06_a03_bs_enu |

## ■ Customer Service Representative, Skills

|   |                    |
|---|--------------------|
| Customer Interactions .....                 | cust_07_a01_bs_enu |
| Communication Skills .....                  | cust_07_a02_bs_enu |
| Conflict, Stress, and Time Management ..... | cust_07_a03_bs_enu |

## ■ Customer Service Representative, Process

|  |                    |
|--|--------------------|
| Customer Service Processes and Procedures Quality in a Support Center Support Center Tools, Technologies and Metrics ..... | cust_08_a01_bs_enu |
| Quality in a Support Center .....  | cust_08_a02_bs_enu |
| Support Center Tools, Technologies and Metrics .....   | cust_08_a03_bs_enu |
| Dealing with Irrational Customers and Escalating Complaints .....  | cust_08_a04_bs_enu |

## Customer Service Fundamentals

|  |                     |
|--|---------------------|
| Customer Service Fundamentals: Building Rapport in Customer Relationships .....                                  | cust_09_a01_bs_enus |
| Customer Service in the Field .....  | cust_09_a02_bs_enus |
| Customer Service over the Phone .....  | cust_09_a03_bs_enus |
| Internal Customer Service .....  | cust_09_a04_bs_enus |
| Customer Service Confrontation and Conflict Shaping the Direction of Customer Service in Your Organization ..... | cust_09_a05_bs_enus |
| .....  | cust_09_a06_bs_enus |
| The Angry Caller: What's Your Plan? .....  | _pc_bi_spb016       |
| Aligning Performance to Key Indicators .....   | _pc_bi_ctbi007      |

## Customer Focus

|   |                     |
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| Identifying and Managing Customer Expectations .....          | cust_10_a01_bs_enus |
| Creating and Sustaining a Customer-focused Organization ..... | cust_10_a02_bs_enus |
| Customer-focused Interaction .....                            | cust_10_a03_bs_enus |

## Customer Advocacy

|  |                     |
|--|---------------------|
| Customer Advocacy: Communicating to Build Trusting Customer Relationships..... | cust_11_a01_bs_enus |
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## Frontline Call Center Skills

|  |                |
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| The Importance of Call Tracking and Ticketing.....               | _pc_bi_ctbi003 |
| Creating an Effective On-hold Message .....                      | _pc_bi_ctbi008 |
| Aligning Agent Behaviors with Caller Types .....                 | _pc_bi_ctbi010 |
| Determining Proper Expectation-management Techniques.....        | _pc_ch_ctch001 |
| Training Methods for CSRs in the Customer Contact Industry ..... | _pc_ch_ctch002 |

## Managing A Customer-Focused Department

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| Managing a Customer-focused Department Simulation..... | CUST0170       |
| Creating a Customer-focused Organization .....         | _pc_ch_lach020 |

## ITIL v3 Intermediate: Operational Support & Analysis

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|---|---------------------|
| ITIL® V3 OSA: Introduction to Operational Support and Analysis..... | ib_iosa_a01_it_enus |
| ITIL® V3 OSA: Introduction to Event Management .....                | ib_iosa_a02_it_enus |
| ITIL® V3 OSA: Introduction to Incident Management .....             | ib_iosa_a03_it_enus |

|  |                     |
|--|---------------------|
| ITIL® V3 OSA: Incident Management Interactions.....                      | ib_iosa_a04_it_enus |
| ITIL® V3 OSA: Introduction to Request Fulfillment.....                   | ib_iosa_a05_it_enus |
| ITIL® V3 OSA: Request Fulfillment Process Interfaces and Challenges..... | ib_iosa_a06_it_enus |
| ITIL® V3 OSA: Introduction to Problem Management.....                    | ib_iosa_a07_it_enus |
| ITIL® V3 OSA: Problem Management Process Interfaces and Challenges.....  | ib_iosa_a08_it_enus |
| ITIL® V3 OSA: Introduction to Access Management.....                     | ib_iosa_a09_it_enus |
| ITIL® V3 OSA: Introduction to the Service Desk .....                     | ib_iosa_a10_it_enus |
| ITIL® V3 OSA: Service Desk Metrics and Outsourcing.....                  | ib_iosa_a11_it_enus |
| ITIL® V3 OSA: Introduction to Functions .....                            | ib_iosa_a12_it_enus |
| ITIL® V3 OSA: Function Activities .....                                  | ib_iosa_a13_it_enus |
| ITIL® V3 OSA: Technology and Implementation Considerations.....          | ib_iosa_a14_it_enus |

## ITIL® V3 Overview

|  |                     |
|--|---------------------|
| ITIL® V3 Overview: Creating a Service Culture.....             | ib_ovvw_a01_it_enus |
| ITIL® V3 Overview: Introduction to the ITIL® V3 Framework..... | ib_ovvw_a02_it_enus |
| ITIL® V3 Overview: Certification and Benefits .....            | ib_ovvw_a03_it_enus |

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

|  |                     |
|--|---------------------|
| ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle .....             | ib_itlu_a01_it_enus |
| ITIL V3 Foundation Syllabus V4.2: Service Strategy Fundamentals .....              | ib_itlu_a02_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Strategy Processes .....                 | ib_itlu_a03_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Design Fundamentals .....                | ib_itlu_a04_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Design Processes .....                   | ib_itlu_a05_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles..... | ib_itlu_a06_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions.....  | ib_itlu_a07_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Service Operation Processes .....                | ib_itlu_a08_it_enus |
| ITIL V3 Foundation Syllabus v4.2: Continual Service Improvement Fundamentals ..... | ib_itlu_a09_it_enus |

## Inbound Call Center Management

Converting a Call Center to a Profit Center ..... \_pc\_bi\_ctbi001  
Managing Your Call Center More Efficiently .... \_pc\_bi\_ctbi002  
Customer Service Training - The Interview  
and Beyond..... \_pc\_bi\_ctbi004  
Disaster Recovery - Keeping the Lines Open ..... \_pc\_bi\_ctbi005  
Preventing Agent Absenteeism through Better  
Working Conditions ..... \_pc\_bi\_ctbi006  
Workforce Management Software - Is It Worth  
It?..... \_pc\_bi\_ctbi009  
Prioritizing Rewards and Recognition in Call  
Centers..... \_pc\_bi\_ctbi011

The Broadcasting & Entertainment Industry  
Overview: Version 1 .....indo\_01\_a24\_bs\_enus  
The Capital Markets Industry Overview:  
Version 1 .....indo\_01\_a25\_bs\_enus  
The Consumer Electronics Industry Overview:  
Version 1 .....indo\_01\_a26\_bs\_enus  
The Aerospace & Defense Industry Overview:  
Version 1 .....indo\_01\_a27\_bs\_enus  
The Biotechnology Industry Overview: Version  
1.....indo\_01\_a28\_bs\_enus  
The Automotive Industry Overview: Version 3 indo\_01\_a29\_bs\_enus  
The Food and Beverage Industry Overview:  
Version 3 .....indo\_01\_a30\_bs\_enus

## Mentoring Assets

Mentoring ITIL V3 Foundation (ITV3F) ..... mntitv3f  
Mentoring ITIL V3 Operational Support and  
Analysis ..... mntitv3osa

## Test Preps

TestPrep ITIL V3 Foundation (ITV3F) ..... TPITV3F\_ENG  
TestPrep ITIL V3 Operational Support and  
Analysis .....ib\_iosa\_a01\_tp\_enus

# SALES AND CUSTOMER FACING SKILLS

## INDUSTRY FOUNDATIONS

## Industry Overviews

The Telecommunications Industry Overview:  
Version 3 .....indo\_01\_a11\_bs\_enus  
The Health Care Industry Overview: Version 3 indo\_01\_a12\_bs\_enus  
The Insurance Industry Overview: Version 3 indo\_01\_a13\_bs\_enus  
The Banking Industry Overview: Version 3 indo\_01\_a14\_bs\_enus  
The Oil and Gas Industry Overview: Version 3 indo\_01\_a15\_bs\_enus  
The Retail Industry Overview: Version 3 .indo\_01\_a16\_bs\_enus  
The Manufacturing Industry Overview: Version  
3.....indo\_01\_a17\_bs\_enus  
The Pharmaceutical Industry Overview:  
Version 3 .....indo\_01\_a18\_bs\_enus  
The Information Technology Industry  
Overview: Version 3.....indo\_01\_a19\_bs\_enus  
The Federal Government Industry Overview:  
Version 3 .....indo\_01\_a20\_bs\_enus  
The Education Industry Overview: Version 1 indo\_01\_a21\_bs\_enus  
The Utilities Industry Overview: Version 1 indo\_01\_a22\_bs\_enus  
The Chemicals Industry Overview: Version 1 indo\_01\_a23\_bs\_enus

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

### ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

#### ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

#### ■ Environmental

|  |                     |
|--|---------------------|
| Environmental Management Systems (EMS)           | esh_env_a01_sh_enus |
| Environmental Regulations Overview               | ENV0101             |
| Spill Prevention and Control                     | ENV0103             |
| Spill Prevention Control and Countermeasure Plan | ENV0104             |
| Storm Water Pollution Prevention                 | ENV0105             |
| Universal Waste Rule Training                    | ENV0106             |
| Used Oil Management                              | ENV0107             |

#### ■ Safety and Health

|   |                     |
|---|---------------------|
| Access to Employee Medical and Exposure Records | esh_sah_a35_sh_enus |
| Accident Investigation and Reporting            | SAH0402             |
| Accident Investigation and Reporting Simulation | SAH0400             |
| Asbestos  | esh_sah_a37_sh_enus |
| Back Safety and Injury Prevention               | esh_sah_a23_sh_enus |
| Behavior-based Safety for Supervisors           | SAH0405             |
| Benzene Awareness                               | esh_sah_a14_sh_enus |
| Bloodborne Pathogen Awareness                   | esh_sah_a22_sh_enus |
| Carcinogen Safety                               | SAH0407             |
| Chemical Process Safety                         | SAH0408             |
| Chlorine Safety                                 | esh_sah_a03_sh_enus |
| Compressed Gas Safety Program                   | SAH0411             |
| Computer Ergonomics                             | SAH0412             |
| Confined Spaces                                 | esh_sah_a28_sh_enus |
| Construction Safety Orientation                 | SAH0415             |
| Cryogenic Safety                                | esh_sah_a04_sh_enus |
| Decontamination (HAZWOPER)                      | SAH0416             |
| Defensive Driving                               | SAH0417             |
| Defensive Driving Fundamentals                  | esh_sah_a25_sh_enus |
| Defensive Driving: Truck Safety                 | esh_sah_a12_sh_enus |
| Electrical Safety                               | esh_sah_a16_sh_enus |
| Electrostatic Discharge Safety Training         | esh_sah_a07_sh_enus |
| Emergency and Disaster Preparedness             | esh_sah_a21_sh_enus |

|   |                     |
|---|---------------------|
| Emergency Response and Spill Control (HAZWOPER)   | SAH0423             |
| Emergency Response in the Workplace               | esh_sah_a33_sh_enus |
| Ergonomics in the Workplace                       | esh_sah_a30_sh_enus |
| Fall Protection (or Working at Heights)           | esh_sah_a26_sh_enus |
| Fire and Explosion Hazards (H)                    | SAH0426             |
| Fire Safety and Prevention                        | esh_sah_a24_sh_enus |
| First Aid--Automated External Defibrillator       | SAH0428             |
| First Aid--Basic                                  | SAH0429             |
| First Aid--CPR                                    | SAH0431             |
| First Aid--Medical Emergencies                    | SAH0432             |
| Food Safety and Handling                          | esh_sah_a05_sh_enus |
| Forklift Safety Awareness                         | esh_sah_a38_sh_enus |
| Hand and Power Tool Safety                        | SAH0434             |
| Hazard Communication (HAZWOPER)                   | SAH0436             |
| Hazard Communication: An Employee's Right to Know | esh_sah_a27_sh_enus |
| Hazardous Materials in the Workplace              | esh_sah_a36_sh_enus |
| Hazardous Material Handling and Storage           | esh_sah_a20_sh_enus |
| Hazardous Waste Generator (RCRA)                  | esh_sah_a34_sh_enus |
| Heat and Cold Exposure Management (HAZWOPER)      | SAH0439             |
| Heat Stress Recognition and Prevention            | esh_sah_a39_sh_enus |
| Hot Work Permits                                  | SAH0108             |
| Hydrogen Sulfide                                  | SAH0442             |
| Indoor Hoisting and Rigging                       | SAH0443             |
| Industrial Ergonomics                             | esh_sah_a44_sh_enus |
| Introduction to Industrial Hygiene                | esh_sah_a15_sh_enus |
| Job Hazard Analysis                               | SAH0445             |
| Laboratory Safety                                 | SAH0446             |
| Laser Safety Training                             | SAH0449             |
| Lead and Cadmium                                  | esh_sah_a02_sh_enus |
| Lead Awareness                                    | SAH0451             |
| Liquefied Petroleum Gas (LPG) Safety              | SAH0453             |
| Lockout/Tagout                                    | esh_sah_a19_sh_enus |
| Lockout/Tagout for Authorized Persons             | esh_sah_a08_sh_enus |
| Machine Guarding                                  | esh_sah_a18_sh_enus |
| Material Safety Data Sheets                       | SAH0456             |
| Mold Awareness                                    | esh_sah_a01_sh_enus |
| NFPA 70E Electrical Safety in the Workplace       | esh_sah_a06_sh_enus |
| Non-Ionizing Radiation Safety                     | esh_sah_a09_sh_enus |
| Office Ergonomics                                 | SAH0457             |
| Office Safety                                     | SAH0458             |
| OSHA 300 Recordkeeping                            | SAH0459             |
| Pandemic Flu Awareness                            | esh_sah_a10_sh_enus |

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

|   |                     |
|---|---------------------|
| Personal Protective Equipment: Body Protection.....     | SAH0465             |
| Personal Protective Equipment: Head Protection.....     | SAH0469             |
| Portable Fire Extinguishers .....                       | SAH0462             |
| Powered Industrial Truck Safety .....                   | SAH0463             |
| PPE/Respiratory Protection (HAZWOPER) .....             | SAH0464             |
| PPE: Eye and Face Protection .....                      | SAH0466             |
| PPE: Foot and Leg Protection .....                      | SAH0467             |
| PPE: Hand Protection .....                              | SAH0468             |
| PPE: Personal Protective Equipment .....                | esh_sah_a17_sh_enus |
| Protection from Occupational Noise .....                | esh_sah_a29_sh_enus |
| Radiation Safety .....                                  | SAH0471             |
| Regulatory Information .....                            | SAH0472             |
| Regulatory Overview (HAZWOPER) .....                    | SAH0473             |
| Safe Work Practices .....                               | SAH0475             |
| Scaffolding and Ladder Safety .....                     | esh_sah_a32_sh_enus |
| Site Control (HAZWOPER) .....                           | SAH0477             |
| Site Safety and Health Plan Procedures (HAZWOPER) ..... | SAH0478             |
| Slips, Trips, and Falls .....                           | SAH0479             |
| Sprains and Strains .....                               | esh_sah_a11_sh_enus |
| Toxicology (HAZWOPER) .....                             | SAH0482             |
| Trenching and Excavation Safety .....                   | SAH0483             |
| Tuberculosis: Prevention and Control .....              | SAH0484             |
| Using Respiratory Protection .....                      | esh_sah_a31_sh_enus |
| Welding, Cutting, and Brazing .....                     | SAH0485             |
| Workplace Inspections .....                             | esh_sah_a40_sh_enus |
| Workplace Safety Orientation .....                      | SAH0486             |
| Workplace Security Awareness .....                      | SAH0487             |

## ■ Transportation

|   |                      |
|---|----------------------|
| DOT Drug and Alcohol Awareness .....                    | esh_trns_a01_sh_enus |
| DOT Security for Shipment of Hazardous Materials.....   | esh_trns_a02_sh_enus |
| DOT 1: Hazardous Materials Table .....                  | TRNS0201             |
| DOT 2: Packaging and Labeling .....                     | TRNS0202             |
| DOT 3: Shipping Papers .....                            | TRNS0203             |
| DOT 4: Loading and Storage .....                        | TRNS0204             |
| IATA 1: Hazard Class Identification/Classification..... | TRNS0205             |
| IATA 2: Marking and Labeling .....                      | TRNS0206             |
| IATA 3: Packaging .....                                 | TRNS0207             |
| IATA 4: Documentation .....                             | TRNS0208             |
| IATA 5: Limitations and Shipment Review .....           | TRNS0209             |

## ■ Fundamentals

|   |          |
|---|----------|
| Centrifugal Pumps--Types and Components Training..... | FUND0303 |
| DC Circuit Theory .....                               | FUND0304 |
| Positive Displacement Pumps .....                     | FUND0305 |

## ■ Security

|   |
|---|
| NFPA 1600 Disaster/Emergency Management esh_sec_a01_sh_enus |
| NFPA 1600 Business Continuity Programs esh_sec_a02_sh_enus  |

## ■ Walking-Working Surfaces

|                                       |                     |
|---------------------------------------|---------------------|
| Signs and Tags .....                  | esh_sah_a45_sh_enus |
| Ladder Safety .....                   | esh_sah_a46_sh_enus |
| Cold Stress .....                     | esh_sah_a50_sh_enus |
| Trenching and Excavation Safety ..... | esh_sah_a54_sh_enus |

# ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

## CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

## ■ Safety and Health

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| Workplace Hazardous Materials Information System..... | SAH0488 |
| Confined Space Entry - Canada .....                   | SAH0489 |
| Lockout/Tagout Awareness - Canada .....               | SAH0490 |
| Hearing Conservation - Canada .....                   | SAH0491 |
| Fall Prevention Awareness - Canada .....              | SAH0492 |
| Respiratory Protection - Canada .....                 | SAH0493 |
| Ladder and Scaffolding Safety - Canada .....          | SAH0494 |

## LEGAL COMPLIANCE COURSEWARE

### LEGAL COMPLIANCE COURSEWARE

#### COMPLIANCE

##### ■ HR Compliance

|   |                     |
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| Antitrust--Talking with the Competition .....                                       | LCO0102             |
| Antitrust-Trade Associations .....  | LCO0103             |
| Trade Secrets .....   | LCO0111             |
| Attorney-Client Privilege .....   | LCO0113             |
| Doing Business on the Internet .....  | LCO0114             |
| Doing Business with the Government .....  | LCO0115             |
| Record Retention .....  | LCO0119             |
| Independent Contractors and Temporary Employees .....                               | LCO0121             |
| Documenting Discipline .....  | HR0162              |
| Code of Conduct Awareness .....   | lchr_01_a01_lc_enus |
| Workplace Ethics .....  | lchr_01_a02_lc_enus |
| Workplace Diversity Awareness .....   | lchr_01_a03_lc_enus |
| Workplace Violence .....  | lchr_01_a04_lc_enus |
| Anti-Money Laundering .....   | lchr_01_a05_lc_enus |
| Conflicts of Interest in the Workplace .....  | lchr_01_a07_lc_enus |
| Rightful Employment Termination .....   | lchr_01_a08_lc_enus |
| Equal Employment Opportunity and Discriminatory Practices in Hiring .....           | lchr_01_a09_lc_enus |
| Privacy and Information Security .....  | lchr_01_a10_lc_enus |
| Procurement Integrity .....   | lchr_01_a11_lc_enus |
| FMLA Leave and More: An Overview of Legally Protected Leave .....                   | lchr_01_a12_lc_enus |
| Code of Conduct (Customizable) .....  | lchr_01_a13_lc_enus |
| Promoting a Substance-free Workplace .....  | lchr_01_a14_lc_enus |
| Understanding the Americans with Disabilities Act (ADA) .....                       | lchr_01_a15_lc_enus |
| Integrity in the Workplace .....  | lchr_01_a16_lc_enus |
| Preventing Fraud and Abuse .....  | lchr_01_a17_lc_enus |
| Sarbanes-Oxley: What You Need to Know .....   | lchr_01_a19_lc_enus |
| I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens .....    | lchr_01_a20_lc_enus |
| Understanding the Risks of Using Internet Media and Electronic Communications ..... | lchr_01_a21_lc_enus |
| BIS Export Controls and Antiboycott Provisions .....                                | lchr_01_a22_lc_enus |
| Government Contracting Essentials .....   | lchr_01_a23_lc_enus |
| Union Awareness .....   | lchr_01_a24_lc_enus |
| Interviewing and Hiring Practices .....   | lchr_01_a25_lc_enus |
| Fair Labor Standards Act (FLSA) .....   | lchr_01_a26_lc_enus |

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|--|---------------------|
| Foreign Corrupt Practices Act .....      | lchr_01_a27_lc_enus |
| Antitrust – Overview .....               | lchr_01_a28_lc_enus |
| Intellectual Property Overview .....     | lchr_01_a29_lc_enus |
| Insider Trading .....                    | lchr_01_a32_lc_enus |
| EU Privacy and Data Security .....       | lchr_01_a33_lc_enus |
| Ethical Decision Making Simulation ..... | LCO0100             |
| Conflict of Interest Simulation .....    | LCO010S             |
| Interviewing and Hiring Practices .....  | LCO0110             |
| Illegal Insider Trading Simulation ..... | LCO011S             |
| Workplace Diversity Awareness .....      | LCHR001A            |

##### ■ Harassment

|  |                    |
|--|--------------------|
| Employee Sexual Harassment Awareness .....                                     | lch_01_a01_lc_enus |
| Supervisor and Manager Sexual Harassment Awareness - Multi-State Edition ..... | lch_01_a04_lc_enus |
| Workplace Harassment for Supervisors and Managers .....                        | lch_01_a05_lc_enus |
| Harassment and Violence Prevention in the Canadian Workplace .....             | lch_01_a06_lc_enus |
| Workplace Harassment for Employees .....                                       | lch_01_a07_lc_enus |
| Dealing with Sexual Harassment Simulation .....                                | LCO0200            |
| Managing Sexual Harassment Problems Simulation .....                           | LCO020S            |
| Managing Workplace Harassment Complaints .....                                 | LCO020T            |

##### ■ HIPAA

|                                |                     |
|--------------------------------|---------------------|
| HIPAA Privacy Essentials ..... | lchp_01_a01_lc_enus |
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## FEDERAL GOVERNMENT INDUSTRY

### FEDERAL GOVERNMENT INDUSTRY

#### FEDERAL COMPLIANCE

##### ■ Federal Government Legal Compliance

|   |                     |
|---|---------------------|
| The No FEAR Act .....                                       | fgov_01_a01_bs_enus |
| The US Constitution .....                                   | fgov_01_a03_bs_enus |
| Sexual Harassment Prevention for Federal<br>Employees ..... | fgov_01_a04_bs_enus |
| Accessibility and Section 508 Awareness .....               | fgov_01_a05_bs_enus |
| Workplace Safety .....                                      | fgov_01_a06_bs_enus |
| Federal Budgeting Process .....                             | fgov_01_a08_bs_enus |
| Government Ethics .....                                     | fgov_01_a09_bs_enus |
| Proper Use of Government Charge Cards .....                 | fgov_01_a10_bs_enus |
| Human Resources Flexibilities .....                         | fgov_01_a11_lc_enus |
| Information Security Awareness .....                        | fgov_01_a12_lc_enus |
| Privacy Awareness .....                                     | fgov_01_a13_lc_enus |
| Pre-Retirement Planning for FERS .....                      | fgov_01_a14_lc_enus |
| Telework for Government Employees .....                     | fgov_01_a16_lc_enus |

SUN MICROSYSTEMS COURSEWARE

SUN MICROSYSTEMS COURSEWARE

JAVA COURSEWARE

■ **Fundamentals of the Java Programming Language (J2SE)**

New Features in the Java SE 6 Platform (WJO-1001)..... \_sun\_wjo\_1001

Introduction to the Java™ Programming Language (WJ-1101-SE6) ..... \_sun\_wj\_1101\_se6

Implementing Basic Constructs in the Java™ Programming Language (WJ-1102-SE6)..... \_sun\_wj\_1102\_se6

Implementing Object-Oriented Concepts in the Java Programming Language (WJ-1103-SE6)\_sun\_wj\_1103\_se6

J2SE Internals and Troubleshooting (WJO-3250).....\_sun\_wjo\_3250\_180

■ **Java Programming Language**

Java™ Programming Language: Getting Started (WJ-2751-SE6)..... \_sun\_wj\_2751\_se6

Java Programming Language: Understanding the Building Blocks (WJ-2752-SE6) ..... \_sun\_wj\_2752\_se6

Java Programming Language: Applying Exceptions, Collections Framework and Input/Output Classes (WJ-2753-SE6)..... \_sun\_wj\_2753\_se6

Java™ Programming Language: Designing Graphical User Interfaces (WJ-2754-SE6) .... \_sun\_wj\_2754\_se6

Java™ Programming Language:Applying Threading and Networking Concepts (WJ-2755-SE6)..... \_sun\_wj\_2755\_se6

■ **Developing Applications for the Java SE Platform**

Java™ SE Application Development: Introduction (WJ-2851-SE6) ..... \_sun\_wj\_2851\_se6

Java™ SE Application Development: Designing a Graphical User Interface (WJ-2852-SE6) ... \_sun\_wj\_2852\_se6

Java SE Application Development: Implementing Multi Tier Design (WJ-2853-SE6)\_sun\_wj\_2853\_se6

■ **Developing Applications for the J2EE Platform**

Introduction to the Java™ EE Platform (WJ-3101-EE5)..... \_sun\_wj\_3101\_ee5

Developing Components for the Java™ EE Platform (WJ-3102-EE5)..... \_sun\_wj\_3102\_ee5

Implementing Persistence, Transactions and Messaging in a Java™ EE Application (WJ-3103-EE5) ..... \_sun\_wj\_3103\_ee5

Implementing Java EE Web Services and Security (WJ-3104-EE5) ..... \_sun\_wj\_3104\_ee5

Java(TM) EE 5 Platform and Enterprise JavaBeans 3.0 - An Expert-to-Engineer Session (WJT-DTJ-1000).....\_sun\_wjt\_dtj\_1000

Getting Starting with the Java(TM) Persistence API (WJ-2291) .....\_sun\_wj\_2291

■ **Web Component Development with Servlet and JSP Technologies**

Developing Web Applications Using Core Java Servlet Technologies (WJ-3141-EE5)..... \_sun\_wj\_3141\_ee5

Developing Web Applications Combining Struts and Advanced Java Servlet Technologies (WJ-3142-EE5) ..... \_sun\_wj\_3142\_ee5

Developing Web Applications Combining Struts and JSPT™ Page Technologies (WJ-3143-EE5)\_sun\_wj\_3143\_ee5

■ **Advanced Business Component Development with Enterprise JavaBeans Technology**

Enterprise Java(TM) Beans Technology: Introduction (WJ-3511-EE5)..... \_sun\_wj\_3511\_ee5

Enterprise Java™ Beans Technology: Implementing Session Beans and Java™ Persistence (WJ-3512-EE5)..... \_sun\_wj\_3512\_ee5

Enterprise Java Beans Technology: Implementing Messaging and Interceptor Classes (WJ-3513-EE5) ..... \_sun\_wj\_3513\_ee5

JavaBeans™ Technology: Using the EJB™ Container Services Optimally (WJ-3514-EE5)\_sun\_wj\_3514\_ee5

■ **Java Practice Exams**

Sun Certified Associate for the Java Platform, Standard Edition, Exam Version 1.0 (WGS-PREX-J019C) .....\_sun\_wgs\_prex\_j019c

Sun Certified Programmer for the Java 2 Platform Standard Edition 5.0 (WGS-PREX-J055C) ..... \_sun\_wgs\_prex\_j055c

Sun Certified Programmer for the Java Platform, Standard Edition 6 (WGS-PREX-J065C)\_sun\_wgs\_prex\_j065c

ePractice exam for the Sun Certified Web Component Developer for the Java Platform, EE 5 (WGS-PREX-J083C).....\_sun\_wgs\_prex\_j083c\_v2

ePractice for the Sun Certified Business Component Developer for the Java Platform Enterprise Edition (WGS-PREX-J091C) ..\_sun\_wgs\_prex\_j091c

ePractice Exam for the Sun Certified Developer for Java Web Services (WGS-PREX-J220C) ..... \_sun\_wgs\_prex\_j220c

## SUN MICROSYSTEMS COURSEWARE

### SOLARIS 10 COURSEWARE

#### ■ Solaris Essentials Featuring the Solaris 10 Operating System

Using Components of the Desktop System (WS-1000-S10).....\_sun\_ws\_1000\_s10\_b  
Manipulating and Managing Files and Directories (WS-1001-S10).....\_sun\_ws\_1001\_s10\_b  
Searching and Process Manipulation (WS-1002-S10).....\_sun\_ws\_1002\_s10\_b  
Working With the Shell (WS-1003-S10) ..\_sun\_ws\_1003\_s10\_b  
Archiving Files and Remote Transfer (WS-1004-S10).....\_sun\_ws\_1004\_s10\_b

#### ■ System Administration for the Solaris 10 Operating System Part I

Understanding the Solaris(TM) 10 Directory Hierarchy (WS-2000-S10-B).....\_sun\_ws\_2000\_s10  
Managing File Systems (WS-2001-S10-B) ..\_sun\_ws\_2001\_s10  
Installing Software Packages and Patches (WS-2002-S10-B).....\_sun\_ws\_2002\_s10  
Understanding Boot PROM Fundamentals (WS-2003-S10-B).....\_sun\_ws\_2003\_s10  
Performing System Boot Procedures (WS-2004-S10-B).....\_sun\_ws\_2004\_s10  
Performing User and Security Administration (WS-2005-S10-B).....\_sun\_ws\_2005\_s10  
Managing Network Printers and System Processes (WS-2006-S10-B) .....\_sun\_ws\_2006\_s10  
Archiving and Restoring Data (WS-2007-S10-B) \_sun\_ws\_2007\_s10

#### ■ Advanced System Administration for the Solaris 10 Operating System

Manage Storage Volumes (WS-2022-S10-B) \_sun\_ws\_2022\_s10  
Access Control and System Messaging Configuration (WS-2023-S10-B).....\_sun\_ws\_2023\_s10  
Naming Services Setup (WS-2024-S10-B) ...\_sun\_ws\_2024\_s10  
Introducing Zones and ZFS (WS-2025-S10-B) \_sun\_ws\_2025\_s10  
Network Basics (WS-2020-S10) .....\_sun\_ws\_2020\_s10\_v2  
Swap Space, NFS, Automount, and Core Dump Management (WS-2021-S10).....\_sun\_ws\_2021\_s10\_v2

#### ■ Solaris Advanced Installation Technologies

Configure Jumpstart Installation Using the Solaris 10 Operating System (WS-2040-S10)\_sun\_ws\_2040\_s10

Perform Flash Installation Using the Solaris 10 Operating System (WS-2041-S10).....\_sun\_ws\_2041\_s10  
Configure WAN Boot Installation Using the Solaris 10 Operating System (WS-2042-S10)\_sun\_ws\_2042\_s10  
Perform Live Upgrade Using the Solaris 10 Operating System (WS-2043-S10).....\_sun\_ws\_2043\_s10

#### ■ Network Administration for the Solaris 10 Operating System

Configuring the Network Interface Layer (WS-3000-S10-B) .....\_sun\_ws\_3000\_s10  
Configuring the Network (WS-3001-S10-B) \_sun\_ws\_3001\_s10  
Configuring and Managing Network Applications (WS-3002-S10-B) .....\_sun\_ws\_3002\_s10

#### ■ Solaris 10 Practice Exams

Sun Certified System Administrator for Solaris 10 OS Part I (WGS-PREX-S200C)\_sun\_wgs\_prex\_s200c  
Sun Certified System Administrator for Solaris 10 OS Part II (WGS-PREX-S202C)\_sun\_wgs\_prex\_s202c  
ePractice Exam for Sun Certified Network Administrator for Solaris 10 OS (WGS-PREX-S302C).....\_sun\_wgs\_prex\_s302c  
ePractice Exam for the Sun Certified Solaris Associate (WGS-PREX-S105C) .....\_sun\_wgs\_prex\_s105c

## LIVE LEARNING ALL ACCESS BUNDLES

### LIVE LEARNING ALL ACCESS

#### CISCO SYSTEMS

#### ■ Routing and Switching

|  |          |
|--|----------|
| Designing for Cisco Internetwork Solutions (DESGN) 2.0 Expert Encore .....                   | LLCS0009 |
| Designing for Cisco Internetwork Solutions (DESGN) 2.0 Expert Encore .....                   | LLCS0009 |
| Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore.....        | LLCS0004 |
| Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore.....        | LLCS0004 |
| Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore .....                 | LLCS0011 |
| Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore .....                 | LLCS0011 |
| Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore .....                               | LLCS0041 |
| Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore .....                               | LLCS0041 |
| Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore .....             | LLCS0047 |
| Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore .....             | LLCS0047 |
| Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore.....                      | LLCS0064 |
| Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore .....             | LLCS0065 |
| Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore..... | LLCS0066 |
| Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore.....        | LLCS0077 |
| Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore.....        | LLCS0078 |
| Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore.....                      | LLCS0064 |
| Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore .....             | LLCS0065 |
| Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore..... | LLCS0066 |
| Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore.....        | LLCS0077 |
| Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore.....        | LLCS0078 |

#### ■ IP Communications

|   |          |
|---|----------|
| Implementing Cisco Quality of Service (QoS) 2.3 Expert Live with Encore.....                              | LLCS0063 |
| Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore .....                 | LLCS0068 |
| Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore..... | LLCS0067 |
| Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore .....         | LLCS0071 |
| Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore .....         | LLCS0072 |
| Implementing Cisco Quality of Service (QoS) 2.3 Expert Live with Encore.....                              | LLCS0063 |
| Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore .....                 | LLCS0068 |
| Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore..... | LLCS0067 |
| Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore .....         | LLCS0071 |
| Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore .....         | LLCS0072 |

#### ■ Security

|  |          |
|--|----------|
| Implementing Cisco IOS Network Security (IINS) 1.0 Expert Live with Encore .....               | LLCS0044 |
| Implementing Cisco IOS Network Security (IINS) 1.0 Expert Live with Encore .....               | LLCS0044 |
| Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore .....  | LLCS0069 |
| Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore.....           | LLCS0075 |
| Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore .....            | LLCS0070 |
| Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore.....                      | LLCS0073 |
| Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore ..... | LLCS0074 |
| Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore.....          | LLCS0076 |
| Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore .....  | LLCS0069 |
| Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore.....           | LLCS0075 |

## LIVE LEARNING ALL ACCESS BUNDLES

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| Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore .....            | LLCS0070 |
| Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore .....                     | LLCS0073 |
| Integrating Cisco Unified Communications Applications (CAPPs) v8 Expert Live with Encore ..... | LLCS0074 |
| Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore .....         | LLCS0076 |

### ■ Microsoft Windows Server 2008 R2

|  |          |
|--|----------|
| Microsoft Windows Server 2008 R2 Enterprise Administration Expert Live with Encore ..... | LLMS0042 |
| Microsoft Windows Server 2008 R2 Enterprise Administration Expert Live with Encore ..... | LLMS0042 |

## LIVE LEARNING ALL ACCESS

(ISC)2

### ■ Security

|   |          |
|---|----------|
| Certified Information Systems Security Professional (CISSP) (2010 v2) Expert Encore ..... | LLIS0004 |
| Certified Information Systems Security Professional (CISSP) (2010 v2) Expert Encore ..... | LLIS0004 |

## LIVE LEARNING ALL ACCESS

MICROSOFT TECHNICAL

### ■ Client Operating Systems

|   |          |
|---|----------|
| Updating MCDST Skills to Microsoft Windows Vista Expert Encore .....                    | LLMS0025 |
| Updating MCDST Skills to Microsoft Windows Vista Expert Encore .....                    | LLMS0025 |
| Microsoft Windows XP Professional Administration and Maintenance Expert Live .....      | LLMS0016 |
| Microsoft Windows XP Professional Administration and Maintenance Expert Live .....      | LLMS0016 |
| Supporting and Troubleshooting Applications on Microsoft Windows XP Expert Encore ..... | LLMS0018 |
| Supporting and Troubleshooting Applications on Microsoft Windows XP Expert Encore ..... | LLMS0018 |
| Supporting Microsoft Windows XP Client Operating Systems Expert Encore .....            | LLMS0019 |
| Supporting Microsoft Windows XP Client Operating Systems Expert Encore .....            | LLMS0019 |
| Configuring Microsoft Windows Vista Expert Live with Encore .....                       | LLMS0023 |

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|---|----------|
| Configuring Microsoft Windows Vista Expert Live with Encore .....                           | LLMS0023 |
| Supporting and Troubleshooting Applications on Enterprise Vista Clients Expert Encore ..... | LLMS0024 |
| Supporting and Troubleshooting Applications on Enterprise Vista Clients Expert Encore ..... | LLMS0024 |
| Configuring Microsoft Windows 7 Expert Live with Encore .....                               | LLMS0036 |
| Configuring Microsoft Windows 7 Expert Live with Encore .....                               | LLMS0036 |

### ■ Microsoft Back Office

|   |          |
|---|----------|
| Microsoft Exchange Server 2003 Administration and Maintenance Expert Live .....               | LLMS0020 |
| Microsoft Exchange Server 2003 Administration and Maintenance Expert Live .....               | LLMS0020 |
| Microsoft SQL Server 2005 Implementation and Maintenance Expert Live .....                    | LLMS0022 |
| Microsoft SQL Server 2005 Implementation and Maintenance Expert Live .....                    | LLMS0022 |
| Configuring Microsoft Exchange Server 2007 Expert Live .....                                  | LLMS0026 |
| Configuring Microsoft Exchange Server 2007 Expert Live .....                                  | LLMS0026 |
| Managing Projects with Microsoft Office Project 2007 Expert Encore .....                      | LLMS0028 |
| Managing Projects with Microsoft Office Project 2007 Expert Encore .....                      | LLMS0028 |
| Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore ..... | LLMS0029 |
| Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore ..... | LLMS0029 |
| Implementing and Maintaining Microsoft SQL Server 2008 Expert Live with Encore .....          | LLMS0030 |
| Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore .....       | LLMS0033 |
| Configuring Microsoft Exchange Server 2010 Expert Live with Encore .....                      | LLMS0031 |
| Implementing and Maintaining Microsoft SQL Server 2008 Expert Live with Encore .....          | LLMS0030 |
| Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore .....       | LLMS0033 |
| Configuring Microsoft Exchange Server 2010 Expert Live with Encore .....                      | LLMS0031 |

### ■ Microsoft Windows Server 2003

|  |          |
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| Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Live ..... | LLMS0010 |
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## LIVE LEARNING ALL ACCESS BUNDLES

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| Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Live ..... | LLMS0010 |
| Microsoft Windows Server 2003 Active Directory Strategy and Implementation Expert Live.....        | LLMS0011 |
| Microsoft Windows Server 2003 Active Directory Strategy and Implementation Expert Live.....        | LLMS0011 |
| Microsoft Windows Server 2003 Environment Management & Maintenance Expert Live with Encore.....    | LLMS0012 |
| Microsoft Windows Server 2003 Environment Management & Maintenance Expert Live with Encore.....    | LLMS0012 |
| Microsoft Windows Server 2003 Network Security Design Expert Encore.....                           | LLMS0013 |
| Microsoft Windows Server 2003 Network Security Design Expert Encore.....                           | LLMS0013 |
| Microsoft Windows Server 2003 Network Services Management Expert Live .....                        | LLMS0014 |
| Microsoft Windows Server 2003 Network Services Management Expert Live .....                        | LLMS0014 |
| Microsoft Windows Server 2003 Network Services Planning and Maintenance Expert Encore.....         | LLMS0015 |
| Microsoft Windows Server 2003 Network Services Planning and Maintenance Expert Encore.....         | LLMS0015 |

### ■ Microsoft Windows Server 2008

|  |          |
|--|----------|
| Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore.....       | LLMS0032 |
| Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore.....       | LLMS0032 |
| Configuring Microsoft Windows Server 2008 Network Infrastructure Services Expert Live with Encore..... | LLMS0034 |
| Configuring Microsoft Windows Server 2008 Network Infrastructure Services Expert Live with Encore..... | LLMS0034 |
| Microsoft Windows Server 2008 Administration Expert Live with Encore.....                              | LLMS0035 |
| Microsoft Windows Server 2008 Administration Expert Live with Encore.....                              | LLMS0035 |
| Microsoft Windows Server 2008 Enterprise Administration Expert Live with Encore .....                  | LLMS0038 |
| Microsoft Windows Server 2008 Enterprise Administration Expert Live with Encore .....                  | LLMS0038 |

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| Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore ..... | LLMS0039 |
| Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore ..... | LLMS0039 |

## LIVE LEARNING ALL ACCESS

### COMPTIA

#### ■ Networking

|   |          |
|---|----------|
| CompTIA Network+ (2009 Edition) Expert Live with Encore ..... | LLCT0009 |
| CompTIA Network+ (2009 Edition) Expert Live with Encore ..... | LLCT0009 |
| CompTIA Network+ (2009 Edition) Expert Live with Encore ..... | LLCT0009 |

#### ■ Desktop Support

|  |          |
|--|----------|
| CompTIA A+ Essentials (2009 Edition) Expert Encore .....           | LLCT0013 |
| CompTIA A+ Practical Application (2009 Edition) Expert Encore..... | LLCT0015 |
| CompTIA A+ Essentials (2009 Edition) Expert Encore .....           | LLCT0013 |
| CompTIA A+ Practical Application (2009 Edition) Expert Encore..... | LLCT0015 |

#### ■ Project Management

|   |          |
|---|----------|
| CompTIA Project+ (2009 Edition) Expert Live with Encore ..... | LLCT0010 |
| CompTIA Project+ (2009 Edition) Expert Live with Encore ..... | LLCT0010 |
| CompTIA Project+ (2009 Edition) Expert Live with Encore ..... | LLCT0010 |

#### ■ Security

|  |          |
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| CompTIA Security+ (2008 Edition) Expert Encore ..... | LLCT0014 |
| CompTIA Security+ (2008 Edition) Expert Encore ..... | LLCT0014 |

## LIVE LEARNING ALL ACCESS

### PROJECT MANAGEMENT

## ■ PMP Certification

|  |          |
|--|----------|
| Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore ..... | LLPM0004 |
| Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore ..... | LLPM0004 |
| Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore ..... | LLPM0004 |

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| Managing, Measuring and Maximizing Performance Expert Encore..... | LLPD0004 |
| Managing, Measuring and Maximizing Performance Expert Encore..... | LLPD0004 |
| Coaching Skills for Supervisors and Managers Expert Encore.....   | LLPD0002 |
| Coaching Skills for Supervisors and Managers Expert Encore.....   | LLPD0002 |
| Coaching Skills for Supervisors and Managers Expert Encore.....   | LLPD0002 |

## ■ Project Management Skills

|  |          |
|--|----------|
| Managing Projects with Microsoft Office Project 2007 Expert Encore ..... | LLMS0028 |
| Managing Projects with Microsoft Office Project 2007 Expert Encore ..... | LLMS0028 |
| CompTIA Project+ (2009 Edition) Expert Live with Encore.....             | LLCT0010 |
| CompTIA Project+ (2009 Edition) Expert Live with Encore.....             | LLCT0010 |

## ■ Professional Development

|  |          |
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| Managing Your Time for Business Results Expert Encore .....        | LLPD0005 |
| Managing Your Time for Business Results Expert Encore .....        | LLPD0005 |
| Managing Your Time for Business Results Expert Encore .....        | LLPD0005 |
| Professional Communication Expert Encore .....                     | LLPD0006 |
| Professional Communication Expert Encore .....                     | LLPD0006 |
| Professional Communication Expert Encore .....                     | LLPD0006 |
| High Impact Presentations Expert Encore .....                      | LLPD0001 |
| High Impact Presentations Expert Encore .....                      | LLPD0001 |
| High Impact Presentations Expert Encore .....                      | LLPD0001 |
| Negotiating: Getting Past No to Yes! Expert Encore.....            | LLPD0007 |
| Negotiating: Getting Past No to Yes! Expert Encore.....            | LLPD0007 |
| Negotiating: Getting Past No to Yes! Expert Encore.....            | LLPD0007 |
| Managing a Project Team Expert Encore .....                        | LLPD0003 |
| Managing a Project Team Expert Encore .....                        | LLPD0003 |
| Managing a Project Team Expert Encore .....                        | LLPD0003 |
| Managing, Measuring and Maximizing Performance Expert Encore ..... | LLPD0004 |

**SKILLSOFT LIVE LEARNING**

**INFORMATION TECHNOLOGY**

**CISCO SYSTEMS**

■ **Routing and Switching**

- Designing for Cisco Internetwork Solutions (DESGN) 2.0 Expert Encore ..... LLCS0009
- Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore ..... LLCS0004
- Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore ..... LLCS0011
- Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore ..... LLCS0041
- Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore ..... LLCS0047
- Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore ..... LLCS0064
- Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore ..... LLCS0065
- Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore ..... LLCS0066
- Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore ..... LLCS0077
- Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore ..... LLCS0078

■ **IP Communications**

- Implementing Cisco Quality of Service (QoS) 2.3 Expert Live with Encore ..... LLCS0063
- Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore ..... LLCS0068
- Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore ..... LLCS0067
- Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore ..... LLCS0071
- Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore ..... LLCS0072

■ **Security**

- Implementing Cisco IOS Network Security (IINS) 1.0 Expert Live with Encore ..... LLCS0044
- Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore ..... LLCS0069

- Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore ..... LLCS0075
- Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore ..... LLCS0070
- Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore ..... LLCS0073
- Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore ..... LLCS0074
- Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore ..... LLCS0076

■ **Microsoft Windows Server 2008 R2**

- Microsoft Windows Server 2008 R2 Enterprise Administration Expert Live with Encore ..... LLMS0042

**INFORMATION TECHNOLOGY**

**(ISC)2**

■ **Security**

- Certified Information Systems Security Professional (CISSP) (2010 v2) Expert Encore ..... LLIS0004

**INFORMATION TECHNOLOGY**

**COMPTIA**

■ **Networking**

- CompTIA Network+ (2009 Edition) Expert Live with Encore ..... LLCT0009

■ **Desktop Support**

- CompTIA A+ Essentials (2009 Edition) Expert Encore ..... LLCT0013
- CompTIA A+ Practical Application (2009 Edition) Expert Encore ..... LLCT0015

■ **Project Management**

- CompTIA Project+ (2009 Edition) Expert Live with Encore ..... LLCT0010

■ **Security**

- CompTIA Security+ (2008 Edition) Expert Encore ..... LLCT0014

**INFORMATION TECHNOLOGY**

## MICROSOFT TECHNICAL

### ■ Client Operating Systems

|  |          |
|--|----------|
| Updating MCDST Skills to Microsoft Windows Vista Expert Encore.....                        | LLMS0025 |
| Microsoft Windows XP Professional Administration and Maintenance Expert Live .....         | LLMS0016 |
| Supporting and Troubleshooting Applications on Microsoft Windows XP Expert Encore.....     | LLMS0018 |
| Supporting Microsoft Windows XP Client Operating Systems Expert Encore .....               | LLMS0019 |
| Configuring Microsoft Windows Vista Expert Live with Encore .....                          | LLMS0023 |
| Supporting and Troubleshooting Applications on Enterprise Vista Clients Expert Encore..... | LLMS0024 |
| Configuring Microsoft Windows 7 Expert Live with Encore.....                               | LLMS0036 |

### ■ Microsoft Back Office

|   |          |
|---|----------|
| Microsoft Exchange Server 2003 Administration and Maintenance Expert Live .....               | LLMS0020 |
| Microsoft SQL Server 2005 Implementation and Maintenance Expert Live.....                     | LLMS0022 |
| Configuring Microsoft Exchange Server 2007 Expert Live .....                                  | LLMS0026 |
| Managing Projects with Microsoft Office Project 2007 Expert Encore .....                      | LLMS0028 |
| Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore ..... | LLMS0029 |
| Implementing and Maintaining Microsoft SQL Server 2008 Expert Live with Encore.....           | LLMS0030 |
| Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore .....       | LLMS0033 |
| Configuring Microsoft Exchange Server 2010 Expert Live with Encore.....                       | LLMS0031 |

### ■ Microsoft Windows Server 2003

|  |          |
|--|----------|
| Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Live ..... | LLMS0010 |
| Microsoft Windows Server 2003 Active Directory Strategy and Implementation Expert Live.....        | LLMS0011 |
| Microsoft Windows Server 2003 Environment Management & Maintenance Expert Live with Encore.....    | LLMS0012 |
| Microsoft Windows Server 2003 Network Security Design Expert Encore.....                           | LLMS0013 |
| Microsoft Windows Server 2003 Network Services Management Expert Live .....                        | LLMS0014 |

|   |          |
|---|----------|
| Microsoft Windows Server 2003 Network Services Planning and Maintenance Expert Encore ..... | LLMS0015 |
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### ■ Microsoft Windows Server 2008

|  |          |
|--|----------|
| Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore .....        | LLMS0032 |
| Configuring Microsoft Windows Server 2008 Network Infrastructure Services Expert Live with Encore .....  | LLMS0034 |
| Microsoft Windows Server 2008 Administration Expert Live with Encore.....                                | LLMS0035 |
| Microsoft Windows Server 2008 Enterprise Administration Expert Live with Encore.....                     | LLMS0038 |
| Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore ..... | LLMS0039 |

## PROJECT MANAGEMENT

### PROJECT MANAGEMENT

### ■ PMP Certification

|   |          |
|---|----------|
| Project Management Professional Certification (PMP) 4.0 (4th Ed Aligned) Expert Live with Encore..... | LLPM0004 |
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### ■ Project Management Skills

|   |          |
|---|----------|
| Managing Projects with Microsoft Office Project 2007 Expert Encore..... | LLMS0028 |
| CompTIA Project+ (2009 Edition) Expert Live with Encore .....           | LLCT0010 |