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IT Skills Courseware

SOFTWARE DEVELOPMENT

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 Web Development with Rational Application Developer
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SOFTWARE DEVELOPMENT

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■ **Java Programming with J2SE 1.4**

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 Basic GUI Development with Java
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■ **Java Programming with J2SE: Update from 1.4 to 5.0**

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■ **Java Programming with J2SE 5.0**

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 Reference Types and Threading
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■ **Java Enterprise Development with the J2EE: Overview of the J2EE Architecture**

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■ **Java Enterprise Development with the J2EE: Client Development, Application Deployment, and Security**

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 Packaging and Deploying J2EE Applications
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■ **Java Enterprise Development with the J2EE: Servlets and JSPs**

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■ **Java Enterprise Development with the J2EE: Enterprise JavaBeans**

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■ **Java Enterprise Development with the J2EE: J2EE Support Technologies**

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■ **Java Web Services**

Web Service Technologies
 Java Technologies for Web Services
 Java Web Service Clients

SOFTWARE DEVELOPMENT

JAVA WEB DEVELOPMENT

■ **Java Enterprise Development with the J2EE: J2EE Connector Architecture**

The J2EE Connector Architecture

SOFTWARE DEVELOPMENT

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■ **Microsoft .NET for IT Professionals**

What Microsoft .NET Means for IT Professionals

■ **Microsoft .NET for Developers**

Introducing Microsoft .NET

■ **Microsoft .NET for Developers: Implementing Security for C# Applications**

Introducing Security Best Practices in C# .NET Applications
 Implementing Security Best Practices in C# .NET Applications
 Implementing Security for SQL in C# .NET Applications
 Code Access Security for C# .NET
 Implementing Platform Security in C# .NET Applications
 Implementing Authentication Security in C# .NET Applications
 Role-based Security in C# .NET
 Implementing .NET Remoting and WSE in C# .NET Applications
 Implementing Cryptography in C# .NET Applications
 Application Stability and Deployment in C# .NET Applications

■ **Microsoft .NET for Developers: Implementing Security for VB.NET Applications**

Introducing Security Best Practices in VB.NET Applications
 Implementing Security Best Practices in VB.NET Applications
 Implementing Security for SQL in VB.NET Applications
 Code Access Security for VB.NET
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 Implementing Authentication Security in VB.NET Applications

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■ **Microsoft .NET for Developers: C# for the VB6 Developer**

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Programming C# for the VB6 Developer

■ **Microsoft .NET for Developers: C# for the C++ Developer**

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Programming C# for the C++ Developer

■ **Microsoft .NET for Developers: Foundations of ASP.NET with VB.NET**

Introduction to ASP.NET

Building ASP.NET Applications

Optional ASP.NET Features and Finalizing ASP.NET Applications

■ **Microsoft .NET for Developers: Visual Basic .NET for the VB6 Developer**

Moving to Visual Basic .NET

Advanced Language Features of Microsoft VB.NET

Windows Forms and ASP.NET

■ **Microsoft .NET for Developers: Building XML Web Services**

XML Web Services and Microsoft.NET

Building Web Services and Web-Service Clients with Microsoft .NET

■ **Microsoft .NET for Developers: ADO.NET with VB.NET**

ADO.NET Connections and Commands

Building ADO.NET DataSets

Advanced ADO.NET Programming

■ **Microsoft .NET for Developers: ADO.NET with C#**

ADO.NET Connections and Commands

Building ADO.NET DataSets

Advanced ADO.NET Programming

Managing Disconnected Data

■ **Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Application in VB.NET**

Testing and Instrumenting VB.NET Applications

Application Maintenance and Optimization in VB.NET

■ **Microsoft .NET for Developers: Testing, Debugging and Maintaining Windows Applications in C#**

Testing and Instrumenting C# Applications

Application Maintenance and Optimization in C#

■ **Microsoft .NET for Developers: Testing, Debugging, and Maintaining Web Applications in VB.NET**

Testing and Instrumenting Web Applications in VB.NET

Web Application Tracing and Debugging in VB.NET

Web Application Maintenance in VB.NET

■ **Microsoft .NET for Developers: Creating User Services for Windows Applications with VB.NET**

Windows Forms and Controls in VB.NET

Customizing Controls and Events in VB.NET

Input Validation and Error Handling in VB.NET

Adding Services and Components in VB.NET

Printing, Reporting, Help, Accessibility, Localization, and Globalization in VB.NET

■ **Microsoft .NET for Developers: Building Server Components with VB.NET**

Windows Services in VB.NET

Interoperability and Serviced Components

.NET Remoting

XML Data Access in VB.NET

■ **Microsoft .NET for Developers: Mastering ASP.NET with VB.NET**

ASP.NET User Interface Considerations

Adding Professional Features to an ASP.NET User Interface

Globalizing ASP.NET Applications

Advanced ASP.NET Topics

■ **Microsoft .NET for Developers: Configuration and Security with VB.NET**

Assemblies and Configuration in .NET

Security with VB.NET

■ **Microsoft .NET for Developers: Configuration and Security with C#**

Assemblies and Configuration with C# in .NET

Security with C#

■ **Microsoft .NET for Developers: Windows-Based Application Deployment**

Application Deployment in .NET

Deployment of Windows-Based .NET Applications

■ **Microsoft .NET for Developers: Analyzing Requirements and Defining Solution Architectures**

.NET Solution Vision and Requirements

Developing .NET Specifications, Strategies and Conceptual Design

Creating the .NET Logical Design

Creating the .NET Physical Design

■ **Microsoft .NET for Developers: Web-based Application Deployment**

Planning and Starting the Deployment of a .NET web Application

Using Visual Studio .NET to Deploy a Web-based Application

■ **Microsoft .NET for Developers: Creating User Services for Windows Applications with C#**

Windows Forms and Controls in C#

Customizing Controls and Events in C#

Input Validation and Error Handling in C#

Adding Services and Components in C#

Printing, Help, Accessibility, Localization, and Globalization in C#

■ **Microsoft .NET for Developers: Testing, Debugging, and Maintaining Web Applications in C#**

Testing and Instrumenting Web Applications in C#

Web Application Tracing and Debugging in C#
Web Application Maintenance in C#

■ **Microsoft .NET for Developers: Building Server Components with C#**

Windows Services in C#
Interoperability and Serviced Components in C#
.NET Remoting in C#
XML Data Access in C#

■ **Microsoft .NET for Developers: Foundations of ASP.NET with C#**

Working with ASP.NET
Responding to Clients and Errors in ASP.NET
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Styling Web Applications
Data Access with ASP.NET
Supporting User Assistance and Accessibility

■ **Microsoft .NET for Developers: Mastering ASP.NET with C#**

Creating and Using Components with ASP.NET
Tracking Users in ASP.NET
Globalizing ASP.NET Applications
Installation and Performance Issues for ASP.NET Applications
Integrating and Working with Unmanaged Code Using ASP.NET

■ **Microsoft .NET for Developers: Building XML Web Services with C#**

XML Web Services and Microsoft.NET
Building and Using Web Services
Building Web Services and Web Service Clients with Microsoft .NET

■ **Microsoft .NET Framework 2.0: New Features for Developers Using Visual Basic 2005**

Visual Studio 2005 with Visual Basic
Visual Basic 2005, the Console Class, and Security
ADO.NET 2.0, Data Binding, and ASP.NET 2.0

■ **Microsoft .NET Framework 2.0: Application Development Foundation with Visual Basic 2005**

Visual Basic 2005: System Types and Collections
Visual Basic 2005: Serialization and I/O
Visual Basic 2005: Customized Programming
Visual Basic 2005: Security
Visual Basic 2005: Threading, Service Processing, and Application Domains
Visual Basic 2005: Diagnostics and Management

■ **Microsoft .NET Framework 2.0: Developing Web-based Client Applications with Visual Basic 2005 and ASP.NET 2.0**

XML and Mobile Web Applications with Visual Basic 2005 and ASP.NET 2.0
Web-form Creation with Visual Basic 2005 and ASP.NET 2.0
Web-application Deployment, Optimization, and Customization with Visual Basic 2005 and ASP.NET 2.0
Data Integration with Visual Basic 2005 and ASP.NET 2.0

Custom Controls and Security with Visual Basic 2005 and ASP.NET 2.0

■ **Microsoft .NET Framework 2.0: New Features for Developers Using C# 2005**

Visual Studio 2005 with C#
C# 2005, the Console Class, and Security
ADO.NET 2.0, Data Binding, and ASP.NET 2.0

■ **Microsoft .NET Framework 2.0: Application Development Foundation with C# 2005**

C# 2005: System Types and Collections
C# 2005: Serialization and I/O
C# 2005: Customized Programming
C# 2005: Security
C# 2005: Threading, Service Processing, and Application Domains
C# 2005: Diagnostics and Management

■ **Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with Visual Basic 2005**

Windows Forms Creation and Configuration with Visual Basic 2005
Data Integration, Database Environments, and XML Handling with Visual Basic 2005
Windows Forms Controls and Usability with Visual Basic 2005
Asynchronous Programming and Deployment with Visual Basic 2005

■ **Microsoft Visual Studio 2005 and the .NET Framework 2.0 : An Introduction**

Visual Studio 2005 and the .NET Framework 2.0

■ **Microsoft .NET Framework 2.0: Developing Web-based Client Applications with C# 2005 and ASP.NET 2.0**

Web-form Creation with C# 2005 and ASP.NET 2.0
Data Integration with C# 2005 and ASP.NET 2.0
Custom Controls and Security with C# 2005 and ASP.NET 2.0
Web-application Deployment, Optimization, and Customization with C# 2005 and ASP.NET 2.0
XML and Mobile Web Applications with C# 2005 and ASP.NET 2.0

■ **Microsoft .NET Framework 2.0: Distributed Application Development with Visual Basic 2005**

Remoting with Visual Basic 2005

■ **Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with C# 2005**

Windows Forms Creation and Configuration with C# 2005

■ **Microsoft .NET Framework 2.0: Developing Windows-based Client Applications with C# 2005**

Asynchronous Programming and Deployment with C# 2005

SOFTWARE DEVELOPMENT

GENERIC LANGUAGES

■ **C++ programming**

C++ Programming: Structured Programming
C++ Programming: Classes and Data Abstraction

C++ Programming: Manipulating Objects
 C++ Programming: Overloading
 C++ Programming: Files and Streams
 C++ Programming: Programming Techniques
 Final Exam: C++ programming

■ ANSI C Programming

ANSI C Programming: Introducing C
 ANSI C Programming: Data Representation
 ANSI C Programming: Functions
 ANSI C Programming: Expressions
 ANSI C Programming: Flow Control
 ANSI C Programming: Text Processing
 ANSI C Programming: Processing Records
 ANSI C Programming: Pointers
 ANSI C Programming: The Standard Library and Preprocessor
 Final Exam: ANSI C Programming

■ Perl Programming Fundamentals

Perl Language Fundamentals
 Starting to Program with Perl

SOFTWARE DEVELOPMENT

SOFTWARE PROGRAMMING FUNDAMENTALS

■ Software Programming Fundamentals

Getting Started with Programming
 Designing Programs

■ Object-Oriented Analysis and Design with UML

Object-Oriented Analysis and Design with UML: Fundamentals
 Object-Oriented Analysis and Design with UML: Exploring System Behavior
 Object-Oriented Analysis and Design with UML: Finding Classes
 Object-Oriented Analysis and Design with UML: Analyzing the System
 Object-Oriented Analysis and Design with UML: System and Object Behavior
 Object-Oriented Analysis and Design with UML: Designing the System
 Object-Oriented Analysis and Design with UML: Design and Implementation Issues

SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPALS

■ Best Practices for Software Programming

General Coding Best Practices
 Maintaining Quality Code
 Object-oriented Coding Best Practices
 Programming Techniques and Strategies

■ Developing a User-Centred Software Design Approach

Introducing User-Centered Design
 Developing an Application Using User-Centered Design
 The Iterative Process in User-Centered Design
 Practical Examples of User-Centered Design

SOFTWARE DEVELOPMENT

LOTUS DOMINO R6 APPLICATION DEVELOPMENT

■ Lotus Notes Domino 6 Application Development Update

Application Design Enhancements
 Programming Enhancements
 Application Implementation

SOFTWARE DEVELOPMENT

MENTORING ASSETS

■ Mentoring Assets

Mentoring 70-300 Analyzing Requirements and Defining Microsoft .NET Solution Architectures
 Mentoring 70-305 Developing and Implementing Web Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET
 Mentoring 70-306 Developing and Implementing Windows-based Applications with Microsoft Visual Basic .NET and Microsoft Visual Studio .NET
 Mentoring 70-310 Developing XML Web Services and Server Components with Microsoft Visual Basic .NET and the Microsoft .NET Framework
 Mentoring 70-315 Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET
 Mentoring 70-316 Developing and Implementing Windows-based Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET
 Mentoring 70-320 Developing XML Web Services and Server Components with Microsoft Visual C# .NET and the Microsoft .NET Framework
 Mentoring 70-528 VB - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development
 Mentoring 70-536 C# - TS: Microsoft .NET Framework 2.0 - Application Development Foundation
 Mentoring 70-528 C# - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development
 Mentoring 70-536 VB - TS: Microsoft .NET Framework 2.0 - Application Development Foundation
 Mentoring 486 Object-Oriented Analysis and Design with UML
 Mentoring CX-310-035 Sun Certified Programmer for the Java 2 Platform 1.4
 Mentoring CX-310-055 Sun Certified Programmer for the Java 2 Platform, Standard Edition 5.0

SOFTWARE DEVELOPMENT

TEST PREPS

■ Test preps

70-300 Analyzing Requirements and Defining Microsoft .NET Solution Architectures
 486 Object-Oriented Analysis and Design with UML
 70-305 Developing and Implementing Web Applications with Microsoft Visual Studio .NET
 70-306 Developing and Implementing Windows-based Applications with Microsoft Visual Studio .NET
 70-310 Developing XML Web Services and Server Components with Microsoft Visual Basic .NET and the Microsoft .NET Framework

70-315 Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET

70-316 Developing and Implementing Windows-based Applications with Microsoft Visual C# .NET and Microsoft Visual Studio.NET

70-320 Developing XML Web Services and Server Components with Microsoft Visual C# .NET and the Microsoft .NET Framework

70-528 C# - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development

70-528 VB - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development

70-536 C# - TS: Microsoft .NET Framework 2.0 - Application Development Foundation

70-536 VB - TS: Microsoft .NET Framework 2.0 - Application Development

CX-310-035 Sun Certified Programmer for the Java 2 Platform 1.4

CX-310-055 Sun Certified Programmer for the Java 2 Platform 5.0

TestPrep 220-602 A+ IT Technician

TestPrep 70-526 VB - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development

TestPrep 70-526 C# - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development

70-529 VB - TS: Microsoft .NET Framework 2.0 - Distributed Application Development

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA A+

■ **CompTIA A+ 2006 Essentials**

Personal Computer Components
Laptop Components, Peripherals, and Networks
Operating Systems
Security, Safety, and Communication

■ **CompTIA A+ 2006 IT Technician**

Installing, Configuring, and Troubleshooting PC Components
Working with Laptops and Portable Devices
Understanding and Maintaining Networks
Maintaining Operating Systems
Installing and Troubleshooting Printers and Scanners
Managing IT Security
Recognizing Safety Procedures, Effective Communication, and Professional Behavior

■ **CompTIA A+ 2006 Remote Support Technician**

Adding, Optimizing, and Troubleshooting PC Components
Understanding and Supporting Networks
Adding and Fixing Printers and Scanners
Implementing IT Security
Using Effective Remote Communication

■ **CompTIA A+ 2006 Depot Technician**

Managing Laptops and Portable Devices
Maintaining Printers and Scanners

■ **CompTIA A+ 2003 Core Hardware**

Identifying, Adding, and Removing System Components
System Resources and Installing and Configuring IDE and SCSI Devices

Installing, Configuring, and Optimizing Computers
Diagnosing and Troubleshooting
Memory, Motherboards, and Processors
Printers, Maintenance, and Safety Issues
Basic Networking

■ **CompTIA A+ 2003 Operating System Technologies**

Operating System Technologies: Concepts and Installation
Operating System Technologies: Configuration
Operating System Technologies and the Networking Environment
Operating System Technologies: Management and Troubleshooting

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

COMPTIA OPERATING SYSTEMS AND SERVERS

■ **CompTIA Server+ 2005**

Servers and their Components
IDE, SCSI, and Server Storage
Installation and Configuration
Upgrading
Disaster Recovery and Server Backups
Maintenance and Environment
Troubleshooting Servers

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT SUPPORT TECHNOLOGIES

■ **Microsoft MCDST: Supporting Users and Troubleshooting a Windows XP Operating System**

Managing and Troubleshooting Desktop Storage and Settings
Managing and Troubleshooting Devices, Drivers, Local Security, and User Logon
Installing Windows XP
Managing and Troubleshooting Network Protocols and Operating System Performance
Managing and Troubleshooting Resources

■ **Microsoft MCDST: Supporting Users and Troubleshooting Desktop Applications on a Windows XP Operating System**

Resolving Issues with the Operating System and Office Applications
Resolving Issues with Outlook and Outlook Express
Resolving Issues with Hardware and Network Connectivity
Resolving Issues with Internet Explorer, Application Security, and Security Incidents

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT .NET SERVER

■ **Microsoft Windows Server 2003: Introduction**

Installing Windows Server 2003
Windows Server 2003 Administration and Services Support

■ **Microsoft Windows Server 2003: Upgrading Support Skills for MCSEs on Windows 2000**

Planning, Implementing, and Maintaining Network Infrastructure

Network Infrastructure and topologies for Windows 2003 Enterprise networks
 Designing and Managing Internet Connectivity in Windows 2003
 Planning and Designing an Active Directory Infrastructure
 Implementing and Supporting Active Directory Infrastructure
 Planning, Implementing and Maintaining User, Computer, and Group Policies and Strategies
 Planning and Designing a Security Infrastructure

■ **Microsoft Windows Server 2003: Updating Support Skills for MCSAs on Windows 2000**

Getting Started with Windows Server 2003
 System Administration in Windows Server 2003
 Managing Windows Server 2003 Internet Services
 Windows Server 2003 Terminal Services and System Recovery

■ **Microsoft Windows Server 2003: Managing and Maintaining the Server Environment**

Windows Server 2003: Basic Concepts
 Windows Server 2003: Managing Users, Groups, and Computers
 Windows Server 2003: Managing Resource Access
 Windows Server 2003: Managing Hardware, Disks, and Logical Devices
 Windows Server 2003: Managing the Server Environment
 Windows Server 2003: Managing Disaster Recovery

■ **Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure**

Windows Server 2003: Implementing, Managing, and Maintaining TCP/IP
 Windows Server 2003: Implementing, Managing, and Maintaining DHCP
 Windows Server 2003: Implementing, Managing, and Maintaining Name Resolution
 Windows Server 2003: Implementing, Managing, and Maintaining Network Security
 Windows Server 2003: Implementing, Managing, and Maintaining Remote Access
 Windows Server 2003: Implementing, Managing, and Maintaining Routing
 Windows Server 2003: Maintaining a Network Infrastructure

■ **Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure**

Windows Server 2003: Planning the Network Infrastructure
 Windows Server 2003: Planning for Name Resolution
 Windows Server 2003: Implementing Routing and Remote Access
 Windows Server 2003: Planning for Network Availability
 Windows Server 2003: Planning Server Roles and Server Security
 Windows Server 2003: Planning a Security Infrastructure

■ **Microsoft Windows Server 2003: Planning, Implementing, and Maintaining the Active Directory Infrastructure**

Planning and implementing an Active Directory infrastructure
 Planning Active Directory Services
 Active Directory Sites, Replication, and Trusts
 Implementing Active Directory Users and Groups
 Planning and implementing Group Policy
 Configuring and Troubleshooting Group Policy

■ **Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure**

Microsoft Windows Server 2003: Designing the Infrastructure
 Microsoft Windows Server 2003: Creating the Design
 Microsoft Windows Server 2003: The Network Services Infrastructure Conceptual and Logical Design
 Microsoft Windows Server 2003: Designing RAS Services for the Network Infrastructure
 Microsoft Windows Server 2003: Network Infrastructure and Active Directory Physical Design
 Microsoft Windows Server 2003: Network Infrastructure Physical Design II - Internet Connectivity

■ **Microsoft Windows Server 2003: Designing Security for Networks**

Windows Server 2003: Security Basics
 Windows Server 2003: Logical Network SecurityG
 Windows Server 2003: Securing Clients
 Windows Server 2003: Physical Network Security
 Windows Server 2003: Securing Data and Server Roles
 Windows Server 2003: IIS Security and Firewalls

■ **Microsoft Windows 2003 Server: Migrating from NT Server 4.0 to .NET Directory Services**

Creating a Migration Plan in Windows .NET Server
 Preparing and Deploying a Domain Upgrade in Windows .NET
 Preparing and Deploying a Domain Restructure in Windows .NET

OPERATING SYSTEMS AND SERVER TECHNOLOGIES MICROSOFT WINDOWS XP

■ **Microsoft Windows XP Professional: Installation and Configuration I**

Installing Windows XP Professional

■ **Microsoft Windows XP Professional: Installation and Configuration II**

Managing Files, Folders, and Devices in Microsoft Windows XP
 System Reliability and the Desktop in Windows XP Professional

■ **Microsoft Windows XP Professional: Installation and Configuration III**

Networking Protocols and Services in Microsoft Windows XP
 Backup and Security Settings in Microsoft Windows XP

OPERATING SYSTEMS AND SERVER TECHNOLOGIES MICROSOFT WINDOWS 2000

■ **Microsoft Windows 2000 Script Host**

Windows 2000 Script Host: Automating Administration Tasks

■ **Microsoft Windows 2000: Installation and Administration**

Windows 2000 - New Features and Architecture
 Windows 2000 - Installation
 Windows 2000 - Administration
 Windows 2000 - Users
 Windows 2000 - Groups and Terminal Services
 Windows 2000 - Files and Folders
 Windows 2000 - Advanced File and Folder Management

Windows 2000 - Hardware Configuration and Optimization
 Windows 2000 - Events
 Windows 2000 - Backup and Recovery
 Windows 2000 - Group Policy
 Windows 2000 - Network Protocols and Remote Access
 Windows 2000 - Storage and Printing

■ **Microsoft Windows 2000: Core Technologies**

Windows 2000: Core Technologies - Network Fundamentals
 Windows 2000: Core Technologies- TCP/IP
 Windows 2000: Core Technologies - Internet Fundamentals

■ **Managing Microsoft Windows 2000 in a Network Environment**

Managing Resources, File Systems, Disks, and Web Services in Windows 2000
 Managing and Monitoring Network Security, Routing, and TCP/IP in Windows 2000
 Managing DHCP, DNS, and Name Resolution on a Microsoft Windows 2000 Network
 Managing Windows 2000 Servers and Client Computers
 Managing Groups and Replication through the Active Directory in Windows 2000
 Managing Group Policy in Windows 2000
 Managing Remote Access Solutions in Windows 2000
 Configuring and Troubleshooting IIS 5.0 in Windows 2000

■ **Microsoft Windows 2000: Implementing a Network Infrastructure**

Windows 2000 - Implementing a Network Infrastructure: IP Routing
 Windows 2000 - Implementing a Network Infrastructure: Addressing and Naming Services
 Windows 2000 - Implementing a Network Infrastructure: Security
 Windows 2000 - Implementing a Network Infrastructure: Remote Access and Network Protocols

■ **Microsoft Windows 2000: Network Design**

Windows 2000 - Network Design: Networking
 Windows 2000 - Network Design: Addressing and Naming Services
 Windows 2000 - Network Design: Remote Access Services
 Windows 2000 - Network Design: Routing Technologies
 Windows 2000 - Network Design: Remote Connectivity

■ **Microsoft Windows 2000: Active Directory Design**

Microsoft Windows 2000 - Active Directory Design: Directory Services Infrastructure
 Microsoft Windows 2000 - Active Directory Design: Directory Services Security
 Microsoft Windows 2000 - Active Directory Design: Schema and Replication

■ **Microsoft Windows 2000: Implementing an Active Directory Infrastructure**

Windows 2000 - Installing and Configuring Active Directory
 Windows 2000 - Active Directory Replication and DNS
 Windows 2000 - Active Directory Security and Management
 Windows 2000 - Active Directory Group Policy

■ **Microsoft Windows 2000: Security Design**

Windows 2000 - Security Solutions
 Windows 2000 - Managing and Securing Resources
 Windows 2000 - Communication and Remote Access Security
 Windows 2000 - Internet and Extranet Security

■ **Microsoft Windows 2000 Professional: Getting Started**

Windows 2000 Professional: Getting Started
 Windows 2000 Professional: Up and Running

■ **Microsoft Windows 2000: Migration Design**

Windows 2000 - Migration Design: Upgrade and Migration Strategies
 Windows 2000 - Migration Design: Deployment
 Windows 2000 - Migration Design: Restructuring

■ **Microsoft Windows 2000 Server Technologies: Designing Highly available Web Solutions**

Highly Available Web Infrastructure Solutions in Microsoft Windows 2000
 Technologies for Highly Available Solutions in a Windows 2000 Environment
 Highly Available Network Services and Logical-Network Solutions in Windows 2000
 Highly Available Physical-Network Solutions in a Windows 2000 Environment

■ **Implementing Microsoft Cluster Service on Windows 2000 Advanced Server**

Introduction to Clustering in a Microsoft Windows 2000 Environment
 Cluster Administration and Resource Management in Microsoft Windows 2000
 Cluster Maintenance and Troubleshooting in Microsoft Windows 2000

OPERATING SYSTEMS AND SERVER TECHNOLOGIES
 MICROSOFT EXCHANGE 2003

■ **Microsoft Exchange Server 2003: Implementing and Managing a Messaging Infrastructure**

Exchange Server 2003: Installation
 Exchange Server 2003: Upgrades and Migration
 Exchange Server 2003: Configuration for Exchange and Foreign Messaging Systems
 Exchange Server 2003: Configuration for Management
 Exchange Server 2003: Recipients, User Objects, Groups, and Address Lists
 Exchange Server 2003: Core Component Management
 Exchange Server 2003: Computer Management
 Exchange Server 2003: Security Implementation

■ **Microsoft Exchange Server 2003: Designing a Messaging Organization**

Exchange Server 2003: Designing and Planning Deployment
 Exchange Server 2003: Planning for Active Directory and Designing a Messaging Infrastructure
 Exchange Server 2003: Designing Data Management and Fault Tolerance

Exchange Server 2003: Designing Server and Client Connectivity
Exchange Server 2003: Planning Security

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT EXCHANGE SERVER 2000

■ **Introducing Microsoft Exchange 2000 Server**

Basic Concepts of Exchange 2000 Server
Active Directory in Exchange 2000 Server

■ **Designing and Deploying Microsoft Exchange 2000 Server**

Analyzing Requirements and Resources for Microsoft Exchange 2000 Server
Designing an Exchange 2000 Model
Designing Exchange 2000 Functionality
Deploying and Troubleshooting Exchange 2000 Server

■ **Implementing and Administering Microsoft Exchange 2000 Server**

Installing and Upgrading Exchange 2000 Server
Configuring Exchange 2000
Managing and Monitoring Exchange 2000

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MICROSOFT SMALL BUSINESS SERVER 2000

■ **Microsoft Small Business Server 2000 Solutions**

Small Business Server 2000

■ **Microsoft Small Business Server 2000: Advanced Features**

Microsoft Small Business Server 2000 Administration
Microsoft Small Business Server 2000 Features

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT BIZTALK SERVER 2000

■ **Microsoft BizTalk Server 2000: Designing and Implementing Solutions I**

Planning for Deployment of Microsoft Biztalk 2000
Installing and Configuring BizTalk Server 2000

■ **Microsoft BizTalk Server 2000: Designing and Implementing Solutions II**

Document Exchange in Microsoft BizTalk Server 2000
Administering BizTalk Server 2000

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT COMMERCE SERVER 2000

■ **Microsoft Commerce Server 2000: Designing and Implementing Solutions**

Planning for Deployment of Microsoft Commerce Server 2000
Deployment Tasks for Microsoft Commerce Server 2000
Developing a Commerce Server 2000 Solution
Data Management in Commerce Server 2000

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT INTERNET SECURITY AND ACCELERATION SERVER 2000

■ **Deploying and Administering Microsoft Internet Security and Acceleration Server 2000**

Installation of ISA Server 2000
Access Policies, Caching, and VPNs in Microsoft ISA Server 2000
Firewalls and Access to Internal Resources with Microsoft ISA Server 2000
Monitoring, Reporting, and ISA Server Enterprise Edition

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT APPLICATION CENTER 2000

■ **Microsoft Application Center 2000: Implementing Highly Available Web Solutions**

Features, Deployment, and Installation of Application Center 2000
High-Availability Concepts and Monitoring in Microsoft Application Center 2000
Configuring and Managing Microsoft Application Center 2000

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT INTERNET INFORMATION SERVICES 5.0

■ **Administering Microsoft Internet Information Services 5.0**

Installing and Integrating Internet Information Services 5.0
Administering and Configuring Internet Information Services 5.0

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

ORACLE OPERATING SYSTEMS AND SERVERS

■ **Oracle Application Server 10g: Administration I**

Oracle Application Server 10g: Introduction
Oracle Application Server 10g: Infrastructure and Middle Tier Installation
Oracle Application Server 10g: Management Tools and Oracle Internet Directory
Oracle Application Server 10g: General Management and Directives for the HTTP Server
Oracle Application Server 10g: OracleAS Web Cache
Oracle Application Server 10g: OracleAS Portal
Oracle Application Server 10g: mod_plsql, CGI Scripts, and Database Providers
Oracle Application Server 10g: Application Management and Deployment
Oracle Application Server 10g: Component Administration in Oracle Internet Directory
Oracle Application Server 10g: DAS and SSO
Oracle Application Server 10g: Component Security with SSL
Oracle Application Server 10g: Oracle Certificate Authority Management

■ **Oracle Application Server 10g: Administration II**

OracleAS 10g: Managing Customized Topologies and Distributing Infrastructure Components
OracleAS 10g: High Availability
OracleAS 10g: Managing and Configuring Clusters
OracleAS 10g: Business Intelligence Component Management

OracleAS 10g: XML Applications, Web Services, and Monitoring
 OracleAS 10g: Tuning and Reconfiguring the Middle Tier
 OracleAS 10g: Backup and Recovery

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

SUN SOLARIS 9

■ **Sun Microsystems Solaris 9: System Administration I**

Solaris 9 Installation and OpenBoot
 Solaris 9 System Administration
 Solaris 9 System Operations
 Solaris 9 Device and File System Management
 Solaris 9 Management Tools
 Solaris 9 Security

■ **Sun Microsystems Solaris 9: System Administration II**

Solaris 9 Advanced Installation
 Solaris 9 Networking
 Solaris 9 File Systems and Storage
 Solaris 9 Naming Services
 Solaris 9 Systems Supervision

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

NOVELL SUSE LINUX

■ **SUSE Linux Fundamentals**

Installing SUSE Linux
 Command-Line Management in SUSE Linux
 Configuring a SUSE Linux Network
 Managing System Processes in SUSE Linux
 Managing Users, Groups, and Storage in SUSE Linux
 SUSE Linux Security
 SUSE Linux Hardware and Documentation

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

UNIX

■ **UNIX: System Administration**

UNIX User and Data Management
 Deploying and Initializing UNIX Systems
 Securing UNIX Systems
 Managing UNIX Software and System Services
 Networking and UNIX Name Resolution
 Managing UNIX Clients
 Administering UNIX Network Services
 UNIX Systems Management

■ **UNIX: Operating System Fundamentals**

Introduction to UNIX
 UNIX System Architecture

■ **UNIX: Shell Programming**

Unix Shell Scripting Basics
 UNIX Shell Scripting Tools
 Writing Unix Shell Programs

■ **UNIX: The User Environment**

Customizing the UNIX User Environment
 Working with UNIX Files and Directories
 Working with UNIX Programs
 Text Editing and Printing in UNIX

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LOTUS DOMINO R6

■ **Lotus Notes Domino 6 System Administration Update**

Lotus Notes 6 Client
 Lotus Domino 6 Server

■ **IBM Lotus: Collaboration using Sametime and QuickPlace**

IBM Lotus: Collaboration using Sametime and QuickPlace

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX LPI LEVEL 2

■ **Linux Intermediate System Administration**

Linux Kernel Compilation and System Startup
 Linux Filesystem Management and File Sharing
 Linux Networking Configuration
 Linux Networking Services
 Linux Hardware Configuration and System Maintenance
 Security in the Linux Environment
 Linux System Customization and Automation
 Linux Troubleshooting

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

IBM WEBSHERE

■ **IBM WebSphere: Application Server 5.0**

WebSphere 5.0 Application Server Architecture
 WebSphere 5.0 Services and Resource Components
 WebSphere 5.0 Installation and Configuration
 Configuring WebSphere 5.0 System Management
 Configuring the WebSphere 5.0 Environment
 Configuring WebSphere 5.0 Session Management and Failover
 Configuring WebSphere 5.0 Resources
 WebSphere 5.0 Application Assembly and Deployment
 WebSphere 5.0 Security Configuration Fundamentals
 Securing Resources in the WebSphere 5.0 Environment I
 Securing Resources in the WebSphere 5.0 Environment II
 Configuring CSIV2, SAS, and SSL in WebSphere 5.0
 WebSphere 5.0 Workload Management, Scalability, and Failover
 Maintenance and Performance Tuning in WebSphere 5.0
 Command-line Administration in WebSphere 5.0
 Troubleshooting in WebSphere 5.0

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT WINDOWS SERVER 2003

■ **Microsoft Windows Server 2003: Implementing and Administering Security for Networks**

Managing System Security in Windows Server 2003
 Securing Access to Resources in Windows Server 2003

Securing Wireless and Remote Communications in Windows Server 2003

Managing IPsec in Windows Server 2003

Managing Certificates in Windows Server 2003

■ **Microsoft Windows Server 2003: Internet Information Services**

IIS 6.0 Fundamentals

Administering IIS 6.0 sites and services

IIS 6.0 Security

Optimizing, Monitoring and Troubleshooting IIS 6.0

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

LINUX LPI LEVEL 1

■ **Linux: System Administration Update I**

Linux and CLI

Streams, Pipes, Redirects, and Processes

Regular Expressions and Text Processing

File Handling in Linux

Filesystem Mounting and Management

Partitions, filesystems, and disk quotas in Linux

■ **Linux: System Administration Update II**

Hardware Issues for Linux

Hardware Configurations for Linux

Linux Installation Techniques

Debian and Redhat Package Management

The X Window System

■ **Linux: System Administration Update III**

Updating the Linux Kernel

Printing and Documentation in Linux

Shell Scripting in Linux

Administrative Tasks in Linux

Managing Linux group and user accounts

Automating System Tasks and Backup Strategies

■ **Linux: System Administration Update IV**

Networking Services in a Linux Environment

Working with Sendmail and Apache

Security within a Linux Environment

Networking Fundamentals for Linux Administrators

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MICROSOFT ENTERPRISE SERVERS

■ **Microsoft ISA Server 2004**

Installation of ISA Server 2004

ISA Server 2004 Management and Clientele

Access Configuration in ISA Server 2004

VPN and Exchange with ISA Server 2004

Firewall Configuration on ISA Server 2004

Caching Configuration on an ISA Server 2004

Monitoring and Reporting in ISA Server 2004

■ **Microsoft Project Server 2003: Planning, Deploying, and Managing an Enterprise Project Management Solution**

Project Server 2003: The EPM Solution

Project Server 2003: Planning the Infrastructure

Project Server 2003: Installation and Configuration

Project Server 2003: Implementing Project Server and Planning Client Deployment

Project Server 2003: Deploying Client Software

Project Server 2003: Planning Security Operations

Project Server 2003: Project Data and Resource Data

Project Server 2003: Enterprise Features and Views

Project Server 2003: EPM Administration and Configuring Tracking

Project Server 2003: Testing and Troubleshooting

■ **Microsoft Systems Management Server 2003: Planning and Deployment**

Microsoft SMS 2003: The Pre-planning Phase

Microsoft SMS 2003: Planning the Hierarchy

Microsoft SMS 2003: Planning Deployment

■ **Microsoft SharePoint Portal Server 2003**

Managing and Retrieving Content in SharePoint 2003

Maintaining and Securing Data in SharePoint 2003

SharePoint 2003 Fundamentals

Deploying SharePoint 2003

Managing Users and Sites in SharePoint 2003

Troubleshooting and Disaster Recovery of SharePoint 2003

Managing Portal Sites and Using SharePoint 2003 with Office 2003

■ **Microsoft Systems Management Server 2003: Management and Administration**

Microsoft SMS 2003: Key Features and Enhancements

Microsoft SMS 2003: Installing and Configuring Sites

Microsoft SMS 2003: Installing and Configuring Clients

Microsoft SMS 2003: Collecting Inventory and Software Metering

Microsoft SMS 2003: Managing Collections, Queries, and Reports

Microsoft SMS 2003: Distributing Software

Microsoft SMS 2003: Managing Software Updates

Microsoft SMS 2003: Using Remote Tools

Microsoft SMS 2003: Maintaining SMS Systems

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

MENTORING ASSETS

■ **Mentoring Assets**

Mentoring XK0-002 Linux+

Mentoring SK0-002 Server+ 2005

Mentoring 70-089 Planning, Deploying, and Managing Microsoft Systems Management Server 2003

Mentoring 70-210 Installing, Configuring, and Administering Microsoft Windows 2000 Professional

Mentoring 70-215 Installing, Configuring, and Administering Microsoft Windows 2000 Server

Mentoring 70-216 Implementing and Administering a Microsoft Windows 2000 Network Infrastructure

Mentoring 70-217 Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure

Mentoring 70-218 Managing a Microsoft Windows 2000 Network Environment

Mentoring 70-219 Designing a Microsoft Windows 2000 Directory Services Infrastructure

Mentoring 70-221 Designing a Microsoft Windows 2000 Network Infrastructure

Mentoring 70-222 Migrating from Microsoft Windows NT 4.0 to Microsoft Windows 2000

Mentoring 70-223 Installing, Configuring, and Administering Microsoft Clustering Services by Using Microsoft Windows 2000 Advanced Server

Mentoring 70-224 Installing, Configuring, and Administering Microsoft Exchange 2000 Server

Mentoring 70-225 Designing and Deploying a Messaging Infrastructure with Microsoft Exchange 2000 Server

Mentoring 70-227 Installing, Configuring, and Administering Microsoft Internet Security and Acceleration (ISA) Server 2000, Enterprise Edition

Mentoring 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional

Mentoring 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment

Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

Mentoring 70-292 Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000

Mentoring 70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

Mentoring 70-296 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Windows 2000

Mentoring 70-297 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure

Mentoring 70-220 Designing Security for a Microsoft Windows 2000 Network

Mentoring 70-293 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure

Mentoring 70-284 Implementing and Managing Microsoft Exchange Server 2003

Mentoring 70-285 Designing a Microsoft Exchange Server 2003 Organization

Mentoring 70-298 Designing Security for a Microsoft Windows Server 2003 Network

Mentoring 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network

Mentoring 70-271 Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Mentoring 70-272 Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

Mentoring 70-350 Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004

Mentoring 220-301 A+ Core Hardware

Mentoring 220-302 A+ Operating Systems Technologies

Mentoring 220-601 A+ Essentials

Mentoring 220-602 A+ IT Technician

Mentoring 220-603 A+ Remote Support Technician

Mentoring 220-604 A+ Depot Technician

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

TEST PREPS

Test Preps

220-604 A+ Depot Technician

220-301 A+ Core Hardware

220-302 A+ Operating Systems Technologies

70-089 Planning, Deploying, and Managing Microsoft Systems Management Server 2003

70-210 Installing, Configuring, and Administering Microsoft Windows 2000 Professional

70-215 Installing, Configuring, and Administering Microsoft Windows 2000 Server

70-216 Implementing and Administering a Microsoft Windows 2000 Network Infrastructure

70-217 Implementing and Administering a Microsoft Windows 2000 Directory Services Infrastructure

70-218 Managing a Microsoft Windows 2000 Network Environment

70-219 Designing a Microsoft Windows 2000 Directory Services Infrastructure

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70-221 Designing a Microsoft Windows 2000 Network Infrastructure

70-222 Migrating from Microsoft Windows NT 4.0 to Microsoft Windows 2000

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70-294 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure

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 70-298 Designing Security for a Microsoft Windows Server 2003 Network
 70-299 Implementing and Administering Security in a Microsoft Windows Server 2003 Network
 70-350 Implementing Microsoft Internet Security and Acceleration (ISA) Server 2004
 SK0-002 Server+ 2005
 XK0-002 Linux+
 220-601 A+ Essentials
 220-603 A+ Remote Support Technician

OPERATING SYSTEMS AND SERVER TECHNOLOGIES

EXPRESS GUIDES

■ Microsoft Express Guide Series

Managing and Maintaining a Microsoft Windows Server 2003 Environment for an MCSA Certified on Windows 2000 (Exam 70-292) Express Guide
 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Win 2000 (Exam 70-296) Express Guide
 Managing and Maintaining a Microsoft Windows Server 2003 Environment (Exam 70-290) Express Guide
 Implementing, Managing, Maintaining a Windows Server 2003 Network Infrastructure (Exam 70-291) Express Guide
 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure (Exam 70-293) Express Guide
 Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Active Directory Infrastructure (Exam 70-294) Express Guide
 Designing a Microsoft Windows Server 2003 Active Directory and Network Infrastructure (Exam 70-297) Express Guide
 Design Security for a Microsoft Windows Server Network 2003 Network (Exam 70-298) Express Guide

■ Oracle Express Guide Series

Oracle Database 10g: Administration Workshop I R2 Express Guide

INTERNET AND NETWORK TECHNOLOGIES

CISCO CIPT SPECIALIST

■ CIPT1 4.0: Cisco IP Telephony Part 1

Cisco CallManager Fundamentals
 Cisco IP Phones and CallManager Configuration
 Cisco Catalyst Switch Configuration
 Adding Users to Cisco CallManager
 Using BAT and TAPS
 Configuring Cisco Access Gateways and Intercluster Trunks
 Configuring Basic and Advanced Route Plans
 Configuring Telephony Class of Service and Call Admission
 Configuring Media Resources and Softkey Templates
 Configuring Cisco IP Phone Features

■ CIPT2 4.0: Cisco IP Telephony Part 2

Using the Cisco CallManager Attendant Console
 Cisco IP SoftPhone, IP Communicator, and Extension Mobility
 Cisco Voice over IP Integrated Applications

Enabling Video Calling and Conferencing
 Securing IP Telephony
 Enabling Authentication and Encryption Features
 Monitoring and Managing IP Telephony Using Internal Server Tools

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA NETWORKING, INTERNETWORKING, AND SECURITY TECHNOLOGIES

■ CompTIA Network+ 2005

The Fundamentals of Networking
 LAN Technologies
 Networking Protocols
 IP Addressing and Subnetting
 Working with TCP/IP
 WANs and Remote Connectivity
 Network Operating Systems and Clients
 Network Security
 Network Troubleshooting
 Fault Tolerance and Disaster Recovery

INTERNET AND NETWORK TECHNOLOGIES

NETWORK PROTOCOLS

■ TCP/IP: Mobile IP and IP Mobility

Mobile IP
 IP Mobility

■ TCP/IP: Protocols for Securing Web Transactions

Digital Payments

■ TCP/IP: Network Management Protocols

SNMP, MIBs and RMON

INTERNET AND NETWORK TECHNOLOGIES

COMPTIA INET+

■ CompTIA i-Net+: Internet and Web Technologies

Networking Fundamentals
 Internet Fundamentals
 Internet Client Infrastructure and Applications
 Internet Servers and Services
 Web Development Fundamentals
 Internet Site Development
 Networking Security Fundamentals
 Securing and Troubleshooting Networks
 Business Concepts and the Internet

INTERNET AND NETWORK TECHNOLOGIES

DATA/TELECOMMUNICATIONS

■ Computer Telephony Integration

Computer Telephony Integration

■ Frame Relay

Frame Relay Concepts
 Frame Relay Signaling and Applications

- **Introduction to ISDN and DSL**
 - Digital Subscriber Line
 - Introduction to ISDN
 - ISDN Protocols
- **Introduction to Multiprotocol Label Switching**
 - Introduction to MPLS
- **IPv6 and Future Applications**
 - IPv6
- **Quality of Service**
 - Implementing Quality of Service
- **Signaling Systems**
 - Systems and Signals
- **SONET/SDH**
 - Overview of SONET and SDH
- **Telecommunications Fundamentals**
 - Telecommunications Essentials
- **Voice over IP Fundamentals**
 - Delivering Voice and Data in Diverse Network Environments
 - Designing a Voice Over IP Solution
- **Virtual Private Networks**
 - Virtual Private Networks Solutions
- **WAN Basics**
 - Introduction to Signals and Signal Transmission
- **Lightweight Directory Access Protocol**
 - LDAP Fundamentals
 - Designing and Maintaining LDAP Directory Services
- **INTERNET AND NETWORK TECHNOLOGIES**
 - WIRELESS COMMUNICATIONS
- **Wireless Security**
 - Security and the Wireless Environment
 - Securing WLANs
 - Securing Future Wireless Networks
- **Wireless LANs**
 - Wireless LAN Technologies
- **Wireless Technologies**
 - Wireless Communication Basics
 - 1G and 2G Communication Systems
 - 3G Communication Systems
 - 2.5G Communication Systems
 - Bluetooth and HomeRF
 - Alternative Access Methods in a Wireless Environment
- **Wireless Home Networking**
 - Getting Started with Wireless Home Networking

- **Wireless Networking Basics for the Home and Small Business**
 - Getting Started with Wireless Networking
- **Advanced Wireless Technologies**
 - Beyond 3G (B3G)
 - 4G Communication Systems
 - 4G Implementations
 - Non-Cellular Wireless Technology
- **INTERNET AND NETWORK TECHNOLOGIES**
 - WIRELESS
- **Understanding and Evaluating RFID Technology for your Business**
 - RFID Technology and Business Applications
 - RFID Applications Management
- **INTERNET AND NETWORK TECHNOLOGIES**
 - SECURITY PRINCIPLES
- **Net Safety**
 - Network Security Issues
- **INTERNET AND NETWORK TECHNOLOGIES**
 - SECURITY SOLUTIONS
- **Information System Security**
 - Security Management and Operations Security Practices
 - Access Control and Physical Security
 - Cryptography and Network Security
 - Security Architecture and Applications Security
 - Business Continuity Planning, Law, and Ethics
 - Final Exam: Information System Security
- **CompTIA Security+**
 - General Security Concepts
 - Communications Security
 - Infrastructure Security
 - Encryption Technologies
 - Operational and Organizational Security
- **The Certified Information Systems Security Professional (CISSP) Domains**
 - Information Security and Risk Management
 - Security Architecture and Design
 - Access Control
 - Application Security
 - Operations Security
 - Cryptography
 - Physical (Environmental) Security
 - Business Continuity and Disaster Recovery Planning

INTERNET AND NETWORK TECHNOLOGIES

SECURITY PROCEDURES

Securing Networked Information I

Introduction to Security in Networked Environments
Encryption Technologies
Firewalls and VPNs

Securing Networked Information II

Operating System and File Security Issues
Intrusion Detection and Response in Networked Environments
Security Analysis and Auditing in Networked Environments
Securing Access to Networks

INTERNET AND NETWORK TECHNOLOGIES

SECURITY TECHNOLOGIES

Check Point NG VPN-1/Firewall-1 Administration

Security administration in Check Point: Introduction to Firewalls and Check Point
Security administration in Check Point: Enforcing a Security Policy
Security administration in Check Point: Logging and SmartView Tracker
Security administration in Check Point: User Authentication
Security administration in Check Point: Network Address Translation and Administration

Check Point Certified Security Administrator (CCSA) NGX

Check Point NGX: Architecture, Operation and Installation
Check Point NGX: Security Policies
Check Point NGX: Network Address Translation and Traffic Monitoring
Check Point NGX: SmartDefense and Content Security
Check Point NGX: Authentication and LDAP User Management
Check Point NGX: VPN Configuration and Disaster Recovery

INTERNET AND NETWORK TECHNOLOGIES

CISCO

DESGN 2.0: Designing For Cisco Internetwork Solutions

Cisco DESGN 2.0: Network Design Methodology
Cisco DESGN 2.0: Structuring and Modularizing the Network
Cisco DESGN 2.0: Multilayer Campus Design
Cisco DESGN 2.0: Designing Enterprise WANs
Cisco DESGN 2.0: IP Address and Routing Protocol Design
Cisco DESGN 2.0: Network Security Solutions
Cisco DESGN 2.0: Voice Networking

CIPT1 4.1: Cisco IP Telephony Part 1

Fundamentals of Cisco CallManager
IP Phones and CallManager Configuration
Cisco Catalyst Switches and IP Communicator
Using the BAT Application and TAPS Tool
Cisco Access Gateways and Intercluster Trunks
Configuring Basic and Complex Route Plans
Telephony Class of Service and Call Admission
Configuring Media Resources and Adding Users

Configuring Cisco IP Phone Features
Configuring Cisco CallManager Applications

CIPT2 4.1: Cisco IP Telephony Part 2

Securing Cisco CallManager
Toll Fraud Prevention and IP Phone Security
Cryptography and PKI
IP Telephony Authentication and Encryption
IP Video Telephony
Monitoring IP Telephony
Managing the CallManager System

QoS 2.1: Implementing Cisco Quality of Service

Introduction to QoS and QoS Implementation
IP QoS Building Blocks
The Modular QoS CLI and AutoQoS
Introduction to Classification and Marking
QoS Pre-classify, QPPB, and LAN-based Classification and Marking
Congestion Management
Congestion Avoidance
Traffic Policing and Shaping
Link-efficiency Mechanisms
QoS Best Practices

CVOICE 5.0: Cisco Voice over IP

Introducing Voice Over IP
Building and Securing VoIP Networks
Configuring Voice Interfaces
Configuring Dial Peers and Special Purpose Connections
VoIP Signaling and H.323 Call Control
SIP, MGCP, and Call Control Comparison
Designing for Optimal Voice Quality
Implementing Call Admission Control

INTRO 2.1: Introduction to Cisco Networking Technologies

Building a Serial Network
Creating a Simple Ethernet Network
Extending Ethernet Networks
Connecting Networks with Cisco Devices
Constructing IP Network Addresses
Ensuring Data Delivery in Networks
Remote Network Connectivity
Operation and Configuration of Cisco IOS Switches
Operation and Configuration of Cisco IOS Routers
Managing the Cisco Network Environment

BCMSN 3.0: Building Cisco Multilayer Switched Networks

Cisco BCMSN 3.0: Campus Networks
Cisco BCMSN 3.0: Defining Virtual Local Area Networks (VLANs)
Cisco BCMSN 3.0: Implementing Trunks and the Virtual Trunking Protocol (VTP)
Cisco BCMSN 3.0: Implementing Spanning Tree
Cisco BCMSN 3.0: Implementing Inter-VLAN Routing
Cisco BCMSN 3.0: Implementing High Availability In a Campus Environment
Cisco BCMSN 3.0: Wireless LANs

Cisco BCMSN 3.0: Configuring and Implementing WLANs
 Cisco BCMSN 3.0: Configuring Campus Switches to Support Voice
 Cisco BCMSN 3.0: Mitigating Service Loss and Data Theft

■ **BSCI 3.0: Building Scalable Cisco Internetworks**

Cisco BSCI 3.0: Network Requirements
 Cisco BSCI 3.0: Configuring EIGRP
 Cisco BSCI 3.0: EIGRP Options, Authentication, and Issues
 Cisco BSCI 3.0: Configuring Simple Elements of OSPF
 Cisco BSCI 3.0: Tuning OSPF Configurations
 Cisco BSCI 3.0: Configuring Advanced Elements of OSPF
 Cisco BSCI 3.0: The IS-IS Protocol
 Cisco BSCI 3.0: Manipulating Routing Updates
 Cisco BSCI 3.0: Tuning BGP Implementations
 Cisco BSCI 3.0: Implementing Multicast
 Cisco BSCI 3.0: Implementing IPv6
 Cisco BSCI 3.0: BGP for Enterprise ISP Connectivity

■ **ISCW 1.0: Implementing Secure Converged Wide Area Networks**

Cisco ISCW 1.0: Network Connectivity
 Cisco ISCW 1.0: Configuring the CPE and Verifying Broadband ADSL
 Cisco ISCW 1.0: Frame Mode MPLS Implementation
 Cisco ISCW 1.0: IPSec VPNs
 Cisco ISCW 1.0: IPSec VPN Configuration
 Cisco ISCW 1.0: Configuring Cisco Easy VPN
 Cisco ISCW 1.0: Mitigating Network Attacks and Disabling Unused Services
 Cisco ISCW 1.0: Securing Routers, Administrative Access, and Access Lists
 Cisco ISCW 1.0: IOS Firewalls and IOS IPS
 Cisco ISCW 1.0: Securing Management Features and AAA

■ **ONT 1.0: Optimizing Converged Cisco Networks**

Cisco ONT 1.0: Network Requirements and Introduction to VoIP
 Cisco ONT 1.0: Supporting VoIP
 Cisco ONT 1.0: IP QoS and its Implementation
 Cisco ONT 1.0: Classification and Marking
 Cisco ONT 1.0: Queuing
 Cisco ONT 1.0: TCP and QoS Traffic Management and Mechanisms
 Cisco ONT 1.0: AutoQoS
 Cisco ONT 1.0: Wireless Implementations

INTERNET AND NETWORK TECHNOLOGIES

CISCO CCNA & CCNP

■ **ICND 2.2: Interconnecting Cisco Network Devices**

Configuring Cisco Catalyst Switch Operations
 Routing in Cisco Networks
 Implementing Routing Protocols on Cisco Networks
 Managing IP Traffic on Cisco Networks
 Extending a Cisco Network to a WAN
 Completing ISDN Calls on Cisco Networks

INTERNET AND NETWORK TECHNOLOGIES

CISCO CCDA/CCDP CERTIFICATION

■ **DESGN 1.2 Designing for Cisco Internetwork Solutions**

Cisco Design Principles
 Examining Cisco Customer Requirements and Existing Network Topology Methodologies
 Cisco Concepts for Structuring Networks
 Basic Cisco Campus Switching Design Considerations
 Basic Cisco WAN Design Considerations
 Cisco IP Addressing Design Concepts
 Cisco Routing Protocol Design Considerations
 Introduction to Cisco Security Design Concepts
 Introduction to Cisco Voice Design Concepts
 Introduction to Cisco Network Management Design Concepts
 Cisco Design Case Study

■ **ARCH 1.2: Designing Cisco Network Service Architectures**

Cisco AVVID Framework and Enterprise Design
 The Design of Cisco Enterprise Campus Networks
 The Design of Cisco Enterprise Edge Connectivity
 The Design of Cisco Network Management Services
 The Design of Cisco High Availability Services
 The Design of Cisco Security Service
 The Design of Cisco QoS Solutions
 The Design of Cisco IP Multicast Services
 The Design of Cisco Virtual Private Networks
 The Design of Cisco Enterprise Wireless Networks
 The Design of Cisco IP Telephony Solutions

INTERNET AND NETWORK TECHNOLOGIES

CCSP

■ **SNRS 1.0 Securing Networks with Cisco Routers and Switches**

ACS for Windows Server
 Cisco IOS Security Features
 Further Cisco IOS Security Features
 Layer 2 Security
 802.1x Port-based Authentication and Best Practice
 VPNs Using Cisco Pre-Shared Keys
 Configuring, Testing, and Verifying IPSec
 VPNs Using Certification Authorities
 ISAKMP and IPSec
 Remote Access Using Cisco Easy VPN
 Configuring Cisco Easy VPN Remote
 Cisco Router and Security Device Manager

INTERNET AND NETWORK TECHNOLOGIES

ISC 2

■ **The Systems Security Certified Practitioner (SSCP) Domains**

Access Controls
 Administration
 Auditing and Monitoring
 Risk, Response, and Recovery
 Cryptography

Data Communications
Malicious Code

The Information Systems Security Engineering Professional (ISSEP) Domains

Systems Security Engineering
Certification and Accreditation
Technical Management
US Government Information Assurance Regulations

INTERNET AND NETWORK TECHNOLOGIES

MENTORING ASSETS

Mentoring Assets

Mentoring Certified Information Systems Security Professional (CISSP)
Mentoring E20-001 Storage Technology Foundations
Mentoring IK0-002 i-Net+ Certification
Mentoring N10-003 Network+ 2005
Mentoring SY0-101 Security+
Mentoring Systems Security Certified Practitioner (SSCP)
Mentoring 1D0-470 CIW Security Professional
Mentoring 156-215 Check Point Certified Security Administrator (CCSA) NGX
Mentoring 640-801 Cisco Certified Network Associate (CCNA)
Mentoring 640-811 Interconnecting Cisco Network Devices (ICND 2.1)
Mentoring 640-821 Introduction to Cisco Networking Technologies (INTRO)
Mentoring 640-861 Designing for Cisco Internetwork Solutions (DESGN)
Mentoring 642-502 Securing Networks with Cisco Routers and Switches (SNRS)
Mentoring 642-812 Building Converged Cisco Multilayer Switched Networks (BCMSN)
Mentoring 642-901 Building Scalable Cisco Internetworks (BSCI)
Mentoring 70-526 C# - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development
Mentoring 70-526 VB - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development
Mentoring 70-529 C# - TS: Microsoft .NET Framework 2.0 - Distributed Application Development
Mentoring 70-529 VB - TS: Microsoft .NET Framework 2.0 - Distributed Application Development
Mentoring 642-825 Implementing Secure Converged Wide Area Networks (ISCW)
Mentoring 642-845 Optimized Converged Cisco Networks (ONT)

INTERNET AND NETWORK TECHNOLOGIES

TEST PREPS

Test Preps

E20-001 Storage Technology Foundations
IK0-002 I-Net+
N10-003 Network+ 2005
SY0-101 Security+
1D0-470 CIW Security Professional
156-215 Check Point Certified Security Administrator (CCSA) NGX
640-821 Introduction to Cisco Networking Technologies (INTRO)

640-811 Interconnecting Cisco Network Devices (ICND 2.1)
640-801 Cisco Certified Network Associate (CCNA)
640-861 Designing for Cisco Internetwork Solutions (DESGN)
642-502 Securing Networks with Cisco Routers and Switches (SNRS)
642-812 Building Converged Cisco Multilayer Switched Networks (BCMSN)
Certified Information Systems Security Professional (CISSP)
Systems Security Certified Practitioner (SSCP)
642-901 Building Scalable Cisco Internetworks (BSCI)
642-825 Implementing Secure Converged WANs (ISCW)
642-845 Optimizing Converged Cisco Networks (ONT)

INTERNET AND NETWORK TECHNOLOGIES

EXPRESS GUIDES

Cisco Express Guide Series

Securing Networks with PIX and ASA v5.0 (Exam 642-523) Express Guide
Implementing Cisco Intrusion Prevention Systems IPS v6.0 (Exam 642-533) Express Guide
Securing Hosts Using Cisco Security Agent v2.0 (Exam 642-513) Express Guide
Implementing Cisco Quality of Service exam v2.1 (Exam 642-642) Express Guide
Installation and Maintenance of Cisco Routers v11.3a Express Guide
Implementing Cisco Multicast v1.0 Express Guide
Advanced MPLS VPN Solutions v1.0 Express Guide
Interconnecting Cisco Networking Devices v2.2 (Exam 640-811) Express Guide
Configuring BGP on Cisco Routers v3.1 (Exam 642 661) Express Guide
Securing Cisco IOS Networks v1.1 (Exam 642 501) Express Guide
IP Telephony Troubleshooting v4.0 (Exam 642 424) Express Guide
Designing for Cisco Internetwork Solutions v1.2 (Exam 640 861) Express Guide
Cisco Secure Virtual Private Networks v4.0 (Exam 642 511) Express Guide
Designing Cisco network Service Architectures v1.2 (Exam 642-871) Express Guide
Cisco Internetwork Troubleshooting Support v5.2 (Exam 642-831) Express Guide
Cisco SAFE Implementation v2.1 (Exam 642-541) Express Guide
Securing Networks with Cisco Routers and Switches 1.0 (Exam 642-50)
Securing Networks with PIX and ASA v4.0 (Exam 642-522) Express Guide
Implementing Intrusion Prevention Systems v5.0 (Exam 642-532) Express Guide
Cisco IP Telephony v4.1 (Exam 642-444) Express Guide
Cisco Secure Virtual Private Networks v4.7 (Exam 642-511) Express Guide
Cisco IP Telephony Part 2 v4.1 (Exam 642 444) Express Guide
Introduction to Cisco Networking Technologies v2.1 (Exam 640-821) Express Guide
Configuring BGP on Cisco Routers v3.2 (Exam 642-661) Express Guide
Cisco Voice Over IP v5.0 (Exam 642-432) Express Guide

Interconnecting Cisco Networking Devices v2.3 (Exam 640-811) Express Guide

Securing Hosts Using Cisco Security Agent v3.0 (Exam 642-513) Express Guide

Implementing Cisco QoS v2.2 (Exam 642-642) Express Guide

Building Scalable Cisco Internetworks v3.0 (Exam 642-901) Express Guide

Building Cisco Multilayer Switched Networks v3.0 (Exam 642-812) Express Guide

Implementing Secure Converged Wide Area Networks v1.0 (Exam 642-825) Express Guide

Optimizing Converged Cisco Networks v1.0 (Exam 642-845) Express Guide

Implementing Cisco MPLS v2.2 (Exam 642 611) Express Guide

Securing Cisco Network Devices v2.0 (Exam 642-552) Express Guide

Cisco IP Telephony Part 1 v5.0 (Exam 642 445) Express Guide

Cisco IP Telephony Part 2 v5.0 (Exam 642 445) Express Guide

Implementing Cisco Voice Gateways and Gatekeepers v2.0 (Exam 642-453) Express Guide

Designing for Cisco Internet Solutions v2.0 (Exam 640-863) Express Guide

Securing Networks with Cisco Routers and Switches v2.0 (Exam 642-503) Express Guide

Aironet WLAN Fundamentals and Site Survey AWFSS 6.0 Express Guide

MDS 9000 Configuration and Troubleshooting v2.2 (Exam 642-354) Express Guide

Cisco Wireless LAN Advanced Topics v1.0 (Exam 642-586, 642-587) Express Guide

ENTERPRISE DATA SYSTEMS

ORACLE 11i

Oracle 11i E-Business Suite: Essentials for Implementers

Oracle 11i E-Business Suite: Introduction

Oracle 11i E-Business Suite: Multi-Org

Oracle 11i E-Business Suite: Flexfields

Oracle 11i E-Business Suite: System Administration

Oracle 11i E-Business Suite: Workflow, Alerts, and Daily Business Intelligence

Oracle 11i E-Business Suite: System Administrator Fundamentals

Oracle 11i: Function Security and Data Security

Oracle 11i: Roles, Delegated Administration, Registration, and Auditing

Oracle 11i: Concurrent Elements

Oracle 11i: Profile Options, DBA Duties, and Printer Management

Oracle 11i: Personalization of Forms and OA Framework Pages

Oracle 11i: Oracle Workflow

Oracle 11i: System Monitoring and Troubleshooting in OAM

Oracle 11i: Project Foundation Fundamentals

Oracle 11i: Project Management and Projects Integration

Oracle 11i: Organization, Period, and Calendar Definitions in Oracle Projects

Oracle 11i: Resource and Role Management

Oracle 11i: Oracle Projects Security Model and Page Layouts

Oracle 11i: Oracle Projects and Task Definition I

Oracle 11i: Oracle Projects and Task Definition II

Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization

Oracle 11i: Organization Forecasting and Integration

Oracle 11i: Navigate Oracle Applications

Oracle 11i: Using the Navigator, Forms, and Online Help

Oracle 11i: Concurrent Processing, Requests, Profiles, and Forms

ENTERPRISE DATABASE SYSTEMS

ORACLE 10G

Oracle Database 10g: Administration Workshop I

Oracle Database 10g: Installing Oracle Database 10g

Oracle Database 10g: Creating Databases

Oracle Database 10g: Database Interfaces

Oracle Database 10g: Database Control and Storage Structures

Oracle Database 10g: Users and Security

Oracle Database 10g: Managing Schema Objects and Data

Oracle Database 10g: The SQL* Loader and PL/SQL

Oracle Database 10g: Oracle Net Services and Shared Servers

Oracle Database 10g: Monitoring and Maintenance

Oracle Database 10g: Managing Undo Data and Lock Conflicts

Oracle Database 10g: Managing Backup and Recovery

Oracle Database 10g: Administration Workshop II

Using Flashback Technology in Oracle 10g

Performing and Managing Backups in Oracle 10g

Advanced Database Recovery and Repair in Oracle 10g

Controlling the Oracle Listener and Enabling Distributed Transactions in Oracle 10g

Using Globalization Support in Oracle 10g

Optimizing Database Performance in Oracle 10g

Managing Storage and System Resources in Oracle 10g

Using the Scheduler to Automate Tasks in Oracle 10g

Using Advanced Features in Oracle 10g

Oracle Database 10g: SQL Fundamentals I and II

Introduction to Oracle and SQL in Oracle Database 10g

SQL Functions in Oracle Database 10g

Displaying Multiple Table Data and Using Set Operators in Oracle Database 10g

Group and Datetime Functions in Oracle Database 10g

Subqueries and Hierarchical Queries in Oracle Database 10g

Regular Expressions and User Access in Oracle Database 10g

Creating and Managing Tables and Constraints in Oracle Database 10g

Database Objects in Oracle Database 10g

Managing Database Objects in Oracle Database 10g

Manipulating Data in Oracle Database 10g

Oracle Database 10g: Programming with PL/SQL I

Introduction to PL/SQL

Using PL/SQL with an Oracle Server

Using Control Structures

Using Composite Data Types

Explicit Cursors and Exception Errors
Creating Stored Procedures and Functions

■ Oracle Database 10g: Developing PL/SQL Program Units

PL/SQL Packages
Oracle-Supplied Packages and DBMS_SCHEDULER
Managing Dependencies
Manipulating Large Objects in PL/SQL
PL/SQL Triggers
Dynamic SQL and Metadata

■ Oracle Database 10g: New Features

Oracle Database 10g: New Installation and Configuration Features
Oracle Database 10g: New Data Loading Features
Oracle Database 10g: New Automatic Management Features
Oracle Database 10g: New Resource, Scheduling, and Task Management Features
Oracle Database 10g: New Space Management Features
Oracle Database 10g: New Storage Features
Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features
Oracle Database 10g: New Backup and Recovery Features
Oracle Database 10g: Using Flashback
Oracle Database 10g: New Features in Security and Software Maintenance
Oracle Database 10g: New Features in VLDB Support
Oracle Database 10g: Miscellaneous New Features

■ Oracle Database 10g: Administration Workshop I Release 2

Oracle Database 10g: Installing Oracle Database 10g Release 2
Oracle Database 10g: Creating Databases Release 2
Oracle Database 10g: Database Interfaces Release 2
Oracle Database 10g: Database Control and Storage Structures Release 2
Oracle Database 10g: Users and Security Release 2
Oracle Database 10g: Managing Schema Objects and Data Release 2
Oracle Database 10g: The SQL*Loader and PL/SQL Release 2
Oracle Database 10g: Oracle Net Services and Shared Servers Release 2
Oracle Database 10g: Monitoring and Maintenance Release 2
Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2
Oracle Database 10g: Managing Backup and Recovery Release 2

ENTERPRISE DATABASE SYSTEMS

ORACLE 9i

■ Oracle9i Database Fundamentals: Architecture and Management

Architecture and Administration Tools in Oracle9i
Database and Instance Management in Oracle9i
Database Structures in Oracle9i

■ Oracle9i Database Fundamentals: Backup and Recovery

Backup and Recovery Overview and Configuration in Oracle9i
User-Managed and RMAN Backup and Recovery in Oracle9i

Recovery Manager Maintenance in Oracle9i
Transporting and Loading Data in Oracle9i

■ Oracle9i Database Fundamentals: Managing Data Storage

Data Storage in Oracle9i
Tables and Indexes in Oracle9i
Data Integrity in Oracle9i

■ Oracle9i Database Fundamentals: Managing Database Access

Users and Profiles in Oracle9i
Privileges and Roles in Oracle9i
Globalization and Auditing in Oracle9i

■ Oracle9i Database Fundamentals: Network Administration

Networking Overview for Oracle9i Administrators
Oracle Network Configuration in Oracle9i

■ Oracle9i Database: Introduction to SQL

Introduction to Oracle and SQL in Oracle 9i
SQL Functions in Oracle 9i
Subqueries, Reporting, and User-Access Control in Oracle 9i
Defining and Manipulating Data in Oracle 9i

■ Oracle9i Database: New Features I

Introducing Oracle9i Database
Manageability Enhancements in Oracle9i

■ Oracle9i Database: New Features II

Availability Features in Oracle9i
Scalability and Performance in Oracle9i
Development Platform in Oracle9i
Security Overview for Oracle9i Administrators

■ Oracle9i Database: Performance Tuning

Performance Tuning Methodology and Tools in Oracle9i
Tuning Memory Structures in Oracle9i
Tuning Database Structures in Oracle9i
Tuning Systems and Applications in Oracle9i

ENTERPRISE DATABASE SYSTEMS

ORACLE DATABASE SYSTEMS

■ Oracle Application Server 10g: Administration I

Oracle Application Server 10g: Introduction
Oracle Application Server 10g: Infrastructure and Middle Tier Installation
Oracle Application Server 10g: Management Tools and Oracle Internet Directory
Oracle Application Server 10g: General Management and Directives for the HTTP Server
Oracle Application Server 10g: OracleAS Web Cache
Oracle Application Server 10g: OracleAS Portal
Oracle Application Server 10g: mod_plsql, CGI Scripts, and Database Providers
Oracle Application Server 10g: Application Management and Deployment
Oracle Application Server 10g: Component Administration in Oracle Internet Directory

Oracle Application Server 10g: DAS and SSO
Oracle Application Server 10g: Component Security with SSL
Oracle Application Server 10g: Oracle Certificate Authority Management

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

Database Design

An Overview of Database Design
The Database Design Methodology

Database Fundamentals

An Introduction to Database Systems
Relational Databases
Database Data Management

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2000

Microsoft SQL Server 2000 Database Administration I

Overview of SQL Server 2000
Installing, Configuring, and Upgrading SQL Server 2000

Microsoft SQL Server 2000 Database Administration II

SQL Server 2000 Databases
Transferring and Transforming Data in SQL Server 2000
Security in a Microsoft SQL Server 2000 Environment
Managing SQL Server 2000 Databases

Microsoft SQL Server 2000 Database Administration III

Backing Up SQL Server 2000 Databases
Restoring SQL Server 2000 Databases
SQL Server 2000 Replication
Monitoring SQL Server 2000 Performance
SQL Server 2000 High Availability
SQL Server 2000, XML, and the Web

Microsoft SQL Server 2000 Database Implementation

Overview of SQL Server 2000
SQL Server 2000 Databases
Transferring and Transforming Data in SQL Server 2000
SQL Server 2000, XML, and the Web
Designing and Implementing Security in SQL Server 2000
The SQL Server 2000 Logical Data Model
Using T-SQL in SQL Server 2000
SQL Server 2000 Indexes
SQL Server 2000 Programming Business Logic
SQL Server 2000 Transactions and Distributed Data
Analyzing and Optimizing SQL Server 2000 Queries

ENTERPRISE DATABASE SYSTEMS

IBM & LOTUS - ENTERPRISE DATABASE SYSTEMS

IBM DB2 Universal Database V8.1 Database Administration

Monitoring a DB2 UDB
Utilizing DB2 UDB Utilities

Managing Disaster Recovery in a DB2 UDB Database
Managing Database Access in a DB2 UDB
Managing a DB2 UDB Server
Administering Data Placement in a DB2 UDB

IBM DB2 Universal Database V8.1 Fundamentals

Planning and Securing a DB2 UDB Database
Accessing Data and Manipulating DB2 UDB Database Objects
Manipulating Data with DB2 UDB
Maintaining DB2 UDB Data Consistency

ENTERPRISE DATABASE SYSTEMS

MENTORING ASSETS

Mentoring Assets

Mentoring 70-228 Installing, Configuring, and Administering Microsoft SQL Server 2000 Enterprise Edition
Mentoring 70-229 Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition
Mentoring 70-431 TS: Microsoft SQL Server 2005 - Implementation and Maintenance
Mentoring 70-443 PRO: Designing a Database Server Infrastructure by Using Microsoft SQL Server 2005
Mentoring 70-444 PRO: Optimizing and Maintaining a Database Administration Solution by Using Microsoft SQL Server 2005
Mentoring 1Z0-007 Introduction to Oracle9i: SQL
Mentoring 1Z0-030 Oracle9i Database: New Features for Administrators
Mentoring 1Z0-031 Oracle9i Database: Fundamentals I
Mentoring 1Z0-032 Oracle9i Database: Fundamentals II
Mentoring 1Z0-033 Oracle9i Database: Performance Tuning
Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators
Mentoring 1Z0-042 Oracle Database 10g: Administration I
Mentoring 1Z0-043 Oracle Database 10g: Administration II

ENTERPRISE DATABASE SYSTEMS

TEST PREPS

Test Preps

1Z0-007 Introduction to Oracle9i: SQL
1Z0-031 Oracle9i Database: Fundamentals I
1Z0-032 Oracle9i Database: Fundamentals II
1Z0-033 Oracle9i Database: Performance Tuning
70-228 Installing, Configuring, and Administering Microsoft SQL Server Enterprise Edition
70-229 Designing and Implementing Databases with Microsoft SQL Server 2000 Enterprise Edition
1Z0-040 Oracle Database 10g: New Features for Administrators
1Z0-042 Oracle Database 10g: Administration I
1Z0-043 Oracle Database 10g: Administration II
70-431 TS: Microsoft SQL Server 2005 - Implementation and Maintenance
TestPrep 70-443 PRO: Designing a Database Server Infrastructure by Using Microsoft SQL Server 2005

ENTERPRISE DATABASE SYSTEMS

EXPRESS GUIDES

Oracle Express Guide Series

Oracle 11i Order to Cash Fundamentals Express Guide Volume I
 Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume I
 Oracle 11i Order to Cash Fundamentals Express Guide Volume II
 Oracle 11i Order to Cash Fundamentals Express Guide Volume III
 Oracle 11i/2.6 Implement Oracle Workflow Express Guide Volume II
 Oracle 11i Project Foundation Fundamental Express Guide Volume I
 Oracle 11i System Administrator Fundamentals Express Guide Volume I
 Oracle 11i Project Foundation Fundamentals Express Guide Volume II
 Oracle 11i System Administrator Fundamentals Express Guide Volume II
 Oracle Database 10g: New Features Overview Express Guide
 Oracle Database 10g: 2 Day DBA Express Guide
 Oracle Database 10g: SQL Fundamentals I Express Guide
 Oracle Database 10g: SQL Fundamentals II Express Guide
 Oracle Database 10g: Oracle Database 10g: New Features for Administrators Express Guide
 Oracle Database 10g: Administration Workshop II Express Guide
 Oracle Application Server 10g: New Features for Administrators Express Guide
 OracleAS Discoverer 10g: Create Queries and Reports Express Guide
 Oracle Application Server 10g: Administration I Express Guide Volume I
 OracleAS 10g: Enterprise Identity Management Express Guide Volume I
 OracleAS Portal 10g: Build Corporate Portals Express Guide Volume I
 OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume I
 Oracle Application Server 10g: Administration I Express Guide Volume II
 Oracle Application Server 10g: Administration I Express Guide Volume III
 Oracle Application Server 10g: Administration I Express Guide Volume IV
 OracleAS 10g: Enterprise Identity Management Express Guide Volume II
 OracleAS 10g: Enterprise Identity Management Express Guide Volume III
 OracleAS Portal 10g: Build Corporate Portals Express Guide Volume II
 OracleAS Portal 10g: Build Portlets with PL/SQL Express Guide Volume II
 Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume I
 Oracle Discoverer Administrator 10g: Develop an EUL Express Guide Volume II

ENTERPRISE DATABASE SYSTEMS

MICROSOFT SQL SERVER 2005

Microsoft SQL Server 2005: Implementation and Maintenance

Installing SQL Server 2005
 Configuring SQL Server 2005
 Creating and Implementing Database Objects in SQL Server 2005
 Retrieving Data and Running Queries in SQL Server 2005
 SQL Server 2005 Messaging and Querying Tools
 Managing and Maintaining SQL Server 2005 Databases
 SQL Server 2005 Database Performance and Optimization
 Monitoring and Diagnosing Database Problems in SQL Server 2005
 SQL Server 2005 High Availability and Disaster Recovery
 SQL Server 2005 Backup and Restores

Microsoft SQL Server 2005: Infrastructure Design

Designing a Database Server Infrastructure for SQL Server 2005
 Designing Security for a Database Server Infrastructure for SQL Server 2005
 Designing the Physical Database for SQL Server 2005
 Designing a Database Server High Availability Solution for SQL Server 2005
 Designing a Database Failover Solution for SQL Server 2005
 Designing a Database Server Data Recovery Solution for SQL Server 2005

Microsoft SQL Server 2005: Database Maintenance

Optimizing SQL Server 2005 Performance
 Optimizing a Database Data Recovery Plan for SQL Server 2005
 Monitoring and Maintaining a Database in SQL Server 2005
 Managing Data Between Servers and Databases
 Managing and Maintaining Database Security in SQL Server 2005
 Managing Database Data in a SQL Server 2005 Environment

ENTERPRISE RESOURCE PLANNING SYSTEMS

ORACLE 11i

Oracle 11i E-Business Suite: Essentials for Implementers

Oracle 11i E-Business Suite: Introduction
 Oracle 11i E-Business Suite: Multi-Org
 Oracle 11i E-Business Suite: Flexfields
 Oracle 11i E-Business Suite: System Administration
 Oracle 11i E-Business Suite: Workflow, Alerts, and Daily Business Intelligence

Oracle 11i E-Business Suite: System Administrator Fundamentals

Oracle 11i: Function Security and Data Security
 Oracle 11i: Roles, Delegated Administration, Registration, and Auditing
 Oracle 11i: Concurrent Elements
 Oracle 11i: Profile Options, DBA Duties, and Printer Management
 Oracle 11i: Personalization of Forms and OA Framework Pages
 Oracle 11i: Oracle Workflow
 Oracle 11i: System Monitoring and Troubleshooting in OAM

- **Oracle 11i: Project Foundation Fundamentals**
 - Oracle 11i: Project Management and Projects Integration
 - Oracle 11i: Organization, Period, and Calendar Definitions in Oracle Projects
 - Oracle 11i: Resource and Role Management
 - Oracle 11i: Oracle Projects Security Model and Page Layouts
 - Oracle 11i: Oracle Projects and Task Definition I
 - Oracle 11i: Oracle Projects and Task Definition II
 - Oracle 11i: User-Defined Attributes, Implementation Options, and Utilization
 - Oracle 11i: Organization Forecasting and Integration

- **Oracle 11i: Navigate Oracle Applications**
 - Oracle 11i: Using the Navigator, Forms, and Online Help
 - Oracle 11i: Concurrent Processing, Requests, Profiles, and Forms

ENTERPRISE RESOURCE PLANNING SYSTEMS
SAP R/3 RELEASE 4.6

- **Moving to SAP R/3 Release 4.6**
 - Navigating SAP R/3 Release 4.6
 - Using SAP R/3 Release 4.6

- **Overview of SAP R/3 Release 4.6**
 - SAP R/3 Release 4.6 Fundamentals

- **SAP Overview for Project Teams**
 - SAP Overview
 - mySAP Finance Modules
 - mySAP Logistics Modules
 - mySAP ERP Architecture
 - SAP R/3 Administration
 - Planning and Implementing SAP Projects
 - SAP NetWeaver

- **SAP ABAP Programming Fundamentals**
 - ABAP Fundamentals
 - ABAP Programming I
 - ABAP Programming II

ENTERPRISE RESOURCE PLANNING SYSTEMS
EXPRESS GUIDES

- **Oracle Express Guide Series**
 - Oracle Application Server 10g R2: Administration I Express Guide Volume I
 - Oracle Application Server 10g R2: Administration I Express Guide Volume II

WEB DESIGN
WEB SITE DESIGN - PRINCIPLES

- **Web Site Design - Principles**
 - Design Concepts for Web Sites
 - Advanced HTML Design Elements
 - Advanced Technology Concepts for Web Designers

WEB DESIGN
WEB AUTHORING TOOLS & LANGUAGES

- **Web Services**
 - Emerging Web Service Standards
 - Web Services and Service-oriented Architecture
 - Using SOAP
 - Using WSDL
 - Using UDDI
 - Web Services Security

WEB DESIGN
MACROMEDIA

- **Macromedia Dreamweaver MX 2004: Website Development**
 - Setting up a site and adding content in Dreamweaver MX 2004
 - Adding Links, Images, and Flash Objects in Dreamweaver MX 2004
 - Adding Tables in Dreamweaver MX 2004
 - Reusing Content in Dreamweaver MX 2004
 - Creating Interactive Web Pages in Dreamweaver MX 2004
 - Working with Cascading Style Sheets in Dreamweaver MX 2004
 - Site Testing and Maintenance in Dreamweaver MX 2004

- **Macromedia Dreamweaver MX: Foundation I**
 - Using Basic Dreamweaver MX Tools
 - Structuring Web Pages with Macromedia Dreamweaver MX

- **Macromedia Dreamweaver MX: Foundation II**
 - Using Advanced Dreamweaver MX Tools

- **Macromedia Dreamweaver MX for ASP.NET**
 - Introducing Dreamweaver MX and ASP.NET
 - Using Dreamweaver MX to Develop ASP.NET Applications

- **Macromedia Flash MX 2004: Media Design**
 - Introduction to Creating Graphics in Flash MX 2004
 - Using Text in Flash MX 2004
 - Animation, Sound, and Video in Flash MX 2004 Movies
 - Introduction to ActionScript in Flash MX 2004
 - Navigation and Movie Publishing Flash MX 2004

- **Macromedia Flash MX: Foundation**
 - Basic Animation in Macromedia Flash MX
 - Increased Application of Macromedia Flash MX

- **Macromedia Flash MX ActionScript For Developers: Experienced**
 - Using ActionScript in Flash MX
 - Objects, Functions, and Components in Flash MX

- **Macromedia Flash MX Design Techniques: Experienced**
 - Basic Design Functionality of Macromedia Flash MX
 - Advanced Design Functionality of Macromedia Flash MX

- **Macromedia Fireworks MX: Foundation**
 - Using Fireworks MX with Dreamweaver MX and Flash MX

Working with Images in Macromedia Fireworks MX
Adding Interactive Objects in Macromedia Fireworks MX

■ **Macromedia ColdFusion MX: Foundation**

Getting Started with ColdFusion MX
Data Retrieval and Manipulation in Macromedia ColdFusion MX

■ **Macromedia Coldfusion MX: Experienced**

Working with Complex Data in ColdFusion MX
Working with Persistent Data in ColdFusion MX
Creating Reusable ColdFusion MX Code
Enhancing ColdFusion MX Applications

■ **Developing Macromedia ColdFusion MX Applications with Dreamweaver MX: Experienced**

Using the Dreamweaver MX Development Environment
Using Dreamweaver MX to Develop ColdFusion MX Applications

■ **Macromedia FreeHand 10: Foundation**

Basic Concepts of FreeHand 10
Documents in FreeHand 10
Objects in FreeHand 10

■ **Macromedia FreeHand 10: Getting Started**

Getting Started with FreeHand 10

■ **Macromedia FreeHand 10: Moving On**

Moving on with FreeHand 10

■ **Macromedia FreeHand 10: Up and Running**

Up and Running with Freehand 10

■ **Macromedia Flash 8**

Introduction to the features of Flash 8
Using Text and Components in Flash 8
Animation in Flash 8
ActionScript, Sound, and Video in Flash 8
Workflow, Navigation, and Publishing in Flash 8

■ **Macromedia Dreamweaver 8: Website Development**

Setting up a Site and Adding Content in Dreamweaver 8
Adding Links, Images, and Flash Objects in Dreamweaver 8
Tables, Accessibility, and Standards in Dreamweaver 8
Reusing Content in Dreamweaver 8
Creating Interactive Web Pages in Dreamweaver 8
Working with Cascading Style Sheets in Dreamweaver 8
Site Testing and Maintenance in Dreamweaver 8

WEB DESIGN

MICROSOFT FRONTPAGE

■ **Microsoft Office 2000: FrontPage 2000**

Microsoft Office 2000 - Beginning FrontPage
Microsoft Office 2000 - Advanced FrontPage

■ **Microsoft Office XP: Beginning FrontPage 2002**

FrontPage 2002 Basics
Enhancing and Managing Web Sites with FrontPage 2002

WEB DESIGN

ADOBE

■ **Adobe Photoshop CS**

Photoshop CS Basics
Advanced Tools in Photoshop CS
Selections and Layers in Photoshop CS

■ **Adobe Illustrator CS**

Preparing and Drawing Objects in Adobe Illustrator CS
Using Type and Fills and Importing Artwork in Illustrator CS
Special Effects, Layers, and Styles in Illustrator CS

■ **Adobe GoLive 5: Getting Started**

Getting Started with GoLive 5

■ **Adobe GoLive 5: Moving On**

Moving On with GoLive 5

■ **Adobe GoLive 5: Up and Running**

Up and Running with GoLive 5

■ **Adobe Illustrator 9.0: Getting Started**

Getting Started with Illustrator 9.0

■ **Adobe Illustrator 9.0: Up and Running**

Up and Running with Illustrator 9.0

WEB DESIGN

SCRIPTING AND WEB LANGUAGES

■ **Introduction to XML: Language Basics**

XML Language Basics
Style Sheets and Links

■ **JavaScript Client-Side Scripting**

JavaScript: Language Basics
JavaScript: Scripting

■ **Microsoft VBScript: Language Basics**

VBScript - Elements, Arrays, Procedures, and Program Flow
VBScript- Functions, Core Objects, and Classes

■ **DHTML Basics**

DHTML and Cascading Style Sheets
Making Content Dynamic with DHTML

■ **Advanced XML**

Structuring XML
Advanced Schemas
Transforming and Formatting XML
Querying, Navigating, and Linking XML Data
XML APIs
Extending XML

WEB DESIGN

MENTORING ASSETS

Mentoring Assets

Mentoring 502 Macromedia Flash MX 2004 Designer
Mentoring 1D0-510 CIW v5 Foundations

WEB DESIGN

TEST PREPS

Test Preps

1D0-510 CIW v5 Foundations
502 Macromedia Flash MX 2004 Designer

IT BUSINESS

IT BUSINESS

Strategic IT Planning

Setting the Stage for IT Success
Strategic Decision Making
IT Challenges: Present and Future
Strategic IT Planning Simulation

Moving from Technical Professional to Management

Management Development for Technical Professionals
Communication Skills for Successful Management
Process Management Skills
Leadership Development for Technical Professionals
Strategies for Transitioning into Management
Transitioning From Technical Professional to Management
From Technical Professional to Leadership Simulation

Managing Technical Professionals

Understanding Technical Professionals
Attracting, Motivating, and Retaining Technical Professionals
Models for Managing Technical Professionals
Developing Career Plans for Your Technical Professionals

Technical Support Agent Skills

The Contact Center and Technical Support Agent
Technical Support Essentials
Assessing Customer Behavior
Technical Support Agent Survival Skills
Technical Support Agent Skills Simulation

IT Infrastructure Library (ITIL) Foundations

ITIL: The Service Desk and Incident Management
ITIL: Configuration and Release Management
ITIL: Service Level and Capacity Management
ITIL: Problem and Change Management
ITIL: Continuity and Availability Management
ITIL: Financial and Security Management

HDI - Customer Support Specialist, Professionalism

The Customer Support Specialist (CSS)
The Support Center Service
Establishing Team and Customer Relationships

HDI - Customer Support Specialist, Process

Customer Service Procedures
Managing the Quality of the Customer Support Service Center
Management Tools and Metrics

HDI - Customer Support Specialist

Interacting with the Customer
Effective Communication Skills
Managing Conflict, Stress, and Time
Customer Support Specialist Simulation

Internal Consulting for the Technical Professional

The Technical Professional as Internal Consultant
Creating Effective Contracts
Using Data as a Technical Professional Consultant
Resistance and Technical Professional Consultants

IT BUSINESS

TEST PREPS

Test Preps

HDI Customer Support Specialist
Information Technology Infrastructure Library Foundations (ITIL v1.0)

IT BUSINESS

MENTORING ASSETS

Mentoring Assets

Mentoring hdo-400 HDI Customer Support Specialist (CSS)
Mentoring Information Technology Infrastructure Library Foundations (ITIL v1.0)

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals
Transitioning into a Project Management Role
Initiating and Planning a Project
Managing a Project
Troubleshooting and Closing the Project
Project Management for Non-Project Managers

Project Management Essentials (PMBOK® Guide - Third Edition-aligned)

An Introduction to Project Management (PMBOK-Third Edition aligned)
Project Lifecycles and Stakeholders
Introduction to Project Process Groups and Initiating a Project
Project Planning
Executing, Monitoring & Controlling, and Closing a Project
Project Management Essentials Simulation
Project Management Essentials

Project Integration Management (PMBOK® Guide - Third Edition-aligned)

Initiating a Project and Preparing the Project Plan

Project Integration: Executing and Completing a Project

■ **Project Scope Management
(PMBOK® Guide - Third Edition-aligned)**

Planning Project Scope
Controlling Project Scope

■ **Project Time Management
(PMBOK® Guide - Third Edition-aligned)**

Elements of Project Time Management
Project Scheduling

■ **Project Cost Management
(PMBOK® Guide - Third Edition-aligned)**

Estimating Activity Costs
Budgeting and Controlling Costs

■ **Project Quality Management
(PMBOK® Guide - Third Edition-aligned)**

Planning for Quality
Performing Quality Assurance and Control

■ **Project Human Resource Management
(PMBOK® Guide - Third Edition-aligned)**

Elements of Project Human Resource Management
Implementing Project Human Resource Management
Project Human Resources Management Simulation

■ **Project Communications Management
(PMBOK® Guide - Third Edition-aligned)**

Communications Planning and Information Distribution
Performance Reporting and Stakeholder Management
Project Communications Management Simulation

■ **Project Risk Management
(PMBOK® Guide - Third Edition-aligned)**

Planning and Identifying Project Risk
Analyzing Project Risk
Responding to and Controlling Project Risk

■ **Project Procurement Management
(PMBOK® Guide - Third Edition-aligned)**

Planning Project Procurement and Requesting Seller Responses
Choosing Sellers and Administering and Closing Contracts
Project Procurement Management Simulation

■ **Managing Software Project Outsourcing**

Making the Right Outsourcing Decision
Planning the Outsourcing Deal
The Outsourcing Project
Determining Project Quality Standards and Milestones
Measuring Project Outsourcing Success

■ **Project Management Professional Responsibility**

Ethics and Professional Knowledge (PMBOK aligned)
Stakeholder Interests and Cultural Diversity (PMBOK aligned)

■ **Project Management for IT Professionals**

Introduction to IT Project Management

Functions of IT Project Management

The Life Cycle of an IT Project
Managing the Execution and Control of IT Projects
Managing Efficiencies of IT Projects
Project IT Management Simulation - The Early Stages
Project IT Management Simulation - Design to Rollout
Final Exam: Project Management for IT Professionals

■ **Strategic Project Management for IT Projects**

Strategic Planning and Positioning for IT Projects
Strategic Approaches to Managing IT Projects
Estimating the IT Project Work Effort
IT Project Leadership, Authority & Accountability
Managing Multiple IT Projects
Cost Management and IT Project Trade-offs
Strategic Project Management for IT Projects Simulation
Final Exam: Strategic Project Management for IT Projects

■ **Program Management (PMI® Standard-aligned)**

Introduction to Program Management
Program Lifecycle and Organization
Program Management Processes and the Initiating Process Group
Program Planning
The Execution Process Group
Monitoring, Controlling, and Closing Programs

■ **Portfolio Management (PMI® Standard-aligned)**

Introduction to Portfolio Management
Portfolio Management Processes and the Organization
Portfolio Management Processes

■ **Test Prep**

TestPrep Certified Associate in Project Management (CAPM)
Project Management Professional (PMP) PMBOK Guide Third Edition Aligned

■ **Mentoring Assets**

Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned
Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned

■ **PROJECT EFFECTIVENESS**

■ **TEAM BUILDING CURRICULUM**

■ **Creating High-performance On-site and Virtual Teams**

Launching Successful On-site and Virtual Teams
Leading Successful On-site Teams
Leading Virtual Teams
Facilitating On-site and Virtual Teams
Creating High-Performance and Virtual Teams Simulation
Leading Virtual Teams Simulation
Creating High-performance On-site and Virtual Teams

■ **Participating in Teams**

Effective Team-building Strategies
Effectively Communicating in Teams
The Individual's Role in a Team

Participating in Teams Simulation
Participating in Teams

■ Making Teams Work: Capitalizing on Conflict

Team Conflict: The Seeds of Dissent ✦
Analyzing Workplace War Zones ✦
Getting Past Clashes: Valuing Team Diversity ✦
Conquering Conflict through Communication ✦
The Path to Peace and Harmony ✦
Manager's Performance Guide - Team Conflict Skills ✦
Making Teams Work (Simulation)

■ How to Lead a Team

Team Foundations ✦
Team Facilitation and Decision-Making ✦

■ Participating in a Project Team

The Self-directed Project Team Member ✦
Project Team Communication Skills ✦
Team-building Is an Inside Job ✦
Troubleshooting for Project Teams ✦
The Project Team Star Player ✦
Improving Your Leadership Skills ✦

■ Cultivating a High-performance Project Team

Building a High-performance Team ✦
Harnessing Collective Knowledge ✦
Managing a Project with Your Team ✦
Rewiring up Your High-performance Project Team ✦
Maintaining Project Team Peak Performance ✦
Fixing Broken Teams ✦

■ Managing and Leading the Virtual Team

Virtual Team Basics ✦
Virtual Team Communication ✦
Collaboration in Virtual Teams ✦
Virtual Project Management ✦
Virtual Team Leadership ✦
Learning Organisations and the Virtual Team ✦

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

■ Certified Business Analysis Professional (CBAP)

Core Concepts in Business Analysis
Enterprise Analysis and Making a Business Case
Introduction to Requirements Planning
Requirements Planning and Management
Eliciting Requirements
Analyzing Requirements
Validating Requirements

Business Skills Courseware

BUSINESS STRATEGY AND OPERATIONS

BUSINESS LAW

■ Fundamentals of Business Law

A Manager's Introduction to Business Law
Contracts in Commercial Transactions
Employment and Labor Law
American Business Formations in the 21st Century
Intellectual Property and Proprietary Rights
Lawsuits and Negotiations

BUSINESS STRATEGY AND OPERATIONS

OPERATIONS CURRICULUM

■ Managing Customer-Driven Process Improvement

Why Customer Driven? ✦
Identifying What the Customer Wants ✦
Translating Requirements into Process Goals ✦
Understanding Processes ✦
Implementing Improvements ✦
Managing Process Improvements ✦
Managing Customer-Driven Process Improvement Simulation

■ Six Sigma Foundations

Six Sigma Introduction ✦
Final Exam: Six Sigma Foundations

■ Six Sigma Team Implementation

Six Sigma: Reducing Variation to Improve Quality
Six Sigma: Listening to the Voice of the Customer
Six Sigma DMAIC: Defining the Problem
Six Sigma DMAIC: Measuring the Process
Six Sigma DMAIC: Analyzing the Data
Six Sigma DMAIC: Analyzing the Process
Six Sigma DMAIC: Improving the Process
Six Sigma DMAIC: Controlling the Improved Process
Six Sigma Team Implementation
Final Exam: Six Sigma Team Implementation

■ Lean Manufacturing

Lean Logic
Lean Value
Lean Techniques
Lean Strategies
Final Exam: Lean Manufacturing

■ Six Sigma Black Belt: Deployment

Six Sigma and the Corporate Enterprise
Leadership in Six Sigma
Organizational Goals and Objectives
History of Organizational Improvement and the Foundations of Six Sigma
Overview of Business Process Management
The Importance of Metrics to Six Sigma

- **Six Sigma Black Belt: The Define Phase**
 - Define the Six Sigma Opportunity
 - The Six Sigma Project Charter and Plan
 - Six Sigma Team Leadership
 - Six Sigma Team Dynamics and Performance
 - The Six Sigma Change Agent
 - Six Sigma Management and Planning Tools
 - Six Sigma and the Voice of the Customer
 - Six Sigma and Critical Customer Requirements
 - Defining and Mapping the Six Sigma Process
 - Scoping the Six Sigma Project
- **Six Sigma Black Belt: The Measurement Phase**
 - Process Analysis and Documentation
 - Probability and Statistics
 - Collecting and Summarizing Data
 - Properties and Applications of Probability Distributions
 - Measurement Systems
 - Analyzing Process Capability
 - Calculating Process Capability
- **Six Sigma Black Belt: The Improve Phase**
 - Design of Experiments (DOE)
 - Design and Analysis
 - Taguchi and Quality Improvement
 - Experimenting for Process Improvement
- **Six Sigma Black Belt: The Control Phase**
 - Six Sigma--Statistical Process Control
 - Control Charts and the Pre-control Process
 - Six Sigma--Lean Tools for Control
 - Six Sigma--Measurement System Re-analysis
- **Six Sigma Black Belt: The Analyze Phase**
 - Exploratory Data Analysis
 - Hypothesis Testing
 - Common Tests
 - Variance, Contingency Tables, and Nonparametric Tests
- **Six Sigma Black Belt: The Lean Enterprise**
 - Lean Concepts
 - Non-value added Steps and Tasks
 - Lean Tools
 - Total Productive Maintenance (TPM)
- **Six Sigma Black Belt: Design for Six Sigma Black Belt**
 - Quality Function Deployment (QFD)
 - Robust Design and Process
 - Failure Mode and Effect Analysis
 - Design for X (DFX)
 - Special Design Tools
- **Six Sigma: Champion Training**
 - Introduction to Six Sigma
 - Six Sigma Process Improvement
 - Six Sigma Projects and Project Teams
 - Managing and Deploying Six Sigma

- **Logistics Management**
 - Overview of Logistics Management ✦
 - Inventory Management ✦
 - Supply Chain Management ✦
- **ISO 9000:2000 Overview**
 - The Who, What & Why of ISO 9000:2000 ✦
 - Building a Quality Management System ✦
 - Quality-minded Management ✦
 - Customer Satisfaction Through Resource Management ✦
 - Processes for Quality Products and Services
 - Continual Quality Improvement
 - Steps for Successful ISO Registration
 - Transitioning from ISO 9000:1994 to ISO 9001:2000
- **Supply Chain Management**
 - The Fundamentals of Supply Chain Management ✦
 - Supply Chain Management Strategies ✦
 - Supply Chain Planning and Inventory Management ✦
 - Supply Chain Management and e-Business
 - Supply Chain Transportation and Facility Design
- **Certified Manager of Quality/Organizational Excellence**
 - Team Dynamics
 - Developing and Deploying Strategic Plans
 - Quality Systems, Models, and Theories
 - Supply Chain Management

BUSINESS STRATEGY AND OPERATIONS
STRATEGIC PLANNING CURRICULUM

- **How to Write a Business Case**
 - Pricing for Profitability
 - Fundamental Components of a Business Case ✦
 - Developing Target Market Strategy ✦
- **Strategic IT Planning**
 - Setting the Stage for IT Success
 - Strategic Decision Making
 - IT Challenges: Present and Future
 - Strategic IT Planning Simulation
- **Strategic Management**
 - Strategic Management - Planning
 - Strategic Management - Analysis and Choice
 - Strategic Management - Corporate Implementation
- **The Fundamentals of Globalization**
 - Globalization and Our Changing World
 - Globalization and Your Company
 - The Process of Globalizing a Product or Service
 - Managing from a Global Viewpoint
- **Systems Thinking in the 21st Century**
 - What is Systems Thinking?
 - Building a Healthy System

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Systems-thinking Models and Thinking Skills
System Archetypes
Redesigning Your Organization: Part I
Redesigning Your Organization: Part II
Taking Systems Thinking into Your Personal Life

■ **Moving From an Operational Manager to a Strategic Thinker**

Thinking Strategically
Sustaining Competitive Advantage
The Imperatives of Innovation and Leadership in Strategy
Planning and Implementing a Business Strategy

BUSINESS STRATEGY AND OPERATIONS

MARKETING CURRICULUM

■ **Strategic Marketing in Action**

Elements of Marketing Strategy
Analyzing the Market
Competitive Factors in Strategic Marketing ✦
Writing a Marketing Plan: Phase 1
Writing the Marketing Plan: Creative Strategy
Creating a Marketing Campaign
Marketing Management
Financial Analysis for Successful Marketing

■ **Strategic Brand Management**

Introduction to Brand Management
Building Brand Equity
Managing the Creative Elements of Brand
Promoting Your Brand to Consumers
Evaluating Brand Effectiveness
Managing and Maintaining Brand Equity

■ **Online Branding Strategy**

Introduction to Online Branding
The Online Branding Environment
Strategies for Building an Online Brand

■ **Competitive Marketing Strategies**

Competitive Strategies for a New Marketplace
Surpassing the Competition

■ **Product Management Essentials**

Introduction to Product Management
Developing a New-product Strategy
Pricing and Profitability for Product Managers

BUSINESS STRATEGY AND OPERATIONS

e-BUSINESS

■ **e-Business Foundation**

The Fundamentals of e-Business ✦
Approaches to e-Business ✦
e-Business Opportunities ✦
e-Business Design ✦
Building a Successful Website ✦
e-Business Solutions ✦

■ **e-Business for Customer Relationship Management**

Introduction to Customer Relationship Management ✦
Electronic Customer Relationship Management ✦
Data Mining ✦
Profiting from Customer Relationship Management ✦
Profit Networks ✦

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING CURRICULUM

■ **Accounting 101**

Accounting Fundamentals
Accrual Accounting Procedures
Accounting Systems and Closing Activities
Accounting for Cash Control
Accounting for Merchandising Businesses
Final Exam: Accounting 101

■ **Finance Fundamentals for non-Finance Professionals**

Principles of Financial Management ✦
Basics of Budgeting ✦
Managing Cash Flows
Understanding Financial Statements ✦

■ **Business Finance for Managers**

Introduction to Finance ✦
Making Budgets Work ✦
Cash Management ✦
Financial Statements and Analysis ✦
Sources of Funding ✦
Manager's Performance Guide - Business Finance ✦

■ **Practical Budgeting Skills for Business**

Creating and Analyzing an Operating Budget
The Ins and Outs of Capital Budgeting
Effective Budget Management

■ **Advanced Business Finance**

Introduction to Advanced Finance
Investment Project Analysis and Selection
Raising Capital and Financing Decisions
Managing Working Capital
Corporate Restructuring
Financial Risk Management
International Finance
Final Exam: Advanced Business Finance

■ **Accounting 102**

Accounting for Partnerships
Accounting for Corporations
Analyzing Cash Flow Statements
Master Budgets
Final Exam: Accounting 102

■ **Auditing: A Practical Approach**

Introduction to Auditing

Introduction to Internal Auditing
Principles of Internal Auditing
Introduction to External Auditing
Principles of External Auditing

■ **Managerial Accounting**

Overview of Managerial Accounting
Managerial Decisions and Capital Budgeting
Managing for Asset Control
Cost Accounting Decisions

■ **Using Financial Statements (co-Developed with Wharton)**

Principles of Financial Statements ✦
Components of Financial Statements ✦
Analyzing the Income Statement and Balance Sheet ✦
The Income Statement and Balance Sheet Connection ✦
Analyzing Cash Flow ✦
Ratio Analysis for Financial Statements ✦
Credibility and Disclosure in an Annual Report ✦
Analyzing an Annual Report ✦

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

ADMINISTRATIVE SUPPORT CURRICULUM

■ **The Effective Administrative Support Professional**

Getting Started--The Administrative Support Professional
Overview to Effective Business Communication
Using Effective Business Communication
Administrative Functions
Advancing Your Administrative Career
Effective Administrative Support Professional Simulation

■ **Advanced Skills for Administrative Support Professionals**

Behavior: Putting Your Best Foot Forward
Managing Yourself and Those Around You
Partnering with Your Boss
Communicating with Power and Confidence
Advanced Administrative Support Simulation

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

KNOWLEDGE MANAGEMENT

■ **Knowledge Management Fundamentals**

The Art of Knowledge Management ✦
Knowledge as Capital ✦
Putting Knowledge to Work ✦
Managing Knowledge Workers ✦
Being a Knowledge Activist ✦
Final Exam: Knowledge Management Fundamentals

■ **The 21st Century Learning Curve**

Knowledge as Strategy: Performance Improvement ✦
The Power of the Learning Organization ✦
The Potential of Self-directed Learning ✦
Benchmarking for Best Practices ✦

Implementing and Evaluating Self-directed Learning ✦
Performance Support ✦

■ **Achieving Measurable Performance Impact from Training**

Training for Business Results

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

HUMAN RESOURCES CURRICULUM

■ **Managing Diversity**

Why Diversity Matters
Changing the Corporate Culture
Diversity in the Future
Designing a Diversity Initiative
Managing Diversity Simulation
Managing Diversity

■ **Behavioural Interviewing**

Building a Firm Foundation ✦
Screening Applicants ✦
Preparing for the Behavioral Interview ✦
Conducting the Behavioral-based Interview ✦
Preparing as the Interviewee ✦
Experiencing the Behavioral-based Interview ✦
Behavioral Interviewing (Simulation)

■ **Recruiting & Retention Strategies for the Tight Labor Market**

Recruiting for the 21st Century: The Market ✦
Recruiting for the 21st Century: Strategies ✦
Recruiting Successfully ✦
Online Recruiting ✦
Facilitating Effective Hiring ✦
Retention ✦

■ **Effective Hiring and Interviewing Skills**

Hiring Considerations
Effective Interviewing
Selecting the Best Applicant
Effective Hiring and Interviewing Skills Simulation
Effective Hiring and Interviewing Skills

■ **Respecting Individual Rights**

Understanding Ethical Business Practice ✦
Implementing Ethics in Business ✦
Employment Rights ✦
Managing Diversity ✦
The Human Rights Act ✦
Harassment at Work ✦

■ **How to Interview and Hire the Right People**

The Pre-Interview Process ✦

■ **HRCI/PHR Certification Program**

EEO and Affirmative Action (HRCI/PHR)

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Sexual Harassment in the Workplace (HRCI/PHR)
 Managing Employment (HRCI/PHR)
 Employee Relations (HRCI/PHR)
 Non-union Work Environments (HRCI/PHR)
 Union Work Environments (HRCI/PHR)
 Employee Benefit Programs (HRCI/PHR)
 Employee Development (HRCI/PHR)
 Human Resource Development (HRCI/PHR)
 Recruitment and Selection (HRCI/PHR)
 Occupational Health and Safety (HRCI/PHR)
 Employee Compensation (HRCI/PHR)
 Offers, Contracts, and Organizational Exit (HRCI/PHR)
 Affirmative Action and the EEO (HRCI/PHR)
 Employment Management (HRCI/PHR)
 Recruiting and Selecting Candidates (HRCI/PHR)
 Sexual Harassment at Work (HRCI/PHR)
 HRCI/PHR Certification Program
 Human Resources Fundamentals Simulation
 Final Exam: HRCI/PHR Certification Program

HRCI/SPHR (Senior Professional Human Resource)

The Strategic Role of HR in Organizations
 Managing the HR Process
 Workforce Planning and Employment Strategies
 Strategic Human Resource Development
 Compensation and Benefits Strategies
 Employee and Labor Relations Strategies
 Safety, Health, and Security Strategies

Test Preps

Professional in Human Resources (PHR) BOK 2005 Aligned

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

MENTORING ASSETS

Mentoring Assets

Mentoring Professional in Human Resources (PHR)

MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

How to Discipline Employees & Correct Performance Problems

Understand and Confront Performance Problems ✦
 Setting and Clarifying Standards ✦
 Motivate and Recognise Staff ✦

Management Excellence: Performance-Based Appraisals

Effective Management: Performance-based Appraisal ✦
 Designing Successful Performance-based Appraisals ✦
 Implementing Performance-based Appraisals ✦
 Performance-based Appraisal: An Employee View ✦
 Appraising the Performance-oriented Team ✦

Practical Coaching Skills for Managers

Implementing the Coaching Model ✦

Dealing with Conflict and Confrontation

Understanding Conflict ✦

The Consummate Coach

Coaching Changes Managerial Malpractice ✦
 Foundations of Coaching ✦
 The Coach's Roles ✦
 Coaching and the People Issues ✦
 Coaching Excellence Changes You ✦
 Manager's Performance Guide - Coaching Skills ✦

Making Change Work

Building a Case for Change ✦

Managing Others through Change

Change Leadership ✦
 Communicating and Reinforcing Change ✦
 Overcoming the Challenges of Change ✦

Negotiation Strategies for Managers

Successful Management Negotiation ✦
 Advanced Management Negotiations ✦

Effectively Managing Top Performers

Managing and Rewarding Top Performers

Moving into a Management Role

Becoming a Manager ✦
 A New Manager's Responsibilities and Fears ✦
 Lead and Communicate Effectively as a New Manager ✦
 A New Manager's Role in the Company's Future ✦
 Moving into Management Simulation
 Leadership in Management Simulation
 Moving into a Management Role Blended Learning Toolkit

Essential Skills for Tomorrow's Managers

Competencies for Tomorrow's Managers
 Development Tools for Tomorrow's Managers ✦
 The Manager as Coach and Counselor ✦
 The Manager as Project Champion ✦
 A Manager's Primer for Ensuring Accountability ✦
 Continuous Learning for Tomorrow's Managers ✦
 Essential Skills for Tomorrow's Managers (Simulation)
 Essential People Management Skills Simulation
 Essential Skills For Tomorrow's Managers

Moving from Technical Professional to Management

Management Development for Technical Professionals
 Communication Skills for Successful Management
 Process Management Skills
 Leadership Development for Technical Professionals
 Strategies for Transitioning into Management
 Transitioning From Technical Professional to Management
 From Technical Professional to Leadership Simulation

360-Degree Performance Appraisal

About 360-Degree Performance Feedback ✦
 Elements of a 360-degree Performance Review

Delivering 360-Degree Performance Feedback
360-Degree Performance Appraisal Simulation

■ **Managing Problem Performance**

Preventing Problem Performance
Identifying Problem Performance
Improving Problem Performance
Dealing with Problem Performance
Averting Problem Performance Simulation
Addressing Problem Performance Simulation
Managing Problem Performance

■ **The Fundamentals of Business Crises Management**

Preparing for Business Crises
Responding to Business Crises
Recovering from Business Crises
The Fundamentals of Business Crises Management Simulation.

■ **Supporting Employees through the Change Process**

Beginning the Change Process
Managing Through the Change
Incorporating Change in Your Organization
Supporting Employees through Change Simulation
Supporting Teams through Change Simulation
Managing Change Blended Learning Toolkit

■ **Mentoring Essentials**

Effective Mentoring ✦
The Mentoring Manager ✦
Implementing an Organization-wide Mentoring Program
Mentoring Strategies in the 21st Century
Achieving Success with the help of a Mentor
e-Mentoring
Mentoring Essentials (Simulation)

■ **Delegation Skills**

Delegation Basics
The Personal Approach in Delegation ✦
Managing the Delegated Environment
Effective Delegation Simulation

■ **The Successful Facilitator**

The Role of the Facilitator ✦
Facilitative Fundamentals: Techniques and Tools ✦
Facilitating Work Groups and Meetings ✦
Facilitating Challenging Situations ✦
Facilitative Formats and Tools: Offering Options ✦
The Facilitative Leader ✦
The Successful Facilitator Simulation

■ **Coach with Confidence**

Coaching for Business ✦
Successful Coaching Relationships
Key Stages in Coaching
Coaching Skills
Mindsets, Emotions and Coaching
Coaching Trends

Coach with Confidence Simulation
Coaching Personalities and Teams Simulation
Coach with Confidence

■ **Managing Technical Professionals**

Understanding Technical Professionals
Attracting, Motivating, and Retaining Technical Professionals
Models for Managing Technical Professionals
Developing Career Plans for Your Technical Professionals

■ **How to Overcome Negativity in the Workplace**

The Path from Pessimism to Optimism
Proactive Approaches to Stop Negativity
Overcoming Organizational Negativity

■ **Performance Appraisal**

Continuous Performance Assessment
Reviewing Performance
Performance Appraisals Simulation
Performance Appraisals Blended Learning Toolkit

■ **Managing Contractors and Temporary Employees**

Doing Business with Independent Contractors
Hiring Temporary (Contingent) Employees
Managing Contingent Employees
Legal Pitfalls Regarding Independent Contractors
Working with Temporary Agencies
Hiring and Managing Contractors Simulation
Final Exam: Managing Contractors and Temporary Employees

■ **Advanced Management Skills**

Managing in a Global Business Environment
Managing Cross-Functions
Managing For High Performance
Managing Managers
Managing Upward Relationships

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

■ **Leading from the Front Line**

Challenges of the 21st Century ✦
Organizational Culture and Leadership ✦
Energizing and Empowering Employees ✦
Leadership and the Knowledge Worker ✦
Leading Change from the Front Line ✦
Dynamics of Leadership ✦
Leading from the Front Line Simulation

■ **Going from Management to Leadership**

The Mark of a Leader ✦
Communicating a Shared Vision ✦
The Enabling Leader ✦
Communicating as a Leader ✦
Coaching for Performance ✦

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Leading through Change ✦
The Leader as a Model ✦
Removing Performance Barriers ✦
Going from Management to Leadership Simulation
Growing from a Manager to a Leader Simulation
Going from Management to Leadership

■ **Leadership Skills for Women**

The Secrets of Women Leaders ✦
Building Your Support System ✦

■ **Leadership in Senior Management**

Senior Leadership Principles ✦
Leadership in Senior Management ✦

■ **Business Execution**

Foundations for Business Execution
Creating a Business Execution Culture
Business Execution in Action
Business Execution Simulation
Business Execution Blended Learning Toolkit

■ **Leading the Workforce Generations**

Introduction to Work Force Generations
Attracting, Developing, and Retaining Generations
Leading Silent Generation and Baby Boom Workers
Leading Generations X and Next
Making Cross-generational Teams Work
Cross-generational Workers in the 21st Century
Leading the Workforce Generations

■ **Succession Planning for Business Environment**

Succession Planning Overview ✦
Succession Planning Strategies
Succession Planning and Human Resources
Succession Planning Management
Initiating a Succession Plan Simulation
Implementing a Succession Plan Simulation

PROFESSIONAL EFFECTIVENESS

COMMUNICATION CURRICULUM

■ **Interpersonal Communication Skills for Business**

The Process of Interpersonal Communications ✦
The Mechanics of Effective Communication ✦
Communication Skills for the Workplace ✦
Communicate for Results
Communication Skills for Leadership
Communication Skills for Resolving Conflict
Communicate for Contacts
Interpersonal Communication Skills for Business Simulation
Interpersonal Communication Skills for Teams Simulation
Interpersonal Communication Skills for Business Blended Learning Toolkit

■ **Mastering Interpersonal Communication**

Dynamics of Interpersonal Communication ✦

Communication Tools ✦
The Many Faces of Communication ✦
The Interpersonal Side of Conflict ✦
Interpersonal Business Savvy ✦
Developing Interpersonal Skills in Your People ✦

■ **Business Writing Essentials**

Writing with Intention ✦
Avoiding Errors in Usage and Punctuation
Avoiding Grammatical Errors in Business Writing
Crisp Composition
Writing to Reach the Audience
Getting the Most from Business Documents
The Writing Process
Business Writing Essentials
Business Writing Essentials Using Microsoft Word
Final Exam: Business Writing Essentials

■ **High Impact Business Writing**

Preparing to Write Effectively to Your Audience ✦
Writing Concisely and Accurately ✦
Writing Effective Business Documents ✦

■ **Writing to Maximize Business Results**

Exploring the New Basics of Business Writing ✦
Writing High-impact Reports and Proposals ✦
Producing Letters that Drive Your Business ✦
Using Good Letters to Deliver Bad News ✦
Writing to Maximize Business Results ✦
Writing Effective E-mail Messages ✦

■ **International Communications**

The Impact of Culture on Communication
The Art of Global Communication
Improving Your Cross-cultural Communications
International Communications Simulation
Cross-cultural Communications Simulation

■ **Emotional Intelligence in the Workplace**

What Is Emotional Intelligence? ✦
Emotional Intelligence at Work ✦
Teamwork and Emotional Intelligence ✦
Increasing Your Emotional Intelligence ✦
The Emotionally Intelligent Leader ✦
Emotional Intelligence in the Workplace Simulation

■ **Effective Listening Skills**

The Basics of Listening ✦
Listening for Comprehension ✦
Listening for Higher Purposes ✦
Enhancing Your Listening Skills
Effective Listening Skills Simulation

■ **Managing and Working with Difficult People**

Difficult People in the Workplace ✦
Working with Aggressive People ✦

Working with Negative People and Procrastinators ✦
 Working with Arrogant and Duplicitous People ✦
 Managing and Working with Difficult People (Simulation)
 Communicating Effectively with Difficult Coworkers
 Working with Difficult People Blended Learning Toolkit

Assertive Communication

Professional Assertiveness ✦
 Assertiveness from the Inside Out ✦
 Assertive Communication Simulation

Business Etiquette and Professionalism

Everyday Business Etiquette
 Communication Etiquette
 Etiquette and the Business Meeting
 Etiquette for Supervisors
 Business Etiquette and Professionalism Simulation

Building Better Work Relationships

Building Effective Interfunctional Relationships ✦
 Building Effective Intercultural Relationships
 Building Effective Intergender Relationships ✦
 Working Effectively with Customers ✦
 Working Effectively with Business Partners
 Building Better Work Relationships Simulation

Business Grammar Essentials

Foundations of Grammar
 Sentence Construction
 Understanding Writing Mechanics
 Punctuating with Skill

Email Essentials

Essentials of Electronic Communication
 Optimizing Email at Work
 E-mail and Organizational Communication
 E-mail as a Marketing Tool
 E-mail Essentials using Microsoft Outlook

Delivering Successful Presentations

Presenting to Succeed ✦
 Delivering Your Message
 Presentation Resources Available to You
 Delivering Successful Presentations Simulation
 Presentation Skills Blended Learning Toolkit
 Combining Presentation Skills with MS PowerPoint

Powerful Presentation Skills

Delivering Your Presentation ✦
 Presenting with Confidence and Impact ✦

Meeting the Presentation Challenge

The Foundations of Presentations ✦
 Basic Presentation Structure ✦
 Using Presentation Equipment Effectively ✦
 Effective Presentation Delivery ✦
 Advanced Presentation Skills ✦

Presentation as a Management Tool ✦

Effective Business Meetings

Planning Effective Business Meetings ✦
 Leading Effective Business Meetings
 Participating Effectively in Business Meetings
 Effective Business Meetings Simulation
 Business Meetings Blended Learning Toolkit

Dealing with Conflict in the Workplace

Perspectives on Conflict
 Handling Conflict with Others
 Managing Conflict in the Organization
 Dealing with Conflict in the Workplace Simulation
 Managing Conflict in the Workplace Simulation
 Dealing with Conflict in the Workplace

Telephone Skills For Business Professionals

Effective Telephone Techniques
 Making Telephone Calls Count
 Telephone Skills for Business Professional Simulation

Professional Telephone Skills

Handle Calls with Confidence and Professionalism ✦
 Turn Difficult Callers into Delighted Customers ✦
 Managing Telephone Technology ✦

Negotiating to Win: Getting the Results You Want

Crafting a Deal ✦
 Connect and Communicate ✦
 The Negotiation Process ✦
 The Dynamics of Interaction ✦
 Inclusive Negotiating
 When the Going Gets Tough ✦
 The Master Negotiator ✦
 Negotiating to Win (Simulation)

Getting Results Without Authority

Building Relationships to Get Results
 Teamwork and Results Without Authority
 Leadership Without Authority
 Gaining Allies, Creating Change
 Getting Results through Communication
 Getting Results from the Boss
 Getting Results without Authority Simulation

Effective Use of Feedback for Business

An Essential Guide to Giving Feedback
 Coping with Criticism and Feedback
 Giving Feedback to Colleagues
 Team Feedback: A guide
 Giving Feedback: A Manager's Guide
 Effective Feedback for Employees and Colleagues Simulation
 Effective Use of Feedback for Teams Simulation

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■ **Anger Management in The Workplace**

- Experiencing Anger
- Managing Your Anger
- Managing Anger in the Workplace Simulation

■ **How to Write an Effective Internal Business Case**

- Preparing a Business Case
- Writing a Business Case
- Presenting Your Case

PROFESSIONAL EFFECTIVENESS

FOUNDATION SKILLS CURRICULUM

■ **Basic Business Math Skills**

- Whole Numbers, Fractions, and Equations
- Decimals and Percents
- Ratios, Averages and Graphs

PROFESSIONAL EFFECTIVENESS

PERSONAL DEVELOPMENT CURRICULUM

■ **Creativity and Innovation in the Workplace**

- Brainstorming and Promoting Creative Thinking ✦
- The Foundations of Creativity and Innovation ✦
- Generating Creative and Innovative Ideas
- Evaluating Creative and Innovative Ideas
- Implementing Creative and Innovative Ideas
- Creativity and Innovation in the Workplace Simulation
- Creativity and Innovation in the Workplace

■ **Fast-tracking Your Career**

- Get Your Career on the Fast Track
- Basic Business Skills to Get You on the Fast Track
- Communication Skills to Fast-track Your Career
- Interpersonal Skills on the Fast Track
- The Boss Factor
- Improving Your Image
- Fast-Tracking Your Career Simulation

■ **Working More Effectively - Taking Control of Your Time**

- You and Your Time
- Techniques for Better Time Management
- Developing Good Time Management Habits
- Working More Effectively Simulation
- Time Management Blended Learning Toolkit
- Taking Control of Your Time Using Microsoft Outlook

■ **Ethics in Business**

- Ethical Decision Making
- Managerial Business Ethics
- Organizational Ethics
- Corporate Social Responsibility
- Ethics in Business Simulation
- Ethics in Business

■ **Living a Balanced Life**

- Finding Your Life Balance

- Success Over Stress
- Strategies for Better Balance
- Living a Balanced Life Simulation
- Living a Balanced Life

■ **Achieving Balance in Your Professional and Personal Life**

- Discovering Balance ✦
- Managing Time ✦
- Coping with Stress ✦

■ **Overcoming Overload - Managing Memory and Time**

- Time as a Resource ✦
- Eliminate the Time Wasters ✦
- Organize to Remember ✦
- Create Your Own Time and Memory Management Programme ✦

■ **Problem Solving and Decision Making**

- Problem-Solving Foundations ✦
- Problem Solving for Common Business Challenges ✦

■ **Managing Yourself through Change**

- The Effects of Organisational Change ✦
- Making the Change ✦
- The Paradigm Shift of Change ✦

■ **Dealing with Organizational Change**

- Perspectives on Organizational Change
- Being Prepared for Change
- Communicating During Organizational Change
- Dealing with Organizational Change Simulation
- Dealing with Organizational Change Blended Learning Toolkit

■ **Problem-solving and Decision-making for Business**

- Foundations of Effective Thinking ✦
- Framing the Problem ✦
- Generating Alternatives in Problem Solving ✦
- Dynamic Decision Making ✦
- Implementing and Evaluating a Decision
- Problem Solving and Decision Making in Groups
- Creative Problem Solving and Effective Thinking (Simulation)
- Rational Problem Solving and Decision-making Simulation
- Problem-solving & Decision-making for Business Blended Learning Toolkit

■ **Working without a Net - The Business of Risk**

- Risk Basics ✦
- Approaches to Risk Management ✦
- Decisions and Risk ✦
- Strategic Planning and Risk Management ✦
- Risk Strategies: The Cutting Edge ✦
- Working without a Net: Decisions Simulation

■ **Achieving Organizational Excellence Through Critical Thinking**

- The Role of Critical Thinking in Organizations
- Developing Fundamental Critical Thinking Skills
- Strategies for Facilitating Critical Thinking
- Critical Thinking Skills for Managing

Organizational Scope of Critical Thinking
Critical Thinking Strategies Simulation

■ **Business Professionalism**

Business Professionalism
Personal Accountability: Working for Your Inner Boss
Self-empowerment: Managing from Within
Goals and Goal Setting
Developing a Positive Attitude
Successful Lifelong Learning

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

■ **Project Management for Non-Project Managers**

Project Management Fundamentals
Transitioning into a Project Management Role
Initiating and Planning a Project
Managing a Project
Troubleshooting and Closing the Project
Project Management for Non-Project Managers

■ **Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)**

An Introduction to Project Management (PMBOK-Third Edition aligned)
Project Lifecycles and Stakeholders
Introduction to Project Process Groups and Initiating a Project
Project Planning
Executing, Monitoring & Controlling, and Closing a Project
Project Management Essentials Simulation
Project Management Essentials

■ **Project Integration Management (PMBOK® Guide - Third Edition-aligned)**

Initiating a Project and Preparing the Project Plan
Project Integration: Executing and Completing a Project

■ **Project Scope Management (PMBOK® Guide - Third Edition-aligned)**

Planning Project Scope
Controlling Project Scope

■ **Project Time Management (PMBOK® Guide - Third Edition-aligned)**

Elements of Project Time Management
Project Scheduling

■ **Project Cost Management (PMBOK® Guide - Third Edition-aligned)**

Estimating Activity Costs
Budgeting and Controlling Costs

■ **Project Quality Management (PMBOK® Guide - Third Edition-aligned)**

Planning for Quality
Performing Quality Assurance and Control

■ **Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)**

Elements of Project Human Resource Management
Implementing Project Human Resource Management
Project Human Resources Management Simulation

■ **Project Communications Management (PMBOK® Guide - Third Edition-aligned)**

Communications Planning and Information Distribution
Performance Reporting and Stakeholder Management
Project Communications Management Simulation

■ **Project Risk Management (PMBOK® Guide - Third Edition-aligned)**

Planning and Identifying Project Risk
Analyzing Project Risk
Responding to and Controlling Project Risk

■ **Project Procurement Management (PMBOK® Guide - Third Edition-aligned)**

Planning Project Procurement and Requesting Seller Responses
Choosing Sellers and Administering and Closing Contracts
Project Procurement Management Simulation

■ **Managing Software Project Outsourcing**

Making the Right Outsourcing Decision
Planning the Outsourcing Deal
The Outsourcing Project
Determining Project Quality Standards and Milestones
Measuring Project Outsourcing Success

■ **Project Management Professional Responsibility**

Ethics and Professional Knowledge (PMBOK aligned)
Stakeholder Interests and Cultural Diversity (PMBOK aligned)

■ **Project Management for IT Professionals**

Introduction to IT Project Management
Functions of IT Project Management
The Life Cycle of an IT Project
Managing the Execution and Control of IT Projects
Managing Efficiencies of IT Projects
Project IT Management Simulation - The Early Stages
Project IT Management Simulation - Design to Rollout
Final Exam: Project Management for IT Professionals

■ **Strategic Project Management for IT Projects**

Strategic Planning and Positioning for IT Projects
Strategic Approaches to Managing IT Projects
Estimating the IT Project Work Effort
IT Project Leadership, Authority & Accountability
Managing Multiple IT Projects
Cost Management and IT Project Trade-offs
Strategic Project Management for IT Projects Simulation
Final Exam: Strategic Project Management for IT Projects

◆ DENOTES UK COURSE

- **Program Management (PMI Standard-aligned)**
 - Introduction to Program Management
 - Program Lifecycle and Organization
 - Program Management Processes and the Initiating Process Group
 - Program Planning
 - The Execution Process Group
 - Monitoring, Controlling, and Closing Programs

- **Portfolio Management (PMI® Standard-aligned)**
 - Introduction to Portfolio Management
 - Portfolio Management Processes and the Organization
 - Portfolio Management Processes

- **Test Prep**
 - TestPrep Certified Associate in Project Management (CAPM)
 - Project Management Professional (PMP) PMBOK Guide Third Edition Aligned

- **Mentoring Assets**
 - Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned
 - Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

- **Creating High-performance On-site and Virtual Teams**
 - Launching Successful On-site and Virtual Teams
 - Leading Successful On-site Teams
 - Leading Virtual Teams
 - Facilitating On-site and Virtual Teams
 - Creating High-Performance and Virtual Teams Simulation
 - Leading Virtual Teams Simulation
 - Creating High-performance On-site and Virtual Teams

- **Participating in Teams**
 - Effective Team-building Strategies ✦
 - Effectively Communicating in Teams
 - The Individual's Role in a Team
 - Participating in Teams Simulation
 - Participating in Teams

- **Making Teams Work: Capitalizing on Conflict**
 - Team Conflict: The Seeds of Dissent ✦
 - Analyzing Workplace War Zones ✦
 - Getting Past Clashes: Valuing Team Diversity ✦
 - Conquering Conflict through Communication ✦
 - The Path to Peace and Harmony ✦
 - Manager's Performance Guide - Team Conflict Skills ✦
 - Making Teams Work (Simulation)

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

- **Certified Business Analysis Professional (CBAP)**
 - Core Concepts in Business Analysis
 - Enterprise Analysis and Making a Business Case

- Introduction to Requirements Planning
- Requirements Planning and Management
- Eliciting Requirements
- Analyzing Requirements
- Validating Requirements

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

- **Sales: A Focus on Solutions**
 - Moving from Product Selling to Solution Selling ✦
 - Power Prospecting ✦
 - Finding the Pain You Can Cure ✦
 - Influencing Your Customer's Decision ✦
 - Presenting Your Solution ✦
 - Building Relationships for Continuing Success ✦

The Sales Wheel of Success - Advanced Selling Series

- Sales Motivation ✦
- Developing Your Full Sales Potential ✦
- Advanced Sales Communication Techniques: Part One ✦
- Advanced Sales Communication Techniques: Part Two ✦
- Maintaining Your Customer Base ✦
- Expanding Your Customer Base ✦
- Time is Money: Spend it Well ✦
- Product Knowledge ✦

Field Sales Skills

- Field Sales Foundations
- Planning Your Field Sales Approach
- Applying Your Field Sales Approach
- Completing Your Field Sales Approach
- Field Sales Skills Simulation
- Field Sales Skills Blended Learning Toolkit

Inside Sales Skills

- Preparing for Outbound Sales Calls
- Initiating Outbound Sales Calls
- Completing Outbound Sales Calls
- Preparing for Inbound Sales Calls ✦
- Completing Inbound Sales Calls ✦
- Inside Sales Skills Simulation
- Inside Sales Skills Blended Learning Toolkit

Strategic Account Sales Skills

- The Strategic Account Sales Approach
- Understanding Your Customer
- Conducting Effective Sales Research Meetings
- Working with Your Customer's Key Players
- Delivering High-Impact Sales Presentations
- Strategic Account Sales Skills Simulation
- Strategic Account Sales Skills

Sales Team Management

- Building a Winning Sales Team
- Using Business Tools to Manage Sales Teams
- Motivating a Winning Sales Team

Communicating in Sales Teams
Sales Team Management Simulation

Selling at the Executive Level

Prepare for Success ♦
Strategic Planning ♦
Progressing through the Complex Sale ♦
Presenting Your Proposition ♦
Negotiating to Mutual Benefit ♦
From Executive-level Sale to Strategic Partnership ♦
Preparing for the Executive-level Sale Simulation
Progressing through the Complex Sale Simulation
Closing Executive-level Sales Simulation
Selling at the Executive Level Blended Learning Toolkit

SalesUniversity Sales Orientation: Professional

Selling in the Knowledge Economy

The Profession of Selling
Professional Selling in the Knowledge Economy
Professional Selling in the Knowledge Economy Simulation

SalesUniversity Sales Math 101: Developing a Sales Plan for Success

Sales Math 101: Developing a Sales Plan for Success

SalesUniversity Sales Manufacturing: A Success Model

Sales Manufacturing (TM): Identifying Sales Opportunities
Sales Manufacturing (TM): Sales Production
Sales Manufacturing: Opportunity Development Simulation

SalesUniversity Communication 101

Sales Communications Foundations
Sales Communications Essentials
Telesales Communications
Sales Communication Techniques Simulation

Territorial Account Sales Skills

The Territorial Account Sales Approach
Understanding Your Target Customer's Business
Effectively Using Customer-focused Research Meetings
Gaining Access to Key Personnel at Your Target Accounts
Delivering High-impact Territorial Account Sales (TAS) Presentations
Territorial Account Sales Skills Simulation

SALES AND CUSTOMER FACING SKILLS

CUSTOMER SERVICE CURRICULUM

HDI - Customer Support Specialist, Professionalism

The Customer Support Specialist (CSS)
The Support Center Service
Establishing Team and Customer Relationships

HDI - Customer Support Specialist

Interacting with the Customer
Effective Communication Skills
Managing Conflict, Stress, and Time
Customer Support Specialist Simulation

HDI - Customer Support Specialist, Process

Customer Service Procedures
Managing the Quality of the Customer Support Service Center
Management Tools and Metrics

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture ♦
Fundamentals of Exceptional Customer Service ♦
The Voice of the Customer ♦
Advancing Your Service Expertise ♦
Customers, Conflict and Confrontation ♦
Overcoming Challenging Service Situations ♦
Instilling Service Excellence: the EXCEL Acronym ♦
Service Stars and Service Teams ♦
Excelling at Customer Service (Simulation)
Customer Service Simulation
How to Excel at Customer Service

Customer Relationship Management

The Customer-driven Organisation ♦
Recruiting and Retaining Service Professionals ♦
Effective Service Recovery ♦
Serving Your Internal Customers ♦
Beginning Electronic Customer Relationships ♦
Sustaining Excellent Customer Service ♦

Frontline Call Center Skills

The Call Center Industry ♦
Call Center Communication Skills ♦
Call Center Customer Service ♦
Call Center Telephone Sales ♦
Frontline Call Center Skills (Simulation)

Measuring Customer Satisfaction

Discovering What Your Customers Want ♦
Developing Customer Satisfaction Surveys ♦
Customer Satisfaction: Analysis and Implementation ♦
Measuring Customer Satisfaction Simulation

Internal Customer Service

Excellence in Internal Customer Service
Working With Internal Customers
Overcoming Internal Customer Service Problems
Internal Customer Service: Conflict and Complaints

Internal Customer Service Agent Skills

The Customer Service Agent in Action
Professional Skills for Customer Service Agents
Managing Challenges in Customer Service
Cross-selling in a Customer Service Call
Customer Service Agent Skills Simulation

Technical Support Agent Skills

The Contact Center and Technical Support Agent
Technical Support Essentials

♦ DENOTES UK COURSE

Assessing Customer Behavior
Technical Support Agent Survival Skills
Technical Support Agent Skills Simulation

■ **IT Infrastructure Library (ITIL) Foundations**

ITIL: The Service Desk and Incident Management ✦
ITIL: Configuration and Release Management ✦
ITIL: Service Level and Capacity Management ✦
ITIL: Problem and Change Management ✦
ITIL: Continuity and Availability Management ✦
ITIL: Financial and Security Management ✦

■ **Inbound Call Center Management**

The Inbound Call Center ✦
Inbound Call Center Management: Leadership ✦
Inbound Call Centers: People Management ✦
Inbound Call Center Technology ✦
Performance Metrics for an Inbound Call Center ✦

■ **Managing A Customer-Focused Department**

Identifying Your Customer's Expectations
Using Surveys to Measure Customer Satisfaction
Bridge The Expectations Gap
Leading A Customer-Focused Team
Managing a Customer-focused Department Simulation

■ **Mentoring Assets**

Mentoring Information Technology Infrastructure Library Foundations (ITIL v1.0)
Mentoring hdo-400 HDI Customer Support Specialist (CSS)

■ **TestPreps**

Information Technology Infrastructure Library Foundations (ITIL v1.0)

SALES AND CUSTOMER FACING SKILLS

CONSULTING SKILLS

■ **Consulting with the External Client**

Essentials of External Consulting
The Client-Consultant Relationship ✦
Diagnosing and Planning ✦
Managing Delivery ✦
Evaluation and Review ✦
Consulting with the External Client Simulation

■ **Consulting with the Internal Client**

Essentials of Internal Consulting ✦
Internal Consulting Skills ✦
Establishing a Relationship with Internal Clients ✦
A Workable Solution for Internal Clients ✦
Evaluating Internal Assignments ✦
Consulting with the Internal Client Simulation

■ **Internal Consulting for the Technical Professional**

The Technical Professional as Internal Consultant
Creating Effective Contracts

Using Data as a Technical Professional Consultant
Resistance and Technical Professional Consultants

SALES AND CUSTOMER FACING SKILLS

INDUSTRY FOUNDATIONS

■ **Industry Overviews**

Telecommunications Industry Overview: Version 1
Information Technology (IT) Industry Overview: Version 1
Federal Government Industry Overview: Version 1

■ **Industry Overviews**

The Automotive Industry Overview: Version 2
The Oil and Gas Industry Overview: Version 2
The Pharmaceutical Industry Overview: Version 2
The Food and Beverage Industry Overview: Version 2
The Health Care Industry Overview: Version 2
The Banking Industry Overview: Version 2
The Manufacturing Industry Overview: Version 2
The Retail Industry Overview: Version 2
The Telecommunications Industry Overview: Version 2
The Insurance Industry Overview: Version 2

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ **TestPreps**

HDI Customer Support Specialist

✦ DENOTES UK COURSE

Desktop Skills Courseware

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Reader 6.0

Using Adobe Reader 6.0

DESKTOP COMPUTER SKILLS

ADOBE ACROBAT 5

■ Adobe Acrobat 5.0: Getting Started

Getting Started with Adobe Acrobat 5.0

■ Adobe Acrobat 5.0: Up and Running

Up and Running with Adobe Acrobat 5.0

DESKTOP COMPUTER SKILLS

BEST PRACTICES FOR DESKTOP USERS

■ Information Security Best Practices for Business Users

Introduction to information security

Operational information security

Malicious code and information security

Information security and the Internet

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2007

■ Microsoft Office 2007: New Features

New Features for End Users in Microsoft Office 2007

Microsoft Office Excel, PowerPoint, and Outlook 2007

Microsoft Access 2007 and Microsoft Publisher 2007

Sharing and Collaboration in Microsoft Office Enterprise 2007

■ Microsoft Office 2007: Beginning Word

Getting Started with Word 2007

Working with Text and Paragraphs in Word 2007

Structuring, Editing, Saving, and Opening Documents in Word 2007

Printing, Help, and Automated Formatting in Word 2007

Working with Documents in Word 2007

■ Microsoft Office 2007: Advanced Word

Advanced Formatting in Word 2007

Advanced Document Navigation and Document Reviews in Word 2007

Using Tables, Charts, and Graphics in Word 2007

■ Microsoft Office 2007: Word for the Power User

Advanced Data Manipulation Features in Word 2007

Advanced Document Features in Word 2007

Collaborative Features in Word 2007

■ Microsoft Office 2007: Beginning PowerPoint

Getting Started with PowerPoint 2007

Adding Graphics to Presentations in PowerPoint 2007

Adding Multimedia and Animations to Presentations

■ Microsoft Office 2007: Beginning Outlook

Getting Started with Outlook 2007

Formatting and Managing E-mail in Outlook 2007

Using the Calendar in Outlook 2007

Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007

Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007

■ Microsoft Office 2007: Advanced Outlook

Customizing Views, Tracking Items, and Adding E-Mail Accounts to Outlook 2007

Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007

Working with SharePoint, Calendars, and Forms in Outlook 2007

■ Microsoft Office 2007: Beginning Excel

Getting Started with Excel 2007

Manipulating and Formatting Data and Worksheets

Reviewing and Printing in Excel 2007

Excel 2007 Formulas and Functions

Excel 2007 Charts, Pictures, Themes, and Styles

■ Microsoft Office 2007: Advanced Excel

Advanced Formatting in Excel 2007

Advanced Data Management in Excel 2007

Advanced Customization in Excel 2007

■ Microsoft Office SharePoint Server 2007 End User

SharePoint 2007 Essentials

Creating and Managing Personal Sites and Searches in SharePoint 2007

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE XP

■ Microsoft Office XP - Advanced Access 2002

Advanced Database Design in Access 2002

Advanced Database Features in Access 2002

■ Microsoft Office XP: Advanced Excel 2002

Advanced Data Management in Excel 2002

Advanced Data Manipulation and Analysis in Excel 2002

■ Microsoft Office XP: Advanced FrontPage 2002

Building and Modifying Web Sites in FrontPage 2002

Enhancing and Publishing Web Sites in FrontPage 2002

■ Microsoft Office XP: Advanced Outlook 2002

Managing Outlook 2002

■ Microsoft Office XP: Advanced PowerPoint 2002

Customizing, Running, and Broadcasting PowerPoint 2002 Presentations

PowerPoint 2002 Customization and Office XP Integration

■ Microsoft Office XP: Advanced Word 2002

Advanced Formatting and Navigation in Word 2002

Advanced Document Features in Word 2002

Collaborative Features in Word 2002

■ **Microsoft Office XP: Beginning FrontPage 2002**
FrontPage 2002 Basics
Enhancing and Managing Web Sites with FrontPage 2002

■ **Microsoft Office XP: Beginning Outlook 2002**
Introducing Outlook 2002

■ **Microsoft Office XP: Beginning PowerPoint 2002**
Creating Presentations using PowerPoint 2002

■ **Microsoft Office XP: Beginning Word 2002**
Creating Documents in Word 2002
Working with Documents in Word 2002

■ **Microsoft Office XP: Common Features Across Office Applications**
Common Features in Microsoft Office XP

■ **Microsoft Office XP: New Features for Advanced Users**
Office XP for the Advanced User

■ **Microsoft Office XP: Beginning Visio 2002**
Creating Diagrams in Visio 2002
Working with Diagrams in Visio 2002

■ **Microsoft Office XP: New Office-wide Features**
New Features Review of Microsoft Office XP

■ **Microsoft Office XP: New Features for End-Users**
New and Enhanced Features for End-Users in Office XP

■ **Microsoft Office XP: Beginning Access 2002**
Introduction to Access 2002
Intermediate Access 2002

■ **Microsoft Office XP: Beginning Excel 2002**
Basic Features of Excel 2002
Optimizing Excel 2002

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS XP FOR END USERS

■ **Microsoft Windows XP: Getting Started**
Introducing Windows XP

■ **Microsoft Windows XP - New Features**
Windows XP: Fundamentals
Windows XP: Advanced

■ **Microsoft Windows XP for Beginners**
Getting Started with Microsoft Windows XP
Up and Running with Microsoft Windows XP

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2003

■ **Microsoft Office 2003: New Features**
Microsoft Office 2003: New Features for End Users
Microsoft Office 2003: New Features for Outlook Users

Microsoft Office 2003: New Applications
Microsoft Office 2003: New Features for Advanced Users

■ **Microsoft Office 2003: Beginning Word**
Getting Started with Word 2003
Working with text and paragraphs in Word 2003
Structuring, editing, saving, and opening documents in Word 2003
Printing, Help, and Automated Formatting in Word 2003
Working with Documents in Word 2003
Working with Tables and Media Features in Word 2003

■ **Microsoft Office 2003: Advanced Word**
Advanced Formatting in Word 2003
Advanced Document Navigation in Word 2003
Advanced Data Manipulation Features in Word 2003
Using Tables, Charts, and Graphs in Word 2003
Advanced Document Features in Word 2003
Collaborative Features in Word 2003

■ **Microsoft Office 2003: Beginning Excel**
Basic Features of Excel 2003
Printing and Collaborating in Excel 2003
Excel 2003 Formulas and Functions
Formatting Data in Excel 2003
Excel 2003 Chart and Multimedia Features

■ **Microsoft Office 2003: Advanced Excel**
Advanced Customization in Excel 2003
Advanced formatting in Excel 2003
Advanced Data Management in Excel 2003
Advanced Data Analysis in Excel 2003
Advanced Validation and Collaboration in Excel 2003
Advanced Data Exchange in Excel 2003

■ **Microsoft Office 2003: Advanced PowerPoint**
Customizing PowerPoint 2003 Presentations
Preparing PowerPoint 2003 Presentations for Effective Delivery
Running, Broadcasting, and Reviewing PowerPoint 2003 Presentations
Settings, Customization, and Office 2003 Integration with PowerPoint 2003

■ **Microsoft Office 2003: Beginning Access**
Getting Started with Access 2003
Basic Access 2003 Tables
Basic Access 2003 Forms
Using Queries and Reports in Access 2003
Personalizing and Maintaining Access 2003

■ **Microsoft Office 2003: Advanced Access**
Enhancing Tables, Forms, and Reports in Access 2003
Advanced Querying in Access 2003
Working with Data and Presentation in Access 2003
Access 2003 and the Web
Access 2003 Programmability
Database Administration in Access 2003

■ Microsoft Office 2003: Beginning Outlook

Sending and Receiving Messages in Outlook 2003
 Formatting and Managing Messages in Outlook 2003
 Scheduling events, Appointments, and meetings in Outlook 2003
 Using Task Lists, Contact Lists, and Notes in Outlook 2003

■ Microsoft Office 2003: Advanced Outlook

Customizing E-mail, Views, Navigation, and E-mail Accounts in Outlook 2003
 Tracking, Categorizing, Searching, and Printing in Outlook 2003
 Configuring Rules, Alerts, and Junk Mail Settings in Outlook 2003
 Sharing Folders, Schedules, and Contacts and Using SharePoint Data in Outlook 2003

■ Microsoft Office 2003: Outlook for the Power User

Data Security in Outlook 2003
 Archiving and Storing Data, and Using IRM in Outlook 2003
 Working in Outlook 2003 from Multiple Locations
 Newsreaders, Online Meetings, Instant Messaging, and Faxing Information in Outlook 2003
 Customizing Toolbars and Commands and Creating Forms in Outlook 2003
 Outlook 2003 and Business Contact Manager

■ Microsoft Office 2003: Getting Started

Introduction to Microsoft Office 2003
 Formatting and printing files in Office 2003

■ Microsoft Office 2003: Beginning Project Professional

Creating and Defining a Project
 Specifying and Assigning Resources
 Tracking and Reporting Progress

■ Microsoft Office 2003: Visio for Beginners

Creating Diagrams with Visio 2003
 Developing Diagrams with Visio 2003
 Visio 2003 and Other Programs

■ Microsoft Office 2003: Advanced Project Professional

Advanced Customization
 Sharing Project Data and Working with Macros
 Organizing and Managing Project Information
 Working Collaboratively
 Enterprise Project Management
 Advanced Analysis of your Project

■ Microsoft Office 2003: Beginning FrontPage

Getting Started with FrontPage 2003
 Working with graphics, hyperlinks and tables in FrontPage 2003
 Working with Web Sites in FrontPage 2003
 Organizing Content Using Templates and Frames in FrontPage 2003
 Structuring and Publishing Web Sites in FrontPage 2003

■ Microsoft Office 2003: Advanced FrontPage

Working with Code in FrontPage 2003
 Importing and Working with Data in FrontPage 2003

Enhancing Web Sites with Advanced FrontPage 2003 Features
 Administering Web Sites in FrontPage 2003
 Using Windows SharePoint Services and FrontPage 2003

■ Microsoft Office 2003: Publisher

Getting Started with Publisher 2003
 Working with Text Boxes, Text, and Tables in Publisher 2003
 Printing and Working with Graphics and Objects in Publisher 2003
 Working with E-mail and Web Sites in Publisher 2003
 Working with Mail and Catalog Merges in Publisher 2003
 Advanced Design Techniques and Printing with Publisher 2003

■ Microsoft Office 2003: Beginning PowerPoint

Creating Basic Presentations using PowerPoint 2003
 Slide Layout and Design in PowerPoint 2003
 Using Visuals in PowerPoint 2003 Presentations
 Finalizing PowerPoint 2003 presentations

DESKTOP COMPUTER SKILLS

MICROSOFT PROJECT 2002 (AUDIO)

■ Microsoft Project 2002: Beginners

Getting Started with Project 2002
 Up and Running with Project 2002
 Tracking and Reporting with Project 2002

■ Microsoft Project 2002: Advanced

Data Sources, Templates, and Customization in Project 2002
 Workgroup, Collaboration, and Advanced Reporting Options in Project 2002

DESKTOP COMPUTER SKILLS

MICROSOFT OFFICE 2000

■ Microsoft Office 2000: New Features

Microsoft Office 2000 - New Features for Users
 Microsoft Office 2000 - New Features for Power Users

■ Microsoft Office 2000: Beginning Word 2000

Microsoft Office 2000 - Beginning Word
 Microsoft Office 2000 - Intermediate Word

■ Microsoft Office 2000: Deployment and Administration

Microsoft Office 2000 - Deployment and Administration

■ Microsoft Office 2000: Advanced Word 2000

Microsoft Office 2000 - Advanced Word
 Microsoft Office 2000 - Word for Power Users

■ Microsoft Office 2000: Advanced Excel 2000

Microsoft Office 2000 - Advanced Excel
 Microsoft Office 2000 - Excel for Power Users

■ Microsoft Office 2000: Beginning Excel 2000

Microsoft Office 2000 - Beginning Excel
 Microsoft Office 2000 - Intermediate Excel

DESKTOP SKILLS COURSEWARE

■ Microsoft Office 2000: Beginning Project 2000

Microsoft Office 2000 - Beginning Project
Microsoft Office 2000 - Intermediate Project 2000

■ Microsoft Office 2000: Advanced Project 2000

Office 2000 - Advanced Project

■ Microsoft Office 2000: Access 2000

Microsoft Office 2000 - Beginning Access
Microsoft Office 2000 - Intermediate Access
Microsoft Office 2000 - Advanced Access

■ Microsoft Office 2000: PowerPoint 2000

Microsoft Office 2000 - Beginning PowerPoint 2000
Microsoft Office 2000 - Advanced PowerPoint 2000

■ Microsoft Office 2000: Outlook 2000

Microsoft Office 2000 - Beginning Outlook
Microsoft Office 2000 - Advanced Outlook

■ Microsoft Office 2000: FrontPage 2000

Microsoft Office 2000 - Beginning FrontPage
Microsoft Office 2000 - Advanced FrontPage

DESKTOP COMPUTER SKILLS

MICROSOFT VISIO 2000

■ Microsoft Visio 2000: Getting Started

Getting Started with Visio 2000

■ Microsoft Visio 2000: Up and Running

Up and Running with Visio 2000

DESKTOP COMPUTER SKILLS

ECDL - EUROPEAN COMPUTER DRIVING LICENSE/ICDL -
INTERNATIONAL COMPUTER DRIVING LICENSE

■ ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT)

ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) -
Computers and IT
ECDL/ICDL 4 Module 1: Concepts of Information Technology (IT) -
IT in Daily Life

■ ECDL/ICDL 4 Module 2: Using the Computer and Managing Files

ECDL/ICDL 4 Module 2: Using the Computer and Managing Files -
Using Windows XP
ECDL/ICDL 4 Module 2: Using the Computer and Managing Files -
Files and Folders
ECDL/ICDL 4 Module 2: Using the Computer and Managing Files -
Customization

■ ECDL/ICDL 4 Module 3: Word Processing with Microsoft Word 2003

ECDL/ICDL 4 Module 3: Word Processing - Formatting and Editing
in Word 2003
ECDL/ICDL 4 Module 3: Word Processing - Editing and Printing
in Word 2003
ECDL/ICDL 4 Module 3: Word Processing - Getting Started
with Word 2003

ECDL/ICDL 4 Module 3: Word Processing - Word 2003 Text
and Paragraphs

ECDL/ICDL 4 Module 3: Word Processing - Working with
Documents in Word 2003

ECDL/ICDL 4 Module 3: Word Processing - Tables and Graphics
in Word 2003

■ ECDL/ICDL 4 Module 4: Spreadsheets with Microsoft Excel 2003

ECDL/ICDL 4 Module 4: Spreadsheets - Basic Features of
Excel 2003

ECDL/ICDL 4 Module 4: Spreadsheets - Formatting Data in
Excel 2003

ECDL/ICDL 4 Module 4: Spreadsheets - Printing and Using Charts
in Excel 2003

ECDL/ICDL 4 Module 4: Spreadsheets - Formulas and Functions in
Excel 2003

■ ECDL/ICDL 4 Module 5: Database with Microsoft Access 2003

ECDL/ICDL 4 Module 5: Database - Getting Started with
Access 2003

ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Tables

ECDL/ICDL 4 Module 5: Database - Basic Access 2003 Forms

ECDL/ICDL 4 Module 5: Database - Access 2003 Queries
and Reports

■ ECDL/ICDL 4 Module 6: Presentations with Microsoft PowerPoint 2003

ECDL/ICDL 4 Module 6: Presentation - Introducing
PowerPoint 2003

ECDL/ICDL 4 Module 6: Presentation - Slide Layout and Design in
PowerPoint 2003

ECDL/ICDL 4 Module 6: Presentation - Charts and Multimedia in
PowerPoint 2003

ECDL/ICDL 4 Module 6: Presentation - Finalizing Presentations in
PowerPoint 2003

■ ECDL/ICDL 4 Module 7: Information and Communication

ECDL/ICDL 4 Module 7: Information and Communication -
Using IE 6

ECDL/ICDL 4 Module 7: Information and Communication -
Using Web Sites in IE 6

ECDL/ICDL 4 Module 7: Information and Communication -
Introducing Outlook 2003

ECDL/ICDL 4 Module 7: Information and Communication -
Outlook 2003 E-mail

ECDL/ICDL 4 Module 7: Information and Communication -
Outlook 2003 Messages

DESKTOP COMPUTER SKILLS

HOME AND PERSONAL

■ Home Networking with Microsoft Windows XP

Home Networking with Microsoft Windows XP

DESKTOP COMPUTER SKILLS

LOTUS NOTES 7

■ Lotus Notes 7: End User

Getting Started with Lotus Notes 7 and Mail

Managing Mail, Instant Messaging, and Contacts in Lotus Notes 7
Working with Databases, the Calendar, and the To Do List in Lotus Notes 7
Using Lotus Notes 7 Remotely

DESKTOP COMPUTER SKILLS

LOTUS NOTES 6

■ Lotus Notes 6: End User

Lotus Notes 6 End User: Using Notes and Notes Mail
Lotus Notes 6 End User: Using the Calendar and To Do List Features and TeamRoom Collaboration
Lotus Notes 6 End User: Personalizing Notes 6 Features
Lotus Notes 6 End User: Using Notes 6 Mail Remotely
Lotus Notes 6 End User: iNotes

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 7

■ Microsoft Internet Explorer 7: End User

Fundamentals of Internet Explorer 7
Customization and Security in Internet Explorer 7

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 6

■ Microsoft Internet Explorer 6

Fundamentals of Internet Explorer 6
Moving on with Internet Explorer 6

DESKTOP COMPUTER SKILLS

MICROSOFT INTERNET EXPLORER 5.5

■ Internet Explorer 5.5: Getting Started

Getting Started with Internet Explorer 5.5

DESKTOP COMPUTER SKILLS

NETSCAPE 6.2

■ Netscape 6.2: Getting Started

Introduction to Netscape 6.2

DESKTOP COMPUTER SKILLS

NETSCAPE 6

■ Netscape 6 - Getting Started

Introduction to Netscape 6

DESKTOP COMPUTER SKILLS

PDAS

■ Palm OS

Getting Started with a Palm Handheld Device

■ Pocket PC 2002

Getting Started with Pocket PC 2002

DESKTOP COMPUTER SKILLS

SEAGATE CRYSTAL REPORTS

■ Crystal Reports XI: Report Writing Basics

Reporting Basics with Crystal Reports XI
Managing Data and Distributing Reports with Crystal Reports XI

DESKTOP COMPUTER SKILLS

MICROSOFT WINDOWS VISTA

■ Microsoft Windows Vista: New Features for End Users

Windows Vista User Experience
Windows Vista Security and Performance Improvements

DESKTOP COMPUTER SKILLS

MENTORING ASSETS

■ Mentoring Assets

Mentoring Word 2000
Mentoring Excel 2000
Mentoring Access 2000
Mentoring Outlook 2000
Mentoring PowerPoint 2000
Mentoring Excel 2000 Expert
Mentoring Word 2000 Expert
Mentoring Word 2002
Mentoring Excel 2002
Mentoring Access 2002
Mentoring Outlook 2002
Mentoring PowerPoint 2002
Mentoring Word 2002 Expert
Mentoring Excel 2002 Expert
Mentoring Word 2003
Mentoring Microsoft Project 2000 Core
Mentoring Microsoft Project 2002 Comprehensive
Mentoring Word 2003 Expert
Mentoring Excel 2003 Expert
Mentoring Excel 2003
Mentoring Access 2003
Mentoring European and International Computer Driving Licence (ECDL/ICDL v4.0)
Mentoring PowerPoint 2003
Mentoring Outlook 2003
Mentoring Word 2007
Mentoring Excel 2007
Mentoring Using PowerPoint 2007

Legal Compliance Courseware

LEGAL COMPLIANCE

COMPLIANCE

■ HR Compliance

- Antitrust--Overview
- Antitrust--Talking with the Competition
- Antitrust-Trade Associations
- Conflict of Interest
- E-mail and Internet Use
- Foreign Corrupt Practices Act
- Intellectual Property Overview
- Trade Secrets
- Americans with Disabilities Act (ADA)
- Attorney-Client Privilege
- Doing Business on the Internet
- Doing Business with the Government
- Fair Labor Standards Act (FLSA)
- Insider Trading
- Interviewing and Hiring Practices
- Record Retention
- Independent Contractors and Temporary Employees
- The Sarbanes-Oxley Act of 2002
- Union Awareness
- Family Medical Leave Act (FMLA)
- Equal Employment Opportunity (EEO)
- Rightful Termination
- Documenting Discipline
- Drug-free Workplace
- Sarbanes Oxley: Whistleblower Protection
- Code of Conduct Awareness
- Workplace Ethics
- Workplace Diversity Awareness
- Anti Money Laundering
- Ethical Decision Making
- Conflict of Interest
- Illegal Insider Trading Simulation
- Workplace Diversity Awareness

■ UK Compliance

- Data Protection Awareness in the UK ✦
- UK Diversity in the Workplace ✦
- UK Freedom of Information Act ✦

■ Harassment

- Employee Sexual Harassment Awareness
- Supervisor and Manager Sexual Harassment Awareness
- Harassment in the Workplace
- Dealing with Sexual Harassment Simulation
- Managing Sexual Harassment Problems Simulation

- Managing Workplace Harrassment Complaints
- Interviewing and Hiring Practices

■ UK Harassment

- Age Discrimination in the U.K. ✦
- UK Discrimination in the Workplace ✦

■ HIPAA

- HIPAA Privacy Rules
- HIPAA: Electronic Health Data Transactions
- HIPAA: Evaluating the Impact of the Privacy Rule
- HIPAA: Implementing Privacy Rules
- HIPAA: Securing Protected Health Information

✦ DENOTES UK COURSE

Environmental, Safety & Health and Transportation Courseware

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

Environmental

Environmental Regulations Overview
 Hazardous Waste Generator (Awareness)
 Spill Prevention and Control
 Spill Prevention Control and Countermeasure Plan
 Storm Water Pollution Prevention
 Universal Waste Rule Training
 Used Oil Management
 Environmental Awareness ✦

Safety and Health

Access to Medical and Exposure Records ✦
 Accident Investigation and Reporting ✦
 Accident Investigation and Reporting Simulation
 Asbestos Awareness ✦
 Back Safety ✦
 Behavior-based Safety for Supervisors
 Bloodborne Pathogens
 Carcinogen Safety
 Chemical Process Safety
 Chlorine Safety
 Cold Stress
 Compressed Gas Safety Program
 Computer Ergonomics ✦
 Confined Space Entry ✦
 Construction Safety Orientation ✦
 Cryogenic Safety
 Decontamination (HAZWOPER)
 Defensive Driving ✦
 Defensive Driving Techniques
 Electrical Safety Awareness ✦
 Electrostatic Discharge Safety Training
 Emergency Disaster Preparedness ✦
 Emergency Response ✦
 Emergency Response and Spill Control (HAZWOPER)
 Ergonomics Awareness ✦
 Fall Protection Awareness ✦
 Fire and Explosion Hazards (H)
 Fire Prevention and Safety ✦
 First Aid--Automated External Defibrillator ✦
 First Aid--Basic ✦
 First Aid--CPR ✦
 First Aid--Medical Emergencies ✦
 Food Safety and Handling
 Forklift Safety ✦

Hand and Power Tool Safety ✦
 Hearing Conservation ✦
 Hazardous Material Management
 Hazard Communication
 Hazard Communication (HAZWOPER)
 Heat and Cold Exposure Management (HAZWOPER) SAH0439
 Heat Stress
 Hot Work Permits
 Hydrogen Sulfide
 Indoor Hoisting and Rigging
 Industrial Ergonomics
 Job Hazard Analysis
 Laboratory Safety
 Ladder and Scaffolding Safety
 Ladder Safety
 Laser Safety Training
 Lead and Cadmium
 Lead Awareness
 Lockout/Tagout
 Lockout/Tagout for Authorized Persons
 Liquefied Petroleum Gas (LPG) Safety
 Machine Guarding Safety
 Material Handling and Storage
 Material Safety Data Sheets
 Mold Awareness
 NFPA 70E Electrical Safety in the Workplace
 Non-Ionizing Radiation Safety
 Office Ergonomics
 Office Safety ✦
 OSHA 300 Recordkeeping
 Personal Protective Equipment ✦
 Portable Fire Extinguishers ✦
 Powered Industrial Truck Safety ✦
 PPE/Respiratory Protection (HAZWOPER)
 PPE: Hand Protection ✦
 Personal Protective Equipment: Body Protection
 Personal Protective Equipment: Head Protection
 PPE: Foot and Leg Protection ✦
 PPE: Eye and Face Protection ✦
 Radiation Safety
 Regulatory Information ✦
 Regulatory Overview (HAZWOPER)
 Respiratory Protection
 Safe Work Practices ✦
 Signs and Tags
 Site Control (HAZWOPER)
 Site Safety and Health Plan Procedures (HAZWOPER)
 Slips, Trips, and Falls ✦
 Toxicology (HAZWOPER)
 Trenching and Excavation Safety
 Tuberculosis: Prevention and Control
 Welding, Cutting, and Brazing
 Workplace Safety Orientation

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Workplace Security Awareness
 Workplace Hazardous Materials Information System

Transportation

DOT Drug and Alcohol Awareness
 DOT Security for Shipment of Hazardous Materials
 DOT 1: Hazardous Materials Table
 DOT 2: Packaging and Labeling
 DOT 3: Shipping Papers
 DOT 4: Loading and Storage
 IATA 1: Hazard Class Identification/Classification
 IATA 2: Marking and Labeling
 IATA 3: Packaging
 IATA 4: Documentation
 IATA 5: Limitations and Shipment Review

Fundamentals

Centrifugal Pumps--Types and Components Training
 DC Circuit Theory
 Positive Displacement Pumps

Security

NFPA 1600 Disaster/Emergency Management
 NFPA 1600 Business Continuity Programs

NETg Business Skills Courseware

COMMUNICATION SKILLS

BUSINESS COMMUNICATION

Advanced Business Communication Series

Advanced Business Communication: Guidelines for Effective Communication
 Advanced Business Communication: Effective Business Communication
 Advanced Business Communication: Business Writing for Results

Organizational Communication Series

Organizational Communication: The Fundamentals
 Organizational Communication: Communicating in the Workplace
 Organizational Communication: Managing Communication

GOVERNMENT

CONTRACTING

Government Contracting Series

Government Contracting: Overview of Government Contracts
 Government Contracting: Working with Government Contracts

HUMAN RESOURCES & WORKPLACE ISSUES

INTERVIEWING SKILLS

Exit Interviewing Skills Series

Exit Interviewing Skills: Conducting an Exit Interview
 Exit Interviewing Skills: The Termination Process
 Exit Interviewing Skills: Preparing for an Exit Interview

KNOWLEDGE ESSENTIALS

E-LEARNING ESSENTIALS

e-Learning Essentials

E-Learning Essentials Pt. 1: E-Learning and Successful Strategy
 E-Learning Essentials Pt. 2: Marketing Your Solution
 E-Learning Essentials Pt. 3: Deploying and Measuring Your Solution

KNOWLEDGE MANAGEMENT

ORGANISATIONAL LEARNING

Organizational Learning Series

Organizational Learning: Developing a Knowledge Management System ♦
 Organizational Learning: Transferring Knowledge within an Organization ♦
 Organizational Learning: Deploying a Knowledge Management System ♦

♦ DENOTES UK COURSE

MANAGEMENT & LEADERSHIP

COACHING & TEAM BUILDING

Team Leadership Series

Team Leadership: Developing A High-Performance Team
 Team Leadership: Conducting Productive Team Meetings
 Team Leadership: Promoting Your Team's Effectiveness

MANAGEMENT & LEADERSHIP

LEADERSHIP

Executive Level Leadership Series

Executive Level Leadership: Becoming an Executive Leader
 Executive Level Leadership: Change and the Executive Leader
 Executive Level Leadership: Leadership and Communication

Goal Setting Series

Goal Setting: Reaching Individual Goals
 Goal Setting: Goal Setting Tools for Managers
 Goal Setting: Organizational Goal Setting

MANAGEMENT & LEADERSHIP

PERFORMANCE MANAGEMENT

Managing High Performers Series

Managing High Performers: Creating a Retention Strategy ✦
 Managing High Performers: Defining and Finding High Performers ✦
 Managing High Performers: Implementing Recognition Programs ✦

MANAGEMENT & LEADERSHIP

VIRTUAL TEAMS

Virtual Team Management series

Virtual Team Management: Developing Virtual Teams
 Virtual Team Management: Managing Virtual Team Relationships
 Virtual Team Management: Coaching Virtual Team Members

MANAGEMENT & LEADERSHIP

MANAGEMENT

Balanced Scorecard Series

Balanced Scorecard: Corporate Strategy
 Balanced Scorecard: Implementing
 Balanced Scorecard: Measuring Business Objectives

Managing the Expert Series

Managing the Expert: Understanding Experts
 Managing the Expert: Developing a Successful Environment
 Managing the Expert: Managing the Unique Needs of Experts

Remote Manager Practices Series

Remote Manager Practices: Hiring a Telecommuting Employee
 Remote Manager Practices: Communicating with Employees
 Remote Manager Practices: Motivating Employees
 Remote Manager Practices: Monitoring Employee Performance

Remote Manager Practices: Delivering Performance Evaluations
 Remote Manager Practices: Managing Poor Performance

Talent Management Series

Talent Management: Knowing Talent
 Talent Management: Selecting Talent
 Talent Management: Developing Talent

Organizational Behavior Series

Organizational Behavior: Organizational Dynamics for Individuals
 Organizational Behavior: Organizational Group Dynamics
 Organizational Behavior: The Organizational System

MANAGEMENT & LEADERSHIP

BUSINESS CASE

Business Case Series

Business Case: Preparing

MARKETING

COMPETITIVE POSITIONING

Competitive Selling Series

Competitive Selling: Defining Value
 Competitive Selling: Enhancing Value
 Competitive Selling: Beating the Competition

MARKETING

PRINCIPLES OF MARKETING

Principles of Marketing Series

Principles of Marketing: Fundamentals of Marketing
 Principles of Marketing: Product Strategy
 Principles of Marketing: Distribution Strategy
 Principles of Marketing: Promotion Strategy
 Principles of Marketing: Pricing Strategy
 Principles of Marketing: Writing a Marketing Plan

OPERATIONS & QUALITY

ISO 9001

ISO 9001 Series

ISO 9001: 2000: Overview of Standards ✦
 ISO 9001: 2000: Implementing Standards ✦
 ISO 9001: 2000: The Auditing Process ✦

OPERATIONS & QUALITY

OPERATIONS CURRICULUM

Operations Management Series

Operations Management: Fundamentals of Operations Management
 Operations Management: Operations Components
 Operations Management: Operations Management Tools

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OPERATIONS & QUALITY

QUALITY MANAGEMENT

- **Quality Management Series**
Quality Management: The Quality Management Process
Quality Management: Quality Management Tools
Quality Management: Business Process Improvement

- **Total Quality Management Series**
Total Quality Management: Fundamentals
Total Quality Management: Principles
Total Quality Management: Implementation and Tools

PERSONAL DEVELOPMENT

BUSINESS TRAVEL SAFETY

- **Business Travel Safety Series**
Business Travel Safety: Domestic Travel
Business Travel Safety: International Travel
Business Travel Safety: Forming a Corporate Travel Safety Program
Business Travel Safety: Safety Measures for Travelers

PROJECT MANAGEMENT

ADVANCED TOPICS

- **Advanced Project Management Series**
Advanced Project Management: Building Productive Stakeholder Relationships
Advanced Project Management: Project Estimating Techniques
Advanced Project Management: Managing Accelerated Projects
Advanced Project Management: Setting Up a Project Office
Advanced Project Management: Portfolio Management
Advanced Project Management: Project Management Maturity

PROJECT MANAGEMENT

LEADERSHIP

- **Advanced Project Leadership Series**
Advanced Project Leadership: Organization, Strategy and Business Needs
Advanced Project Leadership: Navigating Corporate Structures
Advanced Project Leadership: Bringing Home the Value
Advanced Project Leadership: Selling Project Management to the Organization

- **Project Leadership Series**
Project Leadership: Leading the Project Team ♦
Project Leadership: Communicating Within a Project Team ♦
Project Leadership: Overcoming Obstacles ♦

PROJECT MANAGEMENT

PROJECT MANAGEMENT

- **Project Management for Verticals Series**
Project Management: Government

PROJECT MANAGEMENT

PROJECT TEAMS

- **Project Teams Series**
Project Team Management: Participating in a Project Team
Project Team Management: Team Building Techniques
Project Teams: Building a Project Team

SALES & SERVICE

CUSTOMER RELATIONSHIP MANAGEMENT

- **Customer Relationship Management Series**
Customer Relationship Management: Fundamentals of CRM
Customer Relationship Management: Implementing CRM
Customer Relationship Management: eCRM

SALES & SERVICE

FORECASTING

- **Sales Forecasting Series**
Sales Forecasting: Forecasting for Success
Sales Forecasting: Forecasting Your Own Accounts
Sales Forecasting: Applying Forecasting Methods

SALES & SERVICE

NEGOTIATION

- **Sales Negotiations Series**
Sales Negotiations: Fundamentals of Negotiation
Sales Negotiations: Negotiation Strategies
Sales Negotiations: Negotiation Execution

SALES & SERVICE

PRESENTATION SKILLS

- **Sales Presentations Series**
Sales Presentations: Preparing for Sales Presentations
Sales Presentations: Developing High Quality Sales Presentations
Sales Presentations: Delivering the Sales Presentation

SALES & SERVICE

RELATIONSHIP MANAGEMENT

- **Relationship Management Series**
Relationship Management: Preparing the Client Relationship
Relationship Management: Building the Client Relationship
Relationship Management: Maintaining the Client Relationship

STRATEGIC PLANNING

MANAGING BUSINESS RISK

- **Managing Business Risk Series**
Managing Business Risk: Developing a Risk Management Plan
Managing Business Risk: Risk Assessment and Control
Managing Business Risk: Financing and Contingency Planning

NETg IT Skills Courseware

APPLICATION DEVELOPMENT

OBJECT-ORIENTED ANALYSIS & DESIGN

■ Object-Oriented Analysis and Design with UML 2.0 Curriculum

OOAD: Introduction to Object-Oriented Concepts
 OOAD: Introduction to Object-Oriented Analysis and Design
 OOAD: Unified Modeling Language (UML) 2.0
 OOAD: Static Modeling with UML 2.0
 OOAD: Dynamic Modeling with UML 2.0
 OOAD: OO Design Patterns

COMPTIA

COMPTIA

■ CompTIA RFID+ Curriculum

CompTIA RFID+ - Course 1: Essentials of Radio Frequency
 CompTIA RFID+ - Course 2: Interrogators and Tags
 CompTIA RFID+ - Course 3: RFID Interrogator and Tag Communication
 CompTIA RFID+ - Course 4: RFID Design Selection
 CompTIA RFID+ - Course 5: Site Analysis
 CompTIA RFID+ - Course 6: RFID Installation
 CompTIA RFID+ - Course 7: RFID Monitoring and Troubleshooting
 CompTIA RFID+ - Course 8: RFID Peripherals

COMPTIA

LINUX

■ CompTIA Linux+ 2004 Curriculum

CompTIA Linux+ 2004: Installation
 CompTIA Linux+ 2004: Management
 CompTIA Linux+ 2004: Configuration
 CompTIA Linux+ 2004: Security
 CompTIA Linux+ 2004: Documentation & Hardware

e-BUSINESS

e-BUSINESS

■ Complete e-Business Curriculum

e-Business Part 4: Securing Your Infrastructure
 e-Business Part 5: Understanding the Applications
 e-Business Part 6: Working with Employees
 e-Business Part 7: Satisfying the Customer
 e-Business Part 8: Supply Chain Management and e-Procurement
 e-Business Part 3: Choosing Tools and Technologies
 e-Business Part 2: Building the Infrastructure
 e-Business Part 1: Facing the e-Business Challenge

e-BUSINESS

e-COMMERCE

■ Complete e-Commerce Curriculum (Ver. II)

Building an e-Commerce Business Case
 e-Commerce Implementation Issues
 e-Commerce Security
 Evaluating e-Commerce Options
 Introduction to e-Commerce

IMB/LOTUS

DB2 AND IMS

■ IBM IMS Essentials Curriculum

IBM IMS Essentials Part 1: IMS Database Manager
 IBM IMS Essentials Part 2: IMS Transaction Manager
 IBM IMS Essentials Part 3: DEDBs, Advanced
 IMS Systems, and DB2

MACROMEDIA

MACROMEDIA

■ Macromedia Captivate 1.0 - Building Simulations and Development Curriculum

Macromedia Captivate 1.0: Getting Started
 Macromedia Captivate 1.0: Developing Movies
 Macromedia Captivate 1.0: Movies, Quizzes and MenuBuilder

MACROMEDIA

CONSUMER/HOME OFFICE

■ Adobe GoLive CS2 Curriculum

Adobe GoLive CS2: Getting Started
 Adobe GoLive CS2: Web Page Layout
 Adobe GoLive CS2: Enhancements and Publishing Your Site
 Adobe GoLive CS2: Beyond the Basics

■ Adobe Illustrator CS2 Curriculum

Adobe Illustrator CS2: Getting Started
 Adobe Illustrator CS2: Designing
 Adobe Illustrator CS2: Establishing Depth & Dimension
 Adobe Illustrator CS2: Beyond the Basics

■ Adobe InDesign CS2 Curriculum

Adobe InDesign CS2: Getting Started
 Adobe InDesign CS2: Text and Basic Graphics
 Adobe InDesign CS2: Tables and Paths
 Adobe InDesign CS2: Beyond the Basics

■ Adobe PhotoShop CS2 Series

Adobe PhotoShop CS2: Fundamentals
 Adobe PhotoShop CS2: Intermediate
 Adobe PhotoShop CS2: Advanced

■ Macromedia FreeHand MX Curriculum

Macromedia FreeHand MX Part 1

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Macromedia FreeHand MX Part 2
 Macromedia FreeHand MX Part 3
 Macromedia FreeHand MX Part 4
 Macromedia FreeHand MX Part 5
 Macromedia FreeHand MX Part 6

■ **Macromedia Flash MX Curriculum**

Wireless Networking for Small Businesses

MICROSOFT

MICROSOFT WINDOWS 2003 SERVER
 MICROSOFT SERVER TECHNOLOGIES

■ **Microsoft Windows Small Business Server 2003 Curriculum**

Microsoft Windows Small Business Server 2003: Part 1
 Microsoft Windows Small Business Server 2003: Part 2
 Microsoft Windows Small Business Server 2003: Part 3
 Microsoft Windows Small Business Server 2003: Part 4
 Microsoft Windows Small Business Server 2003: Part 5
 Microsoft Windows Small Business Server 2003: Part 6

MICROSOFT

MICROSOFT .NET

NETWORK CONVERGENCE

CCNT (CERTIFIED IN CONVERGENT NETWORK TECHNOLOGIES)

■ **CCNT Basic Data Communications v6.0**

CCNT Basic Data Communications v6.0 Part 1
 CCNT Basic Data Communications v6.0 Part 2
 CCNT Basic Data Communications v6.0 Part 3

■ **CCNT Basic Telecommunications v6.0**

CCNT Basic Telecommunications v6.0 Part 1
 CCNT Basic Telecommunications v6.0 Part 2

■ **CCNT Broadband Technologies v6.0**

CCNT Broadband Technologies v6.0 Part 1
 CCNT Broadband Technologies v6.0 Part 2
 CCNT Broadband Technologies v6.0 Part 3
 CCNT Computer-Telephony Integration Essentials v6.0

■ **CCNT Local Area Networks v6.0**

CCNT Local Area Networks v6 Part 1
 CCNT Local Area Networks v6 Part 2
 CCNT Local Area Networks v6 Part 3
 CCNT Voice Over IP Essentials v6.0

ORACLE

ORACLE 11i

■ **Oracle Workflow 11i10 Curriculum**

Oracle Workflow 11i10: Components and Planning
 Workflow Processes
 Oracle Workflow 11i10: Developing Processes
 Oracle Workflow 11i10: Interacting with Processes
 and Notifications

Oracle Workflow 11i10: Business Event System and Subscriptions
 Oracle Workflow 11i10: Communications and Function Activities
 Oracle Workflow 11i10: Workflow APIs, Procedures and
 Error Handling
 Oracle Workflow 11i10: Managing and Customizing
 Workflow Processes
 Oracle Workflow 11i10: Configuring Oracle
 Workflow Components

■ **Oracle 11i10 Order to Cash Curriculum**

Oracle 11i10 Order to Cash: Lifecycle and Key Components
 Oracle 11i10 Order to Cash: Customer and Credit
 Management Setup
 Oracle 11i10 Order to Cash: Order Entry Overview
 Oracle 11i10 Order to Cash: Order Creation and Setup
 Oracle 11i10 Order to Cash: Manage Order Updates and
 Order Inquiry
 Oracle 11i10 Order to Cash: Basic Pricing
 Oracle 11i10 Order to Cash: Shipping Overview and Setups
 Oracle 11i10 Order to Cash: Shipping Execution
 Oracle 11i10 Order to Cash: Invoicing Overview
 Oracle 11i10 Order to Cash: Processing Invoices
 Oracle 11i10 Order to Cash: Setting Up and Processing Receipts
 Oracle 11i10 Order to Cash: Tax Accounting and Period Closing

■ **Oracle 11i Procure-to-Pay Fundamentals Curriculum**

Oracle 11i Procure-to-Pay Fundamentals Part 1
 Oracle 11i Procure-to-Pay Fundamentals Part 2
 Oracle 11i Procure-to-Pay Fundamentals Part 3
 Oracle 11i Procure-to-Pay Fundamentals Part 4
 Oracle 11i Procure-to-Pay Fundamentals Part 5

■ **Oracle 11i10 Project Foundation Fundamentals Curriculum**

Oracle 11i10 Project Foundation Fundamentals Part 1
 Oracle 11i10 Project Foundation Fundamentals Part 2
 Oracle 11i10 Project Foundation Fundamentals Part 3
 Oracle 11i10 Project Foundation Fundamentals Part 4
 Oracle 11i10 Project Foundation Fundamentals Part 5
 Oracle 11i10 Project Foundation Fundamentals Part 6

■ **Oracle 11i System Administrator Curriculum**

Oracle 11i10 Sys Admin: Application, Function, and
 Data Security
 Oracle 11i10 Sys Admin: User Management and
 Resource Auditing
 Oracle 11i10 Sys Admin: Concurrent Management and
 Profile Options
 Oracle 11i10 Sys Admin: Printer Management and
 Form Personalization
 Oracle 11i10 Sys Admin: Personalization and
 Workflow Components
 Oracle 11i10 Sys Admin: Workflow and Applications Manager
 Oracle 11i10 Sys Admin: DBA Activities

ORACLE

ORACLE BUSINESS INTELLIGENCE

OracleBI Discoverer Admin 10g Curriculum

OracleBI Discoverer Admin 10g: Create EULs & Business Areas
 OracleBI Discoverer Admin 10g: Work with LOVs, Items, & Folders
 OracleBI Discoverer Admin 10g: Manage Items, Drills & Summaries
 OracleBI Discoverer Admin 10g: Manage & Maintain EULs
 OracleBI Discoverer Admin 10g: Advanced Administration

OracleBI Discoverer Plus 10g Analyze Relational and OLAP Data Curriculum

OracleBI Discoverer Plus 10g: Queries
 OracleBI Discoverer Plus 10g: Reports
 OracleBI Discoverer Plus 10g: Calculations, Graphs, and Drills
 OracleBI Discoverer Plus 10g: OLAP
 OracleBI Discoverer Plus 10g: Viewer and Portlets

ORACLE

ORACLE DATABASE 10G

Oracle Database 10g Migrating from SQL Server Curriculum

Migrating to Oracle DB 10g: Oracle Database Architectural Framework
 Migrating to Oracle DB 10g: Schema Objects and Planning Migration
 Migrating to Oracle DB 10g: Performing Migrations with OMWB
 Migrating to Oracle DB 10g: Securing and Managing Oracle Database
 Migrating to Oracle DB 10g: Oracle Database Backup and Recovery

Oracle Forms Developer 10g Curriculum

Oracle Forms Developer 10g: Architectural Environment and Services
 Oracle Forms Developer 10g: Building Internet Applications
 Oracle Forms Developer 10g: Creating and Working with Form Elements
 Oracle Forms Developer 10g: Working with Canvases and Triggers
 Oracle Forms Developer 10g: Interacting with Form Components
 Oracle Forms Developer 10g: Working with Validation and Navigation
 Oracle Forms Developer 10g: Object Sharing, WebUtil, Multiple Forms
 Oracle Forms Developer 10g: Query Builder Features

Oracle Reports Developer 10g Curriculum

Oracle Reports Developer 10g: Working with Oracle Reports Developer
 Oracle Reports Developer 10g: Paper, Web Reports, and Templates
 Oracle Reports Developer 10g: Working with the Data Model
 Oracle Reports Developer 10g: Web and XML Report, Report Parameters
 Oracle Reports Developer 10g: Matrix Reports, Triggers, SRW Package
 Oracle Reports Developer 10g: OracleAS Reports Services, Guidelines

Oracle Database 10g R2: SQL Tuning Curriculum

Oracle Database 10g R2: SQL Tuning Course 1
 Oracle Database 10g R2: SQL Tuning Course 2
 Oracle Database 10g R2: SQL Tuning Course 3
 Oracle Database 10g R2: SQL Tuning Course 4
 Oracle Database 10g R2: SQL Tuning Course 5

Oracle Database 10g: Performance Tuning Curriculum

Oracle Database 10g Performance Tuning: Tools and Techniques
 Oracle Database 10g Performance Tuning: Tuning Data
 Oracle Database 10g Performance Tuning: Tuning Infrastructure
 Oracle Database 10g Performance Tuning: Instance Tuning
 Oracle Database 10g Performance Tuning: Memory Management
 Oracle Database 10g Performance Tuning: Performance Management

OS TECHNOLOGY

OS TECHNOLOGIES

HDI Help Desk Analyst (HDA) Curriculum

HDI Help Desk Analyst: Support Center Introduction
 HDI Help Desk Analyst: Help Desk Processes
 HDI Help Desk Analyst: Communication Skills
 HDI Help Desk Analyst: Troubleshooting Skills
 HDI Help Desk Analyst: Support Center Tools and Technologies

HDI Help Desk Manager (HDM) Curriculum

HDI Help Desk Manager: The Strategic Role of the Support Center
 HDI Help Desk Manager: Communication and Management Skills
 HDI Help Desk Manager: Business Management and Alignment
 HDI Help Desk Manager: Operational Management
 HDI Help Desk Manager: Support Method Integration and Metrics

SAP

SAP DEVELOPMENT & REPORTING

SAP Development & Reporting

ABAP 6.10 Overview
 ABAP Reporting 6.10
 ABAP Objects 6.10 Overview
 ABAP Web Application Server Development

SAP End User Series

EnjoySAP Features and Functions ✦
 EnjoySAP What's New in Release 4.6 ✦
 mySAP CRM 3.0 Overview ✦
 mySAP.com - Overview ✦
 SAP R/3 3.0 Fundamentals (UK Version) ✦
 SAP R/3 4.6 AP Accountant ✦
 SAP R/3 4.6 AR Accountant ✦
 SAP R/3 4.6 CO: Cost Centre Accounting Organisation and Base Settings ✦
 SAP R/3 4.6 CO: Cost Centre Accounting Master Data ✦
 SAP R/3 4.6 CO: Cost Centre Accounting Settings for Periodical Processing ✦
 SAP R/3 4.6 CO: Cost Centre Accounting Periodical Allocation and Reports ✦

SAP R/3 4.6 CO Cost Object Controlling ✦
 SAP R/3 4.6 CO Profitability Analysis ✦
 SAP R/3 4.6 Cost Centre Accountant ✦
 SAP R/3 4.6 FI AR / AP: Organisation, Master Records and Posting ✦
 SAP R/3 4.6 FI AR / AP: Account/Document Posting and Periodic Processing ✦
 SAP R/3 4.6 FI Payments ✦
 SAP R/3 4.6 FI: General Ledger Organisation and G/L Account ✦
 SAP R/3 4.6 Financial Accountant ✦
 SAP R/3 4.6 Purchaser ✦
 SAP R/3 4.6 SD Customer Service Representative ✦
 SAP R/3 4.6 Shipping Employee ✦
 SAP R/3 Application, Industry Solutions and Case Study ✦
 mySAP EBP 3.0 Overview ✦

WEB DEVELOPMENT

WEB DEVELOPMENT

■ Programming with XHTML 1.1 Curriculum

Programming with XHTML 1.1: Basic Concepts
 Programming with XHTML 1.1: Embedded Objects and Hyperlinks
 Programming with XHTML 1.1: Advanced Tags
 Programming with XHTML 1.1: CSS, Metadata, RDF, & Namespaces
 Programming with XHTML 1.1: DOM and Dynamic XHTML
 Programming with XHTML 1.1: Advanced Concepts

MICROSOFT TECHNICAL

MICROSOFT WINDOWS 2003 SERVER

SUN MICROSYSTEMS

JAVA PROGRAMMING

■ Java Programming

Sun Developer for the Java 2 Platform
 Sun Microsystems Fundamentals of the Java Programming Language (SL-110)
 Sun Microsystems Java Programming Language
 Sun Microsystems Developing Applications for the J2EE Platform (FJ-310)
 Sun Microsystems Web Component Development with Servlet and Web Technology (SL-314)
 Sun Microsystems Advanced Business Component Development with EJB Technology (SL-351)
 Sun Programmer for the Java 2 Platform Management

UNIX AND LINUX

LINUX

■ CompTIA Linux+ 2004 Curriculum

CompTIA Linux+ 2004: Installation
 CompTIA Linux+ 2004: Management
 CompTIA Linux+ 2004: Configuration
 CompTIA Linux+ 2004: Security
 CompTIA Linux+ 2004: Documentation & Hardware

NETg Desktop Skills Courseware

ADOBE SYSTEMS

ADOBE ACROBAT

■ Adobe Acrobat 7.0 Pro Curriculum

Adobe Acrobat 7.0 Pro: Getting Started
 Adobe Acrobat 7.0 Pro: Modifying PDF Documents
 Adobe Acrobat 7.0 Pro: Document Review and Validation
 Adobe Acrobat 7.0 Pro: Beyond the Basics

■ Adobe PhotoShop CS2 Series

Adobe PhotoShop CS2: Fundamentals
 Adobe PhotoShop CS2: Intermediate
 Adobe PhotoShop CS2: Advanced

ADOBE SYSTEMS

CONSUMER /HOME OFFICE

■ Adobe GoLive CS2 Curriculum

Adobe GoLive CS2: Getting Started
 Adobe GoLive CS2: Web Page Layout
 Adobe GoLive CS2: Enhancements and Publishing Your Site
 Adobe GoLive CS2: Beyond the Basics

■ Adobe Illustrator CS2 Curriculum

Adobe Illustrator CS2: Getting Started
 Adobe Illustrator CS2: Designing
 Adobe Illustrator CS2: Establishing Depth & Dimension
 Adobe Illustrator CS2: Beyond the Basics

■ Adobe InDesign CS2 Curriculum

Adobe InDesign CS2: Getting Started
 Adobe InDesign CS2: Text and Basic Graphics
 Adobe InDesign CS2: Tables and Paths
 Adobe InDesign CS2: Beyond the Basics

■ Adobe PhotoShop CS2 Series

Adobe PhotoShop CS2: Fundamentals
 Adobe PhotoShop CS2: Intermediate
 Adobe PhotoShop CS2: Advanced

■ Macromedia FreeHand MX Curriculum

Macromedia FreeHand MX Part 1
 Macromedia FreeHand MX Part 2
 Macromedia FreeHand MX Part 3
 Macromedia FreeHand MX Part 4
 Macromedia FreeHand MX Part 5
 Macromedia FreeHand MX Part 6

■ Macromedia Flash MX Curriculum

Wireless Networking for Small Businesses

ADOBE SYSTEMS

MICROSOFT WINDOWS VISTA

INTERNET & COMPUTER BASICS

SECURITY

Security

Cisco SAFE Implementation (CSI)
 Cisco Secure Intrusion Detection System (CSIDS)
 Cisco Secure PIX Firewall Advanced (CSPFA)
 Cisco Secure Virtual Private Networking (CSVPN) 4.7
 Implementing Cisco Intrusion Protection Systems (IPS) 5.0
 Securing Cisco Network Devices (SND) 2.0
 Securing Hosts using Cisco Security Agent (HIPS) 3.0
 Securing Networks with Cisco Routers and Switches (SNRS) 1.0
 Securing Networks with PIX and ASA (SNPA) 4.0

MICROSOFT OFFICE

CONSUMER /HOME OFFICE

Adobe GoLive CS2 Curriculum

Adobe GoLive CS2: Getting Started
 Adobe GoLive CS2: Web Page Layout
 Adobe GoLive CS2: Enhancements and Publishing Your Site
 Adobe GoLive CS2: Beyond the Basics

Adobe Illustrator CS2 Curriculum

Adobe Illustrator CS2: Getting Started
 Adobe Illustrator CS2: Designing
 Adobe Illustrator CS2: Establishing Depth & Dimension
 Adobe Illustrator CS2: Beyond the Basics

Adobe InDesign CS2 Curriculum

Adobe InDesign CS2: Getting Started
 Adobe InDesign CS2: Text and Basic Graphics
 Adobe InDesign CS2: Tables and Paths
 Adobe InDesign CS2: Beyond the Basics

Adobe PhotoShop CS2 Series

Adobe PhotoShop CS2: Fundamentals
 Adobe PhotoShop CS2: Intermediate
 Adobe PhotoShop CS2: Advanced

Macromedia FreeHand MX Curriculum

Macromedia FreeHand MX Part 1
 Macromedia FreeHand MX Part 2
 Macromedia FreeHand MX Part 3
 Macromedia FreeHand MX Part 4
 Macromedia FreeHand MX Part 5
 Macromedia FreeHand MX Part 6

Macromedia Flash MX Curriculum

Wireless Networking for Small Businesses

SAP

SAP END USER

DIGITAL MEDIA

DIGITAL MEDIA CONSUMER /HOME OFFICE

Paint Shop Pro 8 Curriculum

Paint Shop Pro 8 Part 1 - Getting Started
 Paint Shop Pro 8 Part 2 - Working with Images

MACROMEDIA

MACROMEDIA

Macromedia Captivate 1.0 - Building Simulations and Development Curriculum

Macromedia Captivate 1.0: Getting Started
 Macromedia Captivate 1.0: Developing Movies
 Macromedia Captivate 1.0: Movies, Quizzes and MenuBuilder

MACROMEDIA

CONSUMER /HOME OFFICE

Adobe GoLive CS2 Curriculum

Adobe GoLive CS2: Getting Started
 Adobe GoLive CS2: Web Page Layout
 Adobe GoLive CS2: Enhancements and Publishing Your Site
 Adobe GoLive CS2: Beyond the Basics

Adobe Illustrator CS2 Curriculum

Adobe Illustrator CS2: Getting Started
 Adobe Illustrator CS2: Designing
 Adobe Illustrator CS2: Establishing Depth & Dimension
 Adobe Illustrator CS2: Beyond the Basics

Adobe InDesign CS2 Curriculum

Adobe InDesign CS2: Getting Started
 Adobe InDesign CS2: Text and Basic Graphics
 Adobe InDesign CS2: Tables and Paths
 Adobe InDesign CS2: Beyond the Basics

Adobe PhotoShop CS2 Series

Adobe PhotoShop CS2: Fundamentals
 Adobe PhotoShop CS2: Intermediate
 Adobe PhotoShop CS2: Advanced

Macromedia FreeHand MX Curriculum

Macromedia FreeHand MX Part 1
 Macromedia FreeHand MX Part 2
 Macromedia FreeHand MX Part 3
 Macromedia FreeHand MX Part 4
 Macromedia FreeHand MX Part 5
 Macromedia FreeHand MX Part 6

Macromedia Flash MX Curriculum

Wireless Networking for Small Businesses

MICROSOFT END USER
CONSUMER /HOME OFFICE

■ **Microsoft End User Consumer/Home Office Series**

- Home Networking with Windows XP
- Microsoft Office OneNote 2003
- Microsoft Picture It! Photo Premium 9.0
- Microsoft Windows XP Fundamentals
- Microsoft Windows XP Media Center Edition 2005
- Microsoft Windows XP Tablet PC Edition 2005
- Introduction to Microsoft Works Suite 2005
- Microsoft Works Suite 2006 - Creating Databases
- Microsoft Works Suite 2006 - Creating Documents
- Microsoft Works Suite 2006 – Creating Spreadsheets
- Microsoft Works Suite 2005 - Creating Databases
- Microsoft Works Suite 2005 - Creating Documents
- Microsoft Works Suite 2005 - Creating Spreadsheets
- Microsoft Works Suite 2004 - Introduction
- Microsoft Works Suite 2004 - Creating Databases
- Microsoft Works 2003 - Creating Databases
- Microsoft Works 2003 - Creating Documents
- Microsoft Works 2003 - Creating Spreadsheets
- Microsoft Works 2003 - Introduction
- More with Microsoft Picture It! Photo Premium 9.0
- NetMeeting

NETg Environmental, Safety & Health Courseware

INDUSTRIAL SKILLS & SAFETY
BLUEPRINT READING

■ **Blueprint Reading Series**

- Blueprint Reading: General Print Reading
- Blueprint Reading: Process and Instrumentation Drawings (R)
- Blueprint Reading: Electrical Print Reading
- Blueprint Reading: Geometric Dimensioning and Tolerancing (R)
- Blueprint Reading: Mechanical Print Reading

INDUSTRIAL SKILLS & SAFETY
ELECTRICAL/ELECTRONICS

■ **Electrical/Electronics Series**

- Electrical/Electronics: Introduction to Electricity
- Electrical/Electronics: Basic Electricity
- Electrical/Electronics: AC Circuits
- Electrical/Electronics: DC Circuits
- Electrical/Electronics: Motors and Transformers
- Electrical/Electronics: Introduction to Electronics
- Electrical/Electronics: Fundamentals of Digital Electronics
- Electrical/Electronics: Applied Digital Electronics
- Electrical/Electronics: Solid State Theory

NETg Live Learning

CISCO SYSTEMS

IP COMMUNICATION

IP Communication

Cisco IP Telephony Solutions
 Cisco Unity Design and Networking (CUDN) 1.0
 Cisco Voice Over IP (CVOICE) 5.0
 Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 1.0
 IP Telephony Design (IPTD) 1.0
 IP Telephony Express (IPTX) 2.0
 Cisco IP Telephony Troubleshooting (IPTT) 4.0
 IPCC Express and IP-IVR Deployment (CRSD)
 Microsoft for Cisco Voice (MSCV)
 Access Products for SEs (CPSE) 9.0
 Cable Solutions for SEs (CPSE) 9.0
 Campus LAN Solutions for SEs (CPSE) 9.0
 Cisco Sales Essentials 2.0
 Content Networking Solutions for SEs (CPSE) 9.0
 IP Telephony Solutions for SEs (CPSE) 9.0
 LAN Products for SEs (CPSE) 9.0
 Network Management for SEs (CPSE) 9.0
 Security Solutions for SEs (CPSE) 9.0
 Storage Networking Products for SEs (CPSE) 9.0
 VPN Solutions for SEs (CPSE) 9.0
 WAN Products for SEs (CPSE) 9.0
 Wireless Product Solutions for SEs (CPSE) 9.0

CISCO SYSTEMS

ROUTING AND SWITCHING

Routing and Switching

Building Cisco Multilayer Switched Networks (BCMSN) 3.0
 Building Cisco Remote Access Networks (BCRAN)
 Building Scalable Cisco Internetworks (BSCI) 3.0
 Cisco Internetwork Troubleshooting (CIT)
 Configuring BGP on Cisco Routers (BGP)
 Designing Cisco Network Service Architectures (ARCH) 1.2
 Designing for Cisco Internetwork Solutions (DESGN) 1.2
 Cisco Multiprotocol Label Switching (MPLS) Primer
 Implementing Cisco Quality of Service (QoS) 2.2
 Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5
 Interconnecting Cisco Network Devices (ICND) 2.3
 Introduction to Cisco Networking Technologies (INTRO) 2.1
 Introduction to Networking

CISCO SYSTEMS

SECURITY

Security

Cisco SAFE Implementation (CSI)
 Cisco Secure Intrusion Detection System (CSIDS)
 Cisco Secure PIX Firewall Advanced (CSPFA)
 Cisco Secure Virtual Private Networking (CSVPN) 4.7
 Implementing Cisco Intrusion Protection Systems (IPS) 5.0
 Securing Cisco Network Devices (SND) 2.0
 Securing Hosts using Sisco Security Agent (HIPS) 3.0
 Securing Networks with Cisco Routers and Switches (SNRS) 1.0
 Securing Networks with PIX and ASA (SNPA) 4.0

CISCO SYSTEMS

WIRELESS TECHNOLOGIES

COMPTIA

WEB DEVELOPMENT

Web Development

CompTIA i-Net+ Expert Now

MICROSOFT

CLIENT OPERATING SYSTEMS

Client Operating Systems

Microsoft Windows XP Professional Administration and Maintenance
 Supporting and Troubleshooting Applications on Microsoft Windows XP
 Supporting Microsoft Windows XP Client Operating Systems
 Microsoft Exchange Server 2003 Administration and Maintenance

MICROSOFT

MICROSOFT WINDOWS 2003 SERVER

MICROSOFT

MICROSOFT WINDOWS 2000

Microsoft Windows 2000

Managing a Microsoft Windows 2000 Network Environment
 Microsoft Windows 2000 Active Directory Design
 Microsoft Windows 2000 Active Directory Implementation and Administration

MICROSOFT

MICROSOFT .NET

SECURITY

(ISC)2

(ISC)2

Certified Information Systems Security Professional (CISSP)
 Systems Security Certified Practitioner (SSCP)

SUN MICROSYSTEMS

JAVA PROGRAMMING

Java Programming

Sun Developer for the Java 2 Platform

Sun Microsystems Fundamentals of the Java Programming Language (SL-110)

Sun Microsystems Java Programming Language

Sun Microsystems Developing Applications for the J2EE Platform (FJ-310)

Sun Microsystems Web Component Development with Servlet and Web Technology (SL-314)

Sun Microsystems Advanced Business Component Development with EJB Technology (SL-351)

Sun Programmer for the Java 2 Platform

WEB DEVELOPMENT

WEB DEVELOPMENT

Web Development

Introduction to HTML

Introduction to XML

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