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- Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V
- Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server
- Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
- Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates
- Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability
- Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services
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  - Solaris 9 System Administration
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  - Solaris 9 Device and File System Management
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- Sun Microsystems Solaris 9: System Administration II
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- Mentoring 70-270 Installing, Configuring, and Administering Microsoft Windows XP Professional ..........................................................mnt70270
- Mentoring 70-290 Managing and Maintaining a Microsoft Windows Server 2003 Environment ..........................................................mnt70290
- Mentoring 70-291 Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure ...........................................mnt70291
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TestPrep 70-622 PRO: Supporting and
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Office SharePoint Server 2007
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TestPrep 70-270 Installing, Configuring, and
Administering Microsoft Windows XP
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TestPrep 70-290 Managing and Maintaining a
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TestPrep 70-291 Implementing, Managing, and
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TestPrep 70-293 Planning and Maintaining a
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TestPrep 70-299 Implementing and
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TestPrep 220-702 A+ Practical Application
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TestPrep 70-680 TS: Windows 7, Configuring
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TestPrep SK0-003 Server+ Administration
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TestPrep 70-686 PRO: Windows 7, Enterprise
Desktop Administrator
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TestPrep 70-685 PRO: Windows 7, Enterprise
Desktop Support Technician
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TestPrep 70-647 PRO: Windows Server 2008,
Enterprise Administrator
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Server Administrator
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■ Certified Information Security Manager (CISM)
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Cisco CIPT2 8.0: Features and Applications
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EMC

EMC Information Storage and Management v3
Introduction to Storage Technology 240031_ENG
Storage System Architecture 240039_ENG
Physical Disks and RAID Arrays 240047_ENG
Intelligent Storage Systems 240056_ENG
Network Storage Systems 240062_ENG
Fibre Channel Storage Area Networks 240072_ENG
IP SANs and Content Addressed Storage 240082_ENG
Information Availability 240092_ENG
Replication and Business Continuity 241020_ENG
Monitoring and Managing the Data Center 241031_ENG
Securing Storage 254190_ENG
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Storage Security dt_ismt_a01_it_enus
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CLOUD COMPUTING

Cloud Computing for Business Professionals
Introducing Cloud Computing cl_clip_a01_it_enus
Moving Business Services into the Cloud cl_clip_a02_it_enus

Cloud Computing for IT professionals
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Cloud Technology Enablers cl_clip_a02_it_enus
Enterprise Data and Cloud Interaction cl_clip_a03_it_enus
Migrating Infrastructure to the Cloud cl_clip_a04_it_enus
Identity, Presence, and Privacy cl_clip_a05_it_enus
Providing Cloud Security cl_clip_a06_it_enus

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MENTORING ASSETS

Mentoring Assets
Mentoring 642-902 Implementing Cisco IP Routing (ROUTE) mnt642902
Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) mnt642832
Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH) mnt642813
Mentoring 640-822 Interconnecting Cisco Networking Devices Part 1 (ICND1) mnt640822
Mentoring 640-816 Interconnecting Cisco Networking Devices Part 2 (ICND2) mnt640816
Mentoring 640-802 Cisco Certified Network Associate (CCNA) mnt640802
Mentoring 640-553 Implementing Cisco IOS Network Security (IINS) mnt640553
Mentoring Certified Information Systems Security Professional (CISSP) mntcissp
IT SKILLS COURSEWARE

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Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM) ............mnt640461
Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE) .............................mnt642437
Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)..................................................mnt642447
Mentoring 642-637 Securing Networks with Cisco Routers and Switches (SECURE)............mnt642637
Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)..................................................mnt642457
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TEST PREPS

Test Preps

TestPrep 640-553 Implementing Cisco IOS Network Security (INNS)............................cc_iins_a01_ip_enus
TestPrep N10-004 Network+ ..................cs_ctnt_a01_ip_enus
TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH) ..................cc_icis_a01_ip_enus
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE) ..................................cc_icir_a01_ip_enus
TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) cc_icit_a01_ip_enus
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TestPrep SY0-301 Security+ ................................cs_styp_a01_ip_enus
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EXPRESS GUIDES

Cisco

INNS 1.0: Implementing Cisco IOS Network Security (640-553) Express Guide ..................pc_eg_444129
IIUC 1.0: Implementing Cisco IOS Unified Communications (640-460) Express Guide ........pc_eg_444128
CVOICE 6.0: Cisco Voice over IP (642-436) Express Guide ........................................pc_eg_444127
CIPT2 6.0: Implementing Cisco Unified Communications Manager Part 2 (642-456) Express Guide .............pc_eg_444126
CIPT1 6.0: Implementing Cisco Unified Communications Manager Part 1 (642-446) Express Guide ........pc_eg_444125
ICND1 1.0: Interconnecting Cisco Networking Devices Part 1 (640-822) Express Guide ........pc_eg_444111
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Administration I Express Guide Volume I
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IT PROFESSIONAL

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IT SKILLS COURSEWARE

Adobe Captivate 4
Adobe Captivate 4 .......................................... at_capv_a01_it_enus

Adobe Reader X
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Adobe Reader 9
Adobe Reader 9 .............................................. at_rean_a01_dt_enus

Adobe Reader 8.0
Using Adobe Reader 8 ...................................... at_adar_a01_dt_enus

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Adobe Acrobat 9: Fundamentals ...................... at_adan_a01_it_enus

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Creating and Working with PDFs in Adobe Acrobat 8 ........................................ at_adab_a01_dt_enus
Editing and Reviewing in Adobe Acrobat 8 at_adab_a02_dt_enus
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Adobe AIR 3
Adobe AIR for Flash Developers ...................... at_airr_a01_it_enus

Adobe InDesign CS5
Adobe InDesign CS5: Fundamentals .............. at_idct_a01_it_enus

WEB DESIGN
SCRIPTING AND WEB LANGUAGES

JavaScript Fundamentals
JavaScript Language Basics ......................... sl_jasc_a01_it_enus
JavaScript: Objects and Object-oriented Programming ................................................. sl_jasc_a02_it_enus
JavaScript: Functions and Regular Expressions.................................................... sl_jasc_a03_it_enus
JavaScript: Browser Scripting Fundamentals sl_jasc_a04_it_enus
JavaScript: Advanced Browser Scripting and DHTML................................................. sl_jasc_a05_it_enus

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DHTML and Cascading Style Sheets .............. 110402_ENG
Making Content Dynamic with DHTML ......... 109372_ENG

Advanced XML
Structuring XML with Schemas .................... 213606_ENG
Advanced Schemas ........................................ 215282_ENG
Transforming and Formatting XML ............... 213612_ENG
Querying, Navigating, and Linking XML Data ... 213638_ENG
XML APIs ..................................................... 213609_ENG
Extending XML ............................................. 213614_ENG

BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

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

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle................................. ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals .......................... ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes ................................. ib_itlv_a03_it_enus
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ITIL® 2011 Edition Foundation: Service Design Processes .................................... ib_itlv_a05_it_enus
ITIL® 2011 Edition Foundation: Service Transition Processes and Policies ............. ib_itlv_a06_it_enus
ITIL® 2011 Edition Foundation: Introduction to Service Operation ...................... ib_itlv_a07_it_enus
ITIL® 2011 Edition Foundation: Service Operation Processes ............................ ib_itlv_a08_it_enus
ITIL® 2011 Edition Foundation: Continual Service Improvement ........................ ib_itlv_a09_it_enus
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ITIL® 2011 Edition Overview: Creating a Service Culture..................ib_ovvx_a01_it_enus
ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework .................ib_ovvx_a02_it_enus
ITIL® 2011 Edition Overview: Certification and Benefits..................ib_ovvx_a03_it_enus

Moving from Technical Professional to Management

Technical Management Essentials

Transitioning from Technical Professional to Management.................. mgmt_19_a01 bs_enus
Strategies for Transitioning to Technical Management.................. mgmt_19_a02 bs_enus
Managing Technical Professionals .......... mgmt_19_a03 bs_enus

Managing Technical Professionals

Internal Consulting for the Technical Professional

Customer Service Representative, Professionalism

The Customer Service Representative (CSR) cust_06_a01 bs_enus
Support Center Services and Work Environment cust_06_a02 bs_enus
Team and Customer Relationships .......... cust_06_a03 bs_enus

Customer Service Representative, Skills

Customer Interactions .................. cust_07_a01 bs_enus
Communication Skills .................. cust_07_a02 bs_enus
Conflict, Stress, and Time Management ... cust_07_a03 bs_enus

Customer Service Representative, Process

Customer Service Processes and Procedures cust_08_a01 bs_enus
Quality in a Support Center ............ cust_08_a02 bs_enus
Support Center Tools, Technologies and Metrics.................. cust_08_a03 bs_enus
Dealing with Irrational Customers and Escalating Complaints .................. cust_08_a04 bs_enus

Writing Skills for Technical Professionals

Writing for Technical Professionals:
Preparation and Planning.................. ib_wstp_a01_it_enus

Writing for Technical Professionals:
Effective Writing Techniques..................ib_wstp_a02_it_enus

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Test Preps

TestPrep ITIL V3 Foundation (ITV3F) ..........ib_itlv_a01 tp_enus

BUSINESS SKILLS FOR THE IT PROFESSIONAL

Mentoring Assets

Mentoring ITIL V3 Foundation (ITV3F) ..................mntitv3f

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT CURRICULUM

Project Management for Non-Project Managers

Project Management Fundamentals ..........proj_01_a01 bs_enus
Transitioning into a Project Management Role proj_01_a02 bs_enus
Initiating and Planning a Project ..........proj_01_a03 bs_enus
Managing a Project ....................proj_01_a04 bs_enus
Troubleshooting and Closing the Project ...proj_01_a05 bs_enus
Project Management for Non-Project Managers ......PROJ001A
Managing Projects without Direct Authority .... pc_bi_pmbi001
Supporting Project Managers ................. pc_ch_lach042
Ensuring Management Buy-In on a Project .... pc_bi_pmbi002
Managing Conflict in Project Teams .......... pc_bi_pmbi003
Handling a Change Request .................. pc_ch_pmch001
Scope Definition Tools and Techniques ........ pc_ch_pmch002
Managing Scope on a Project .......... pc_bi_pmbi004
Weighing the Costs of Project Change .......... pc_bi_pmbi005
Managing Vendor Relationships .......... pc_bi_pmbi006
Anticipating and Solving Problems as a Project Champion ............ pc_bi_pmbi007
Addressing Stakeholder Conflicts ............ pc_bi_pmbi008
Portfolios, Programs, and Projects: What’s the Difference? ............ pc_bi_pmbi009
Controlling Project Cost ................. pc_bi_pmbi010
Mitigating Risks when Improving Processes ...... pc_bi_pmbi011
IT Skills Courseware

- Ethics and Risks: Why they Matter in Project Success - proj_05_a01_bs_enus
- Project Management Essentials - Project Management Essentials - Fourth Edition-aligned - proj_05_a02_bs_enus
- Project Management Process Groups - proj_05_a03_bs_enus

  Managing Projects within Organizations - proj_05_a01_bs_enus
  Project Management Overview - proj_05_a02_bs_enus
  Project Management Process Groups - proj_05_a03_bs_enus

- Project Integration Management (PMBOK® Guide - Fourth Edition-aligned)
  Integrated Initiation and Planning - proj_06_a01_bs_enus
  Integrated Project Execution, Monitoring, and Control - proj_06_a02_bs_enus
  Integrated Project Change Control and Close - proj_06_a03_bs_enus

- Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)
  Project Requirements and Defining Scope - proj_07_a01_bs_enus
  Create Work Breakdown Structure - proj_07_a02_bs_enus
  Monitoring and Controlling Project Scope - proj_07_a03_bs_enus

- Project Time Management (PMBOK® Guide - Fourth Edition-aligned)
  Defining and Sequencing Project Activities - proj_08_a01_bs_enus
  Estimating Activity Resources and Durations - proj_08_a02_bs_enus
  Developing and Controlling the Project Schedule - proj_08_a03_bs_enus

  Estimating and Budgeting Project Costs - proj_09_a01_bs_enus
  Controlling Costs - proj_09_a02_bs_enus

- Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)
  Project Quality Planning - proj_10_a01_bs_enus
  Quality Assurance and Quality Control - proj_10_a02_bs_enus

  Planning Project Human Resources - proj_11_a01_bs_enus
  Managing Project Human Resources - proj_11_a02_bs_enus

- Program Management (PMI® Second Edition-aligned)
  Introduction to Program Management - proj_16_a01_bs_enus
  Program Life Cycle and Benefits Management - proj_16_a02_bs_enus

- Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
  Stakeholders and the Communications Management Plan - proj_12_a01_bs_enus
  Processes for Managing Project Communications - proj_12_a02_bs_enus
  Communicating Effectively with Project Stakeholders - proj_12_a03_bs_enus

- Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)
  Risk Management Planning - proj_13_a01_bs_enus
  Identifying Project Risks - proj_13_a04_bs_enus
  Performing Risk Analysis - proj_13_a02_bs_enus
  Risk Response, Monitor, and Control - proj_13_a03_bs_enus

- Project Procurement Management (PMBOK® Guide - Fourth Edition-aligned)
  Planning Project Procurement - proj_14_a01_bs_enus
  Managing Procurements - proj_14_a02_bs_enus

- Code of Ethics and Professional Conduct (PMI® Standard-aligned)
  The Role of Ethics in Project Management - proj_15_a01_bs_enus
  Core PMI® Values and Ethical Standards - proj_15_a02_bs_enus

- IT Project Management Essentials
  IT Project Management Essentials:
  Introduction to IT Project Management - proj_17_a01_bs_enus
  IT Project Management Essentials: Initiating and Planning IT Projects - proj_17_a02_bs_enus
  IT Project Management Essentials: Executing IT Projects - proj_17_a03_bs_enus
  IT Project Management Essentials: Monitoring and Controlling IT Projects - proj_17_a04_bs_enus
  IT Project Management Essentials: Managing Risks in an IT Project - proj_17_a05_bs_enus
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PRINCE2®: 2009 Foundation

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

Instructor Series: CompTIA Project+ (2009 Edition)

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

Managing Software Project Outsourcing

Managing Software Project Outsourcing:
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Managing Software Project Outsourcing:
Developing a Vendor Contract proj_18_a02_bs_enus
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Working with the Outsourced Team proj_18_a03_bs_enus
Managing Software Project Outsourcing:
Dealing with Risks proj_18_a04_bs_enus

Mentoring Assets

Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned .......... mntcapm4ed
Mentoring PRINCE2: Foundation ..........................mntprince2f

Test Preps

TestPrep PRINCE2: Foundation ..................ib_prin_a01_tp_enus

TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned .......................pm_capm_a01_tp_enus
TestPrep Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned pm_proj_a01_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

Optimizing Your Performance On a Team

Being an Effective Team Member ........... team_02_a01_bs_enus
Establishing Team Goals and Responsibilities team_02_a02_bs_enus
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Effective Team Communication .......... team_02_a04_bs_enus
Using Feedback to Improve Team Performance ........... team_02_a05_bs_enus
Power and Politics in Matrixed Teams ........ ..pc_ch_mgch002

Leading Teams

Leading Teams: Launching a Successful Team team_03_a01_bs_enus
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Leading Teams: Fostering Effective Communication and Collaboration .......... team_03_a05_bs_enus
Leading Teams: Motivating and Optimizing Performance ................. team_03_a06_bs_enus
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Leading Teams: Managing Virtual Teams team_03_a08_bs_enus
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Support Your Leader ........................ pc_bi_pfbi010
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Choosing the Right Team Culture ............. pc_ch_pfch006
Managing Communications in a Virtual Team pc_bi_mgbi001
Building and Leading Teams .............. pc_ch_lach023
Contributing in a Team Environment .......... pc_ch_pach010

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BUSINESS ANALYSIS

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

Introduction to Business Analysis and Essential Competencies ......................... ib_buap_a01_it_enus
Introduction to Business Analysis Planning ib_buap_a02_it_enus
Planning Business Analysis Communication and Monitoring ........................................ ib_buap_a03_it_enus
Business Analysis Requirements Elicitation ib_buap_a04_it_enus
Business Analysis Requirements Management and Communication ib_buap_a05_it_enus
Business Analysis: Enterprise Analysis ....ib_buap_a06_it_enus
Business Analysis: Introduction to Requirements Analysis ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation ib_buap_a09_it_enus

INSTRUCTOR SERIES

CISCO SYSTEMS

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

Cisco MPLS 2.2 Instructor Series: Concepts and Operation ........................................-ISCS0047EN01P
Cisco MPLS 2.2 Instructor Series: Frame Mode MPLS Implementation................ ISCS0047EN02P
Cisco MPLS 2.2 Instructor Series: MPLS VPN Technology......................................... ISCS0047EN03P
Cisco MPLS 2.2 Instructor Series: MPLS VPN Configuration................................. ISCS0047EN04P
Cisco MPLS 2.2 Instructor Series: Advanced VPN and Troubleshooting ............... ISCS0047EN05P
Cisco MPLS 2.2 Instructor Series: Internet Access and Traffic Engineering............... ISCS0047EN06P
Mentoring 642-611 Instructor Series: Cisco MPLS 2.2..................................................ISCS0047MN01

Instructor Series: Implementing Cisco IOS Unified Communications Part 2 (IIUC2) 1.0

Cisco IIUC 1.0 Instructor Series: Fundamentals.................................................. ISCS0055EN01P
Cisco IIUC 1.0 Instructor Series: Features ...................................................... ISCS0055EN02P
Cisco IIUC 1.0 Instructor Series: Configuration of New Features ....................... ISCS0055EN03P
Cisco IIUC 1.0 Instructor Series: Media Resources and Cisco Unity Express...... ISCS0055EN04P
Cisco IIUC 1.0 Instructor Series: Cisco Unity Express ........................................ ISCS0055EN05P
Cisco IIUC 1.0 Instructor Series: Unity Express VPIM and Unified Messaging ...... ISCS0055EN06P

Instructor Series: Cisco CWLF 1.0

Cisco CWLF 1.0 Instructor Series: Cisco Aironet WLAN Overview .......................ISCS0039EN01P
Cisco CWLF 1.0 Instructor Series: Cisco Aironet WLAN Products.......................ISCS0039EN02P
Cisco CWLF 1.0 Instructor Series: Wireless Bridges........................................... ISCS0039EN03P
Cisco CWLF 1.0 Instructor Series: Aironet Desktop Utility.................................ISCS0039EN04P
Cisco CWLF 1.0 Instructor Series: Core Access Point and Bridge Basic Config...............ISCS0039EN05P
Cisco CWLF 1.0 Instructor Series: Advanced Feature Set Administration.............ISCS0039EN06P
Cisco CWLF 1.0 Instructor Series: WLAN Management Solutions......................ISCS0039EN07P
Cisco CWLF 1.0 Instructor Series: Cisco Wireless Mesh Network Installation ........ISCS0039EN08P
Cisco CWLF 1.0 Instructor Series: Security ....................................................... ISCS0039EN09P
Cisco CWLF 1.0 Instructor Series: Site Survey Preparation and Techniques ...........ISCS0039EN10P
Cisco CWLF 1.0 Instructor Series: Manual Site Survey Tools and Utilities.............ISCS0039EN11P

Instructor Series: Cisco CWLAT 1.0

Cisco CWLAT 1.0 Instructor Series: Unified Wireless Network Concepts................ ISCS0040EN01P
Cisco CWLAT 1.0 Instructor Series: Implementing the WLAN with Cisco WCS ......ISCS0040EN02P
Cisco CWLAT 1.0 Instructor Series: The Cisco Core Feature Set........................ ISCS0040EN03P
Cisco CWLAT 1.0 Instructor Series: WLAN Management.................................ISCS0040EN04P
Cisco CWLAT 1.0 Instructor Series: Wireless Network Troubleshooting..............ISCS0040EN05P
Cisco CWLAT 1.0 Instructor Series: Cisco WLAN Security...............................ISCS0040EN06P

Instructor Series: Cisco BGP 3.2

Cisco BGP 3.2 Instructor Series: Overview and Transit Autonomous Systems ........ISCS0041EN01P
Cisco BGP 3.2 Instructor Series: Route Selection Using Policy Controls...............ISCS0041EN02P
Cisco BGP 3.2 Instructor Series: Route Selection Using Attributes.......................ISCS0041EN03P
Cisco BGP 3.2 Instructor Series: Customer-to-Provider Connectivity with BGP ..ISCS0041EN04P
Cisco BGP 3.2 Instructor Series: Scaling Service Provider Networks.......................ISCS0041EN05P
Cisco BGP 3.2 Instructor Series: Optimizing BGP Scalability.............................ISCS0041EN06P
Practice Exam 642-661 Instructor Series: Cisco BGP 3.2 .......................................................... iscs_0041_a01_tp_enus
Mentoring 642-661 Instructor Series: Cisco BGP 3.2 .......................................................... ISCS0041MN01

Test Preps
Practice Exam 642-611 Instructor Series: Cisco MPLS 2.2 .......................................................... iscs_0047_a01_tp_enus
Practice Exam 642-145 Instructor Series: Cisco IIUC2 1.0 .......................................................... iscs_0055_a01_tp_enus

INSTRUCTOR SERIES

COMPTIA

Instructor Series: CompTIA Project+ (2009 Edition)

Project+ 2009 Instructor Series: Initiating a Project .......................................................... ISCT0010EN01P
Project+ 2009 Instructor Series: Project Scope and Schedule .................................................. ISCT0010EN02P
Project+ 2009 Instructor Series: Resources, Risks and Quality ............................................ ISCT0010EN03P
Project+ 2009 Instructor Series: Communication, Procurement and Cost ........................ ISCT0010EN04P
Project+ 2009 Instructor Series: Executing the Project .......................................................... ISCT0010EN05P
Project+ 2009 Instructor Series: Monitoring, Controlling and Closing Projects ................ ISCT0010EN06P
Mentoring PK0-002 Instructor Series: CompTIA Project+ 2009 ............................................. ISCT0010MN01
DESKTOP SKILLS COURSEWARE

DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

Adobe Flash CS5
Introduction to Adobe Flash Professional CS5 at_fcsf_a01_it_enus
Drawing and Working with Images in Flash CS5 at_fcsf_a02_it_enus
Using Flash CS5 Libraries, Text, and Components............................ at_fcsf_a03_it_enus
Animation in Flash CS5 ......................... at_fcsf_a04_it_enus
ActionScript and Multimedia in Flash CS5 at_fcsf_a05_it_enus
Creating Navigation and Publishing Movies in Flash CS5 ..................... at_fcsf_a06_it_enus

Adobe Photoshop CS5
Photoshop CS5: Getting Started .............at_pcsf_a01_it_enus
Photoshop CS5: Beyond the Basics .........at_pcsf_a02_it_enus

Adobe Dreamweaver CS5
Setting up a Site and Adding Content in Dreamweaver CS5 ................ at_dcsf_a01_it_enus
Adding Links and Images in Dreamweaver CS5 at_dcsf_a02_it_enus
Tables, Accessibility, and Standards in Dreamweaver CS5 ................... at_dcsf_a03_it_enus
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Cascading Style Sheets in Dreamweaver CS5 . at_dcsf_a06_it_enus
Dreamweaver CS4 Site Maintenance and Advanced Concepts ................ at_dcsf_a07_it_enus

Adobe Flash CS4
Introduction to Adobe Flash CS4 Professional at_fcsf_a01_it_enus
Drawing and Working with Images in Flash CS4 at_fcsf_a02_it_enus
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ActionScript and Multimedia in Flash CS4 . at_fcsf_a05_it_enus
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Creating Navigation and Publishing Movies in Flash CS4 .................... at_fcsf_a07_it_enus

Adobe AIR for Flash Developers
Adobe AIR for Flash Developers ............ at_aafd_a01_it_enus

Adobe Fireworks CS4
Adobe Fireworks CS4: Fundamentals ........ at_fwcs_a01_it_enus

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Adobe Reader X
Adobe Reader X ................... at_adre_a01_dt_enus

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Adobe Acrobat 9: Fundamentals ........ at_adan_a01_it_enus
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Editing and Reviewing in Adobe Acrobat 8
Forms and Document Security in Adobe Acrobat 8
Advanced Features of Adobe Acrobat 8

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Adobe AIR for Flash Developers

Adobe InDesign CS5
Adobe InDesign CS5: Fundamentals

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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 2010

Microsoft Office 2010: New Features
Office 2010 New Core Features
New Messaging and Collaboration Features in Office 2010
Office 2010 Web Apps and New Features in Publisher and Mobile

Microsoft Office 2010 New Features for Users Migrating from Office 2003
Outlook 2010 and Collaboration in Office 2010
New Features for PowerPoint, Publisher, and Access in Office 2010

Microsoft Office 2010: Beginning Word
Getting Started with Word 2010
Formatting and Working with Text in Word 2010
Organizing and Arranging Text in Word 2010
Moving Around in Word 2010
Structuring Word 2010 Documents
Reviewing Documents in Word 2010
Saving, Sharing, and Printing in Word 2010
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- Instructor-led Training
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  - Webinar: 25-30 students

- Onsite Training

- Self-Paced Training
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  - Online Access: 90 days

- Online Training
  - Live Webcast: 25-30 students
  - Self-Service Webcast: 120 days

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  - Scheduling Events and Managing Applications ia_lteu_a02_dt_enus
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  - Are you listening to your customers (Role of VOC in Six Sigma)
  - Quick Wins in Six Sigma Implementation
  - Six Sigma Versus TQM
  - Lean Inbound Transportation
  - Promoting Six Sigma in the Workplace
  - A Critical-to-quality Tree – What’s That?
  - Basic Measurement Concepts in Six Sigma
  - Does your Business Really Need Six Sigma?
  - Identifying Candidates for Key Six Sigma Roles
  - Kaizen Events

- Mentoring Asset
  - Mentoring Six Sigma Green Belt (SSGB)

- Test Preps
  - TestPrep Six Sigma Green Belt (SSGB)

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- Leading and Implementing Sustainable Green Business Strategies
  - Introduction to Green Business and Sustainability
  - Green Business: Planning Sustainability Strategies
  - Green Business: Implementing Sustainability Strategies

- The Fundamentals of Globalization
  - Fundamentals of Globalization: Managing in a Global Environment
  - Managing Expatriates’ Career Development
  - The Etiquette of Cross-cultural Gift Giving
  - Globalization

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- IT Strategy Essentials: Business and IT Strategy Alignment
- IT Strategy Essentials: Creating an IT Strategy Plan
- IT Strategy Essentials: Implementing an IT Strategy

Business Law Essentials

- Business Law Basic Concepts
- Business Law and Ethics
- Business Law and the Manager's Responsibilities

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- Developing the Capacity to Think Strategically
- Developing the Strategic Thinking Skill of Seeing the Big Picture
- Using Strategic Thinking Skills
- Effective Critical Analysis of Business Reports
- External Consultants Can Help
- Returning to Core Competencies
- Competitive Awareness and Strategy

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- Risk Management: Identifying Risk
- Risk Management: Assessing Risk
- Risk Management: Dealing with Risk

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- Business Planning Essentials: Preparing a Business Plan
- Business Planning Essentials: Performing Key Analyses
- Business Planning Essentials: Preparing for Implementation

BUSINESS STRATEGY AND OPERATIONS

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- Marketing Essentials: Introduction to Marketing

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Marketing Essentials: Product and Price
Marketing Essentials: Place
Marketing Essentials: Promotion
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Using Online Strategies to Accelerate Sales
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Using Blogs to Attract Customers
Using Web Analytics to Increase Sales
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Analyzing Financial Statements for Non-financial Professionals
Increasing Cash Flow in Times of Need
Attracting New Investors – Keeping Presentations Focused
What is your Gross Profit Margin Ratio really saying?
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The Time Value of Money: Possible Pitfalls
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The Cash Flow Statement
Accounting for Companies' Stock Transactions and Dividends
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IFRS: Key Standards for Financial and Accounting Activities
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Organizational Budgeting Activities and the Master Budget
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Understanding Employment Attrition in High Performing Teams
Surviving the Talent Crunch

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- Essentials of Interviewing and Hiring:
- Screening Applicants for Interviewing
- Essentials of Interviewing and Hiring:
- Preparing to Interview
- Essentials of Interviewing and Hiring:
- Conducting an Effective Interview
- Essentials of Interviewing and Hiring:
- Behavioral Interview Techniques
- Essentials of Interviewing and Hiring:
- Selecting the Right Candidate
- Guarding against Interviewing Biases
- Screening Applicants for Emotional Intelligence
- Interview Questioning Techniques
- Creating a Compelling New Job Description
- Hiring Strategic Thinkers
- Hiring and Interviewing

The role of HR as a Business Partner

- HR as Business Partner: From Cost Center to Strategic Partner
- HR as Business Partner: Linking HR Functions with Organizational Goals
- HR as Business Partner: Managing Talent for Organizational Success
- HR as Business Partner: Using Metrics and Designing Strategic Initiatives
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- Leadership Essentials
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  - Leadership Essentials: Communicating Vision ................................................lead_05_a02_bs_enus
  - Leadership Essentials: Building Your Influence as a Leader .............................lead_05_a03_bs_enus
  - Leadership Essentials: Leading with Emotional Intelligence ............................lead_05_a04_bs_enus
  - Leadership Essentials: Leading Business Execution ........................................lead_05_a05_bs_enus
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  - Motivating Employees and Leading Change Simulation .....................................LEAD005A
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  - Leader as Motivator .......................................................................................pc_ch_lach008
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  - Leading Organizational Vision ......................................................................pc_ch_lach040
  - Motivating Human Behavior ..........................................................................pc_ch_lsch002
  - Communicating a Shared Vision .....................................................................pc_bi_lsbio001
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- Employee Engagement
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■ Developing a Culture of Learning
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■ Effective Succession Planning
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■ Making Cross-Functional Teams Work
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■ The Voice of Leadership
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The Voice of Leadership: The Power of Leadership Messaging ............................lead_13_a04_bs_enus

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■ How to Write an Effective Internal Business Case
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■ Telephone Essentials for Business
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■ Business Writing Basics
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■ Business Grammar Basics
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Interpersonal Communication: Being Approachable

- Workplace Conflict
  Workplace Conflict: Recognizing and Responding to Conflict
  Workplace Conflict: Strategies for Resolving Conflicts
  Confrontation: What's the Best Approach
  Personal Conflict Styles
  Coping with Accusations in the Workplace
  Managing Conflict
  Manager to Manager Conflict

- Fundamentals of Working with Difficult People
  Working with Difficult People: Identifying Difficult People
  Working with Difficult People: How to Work with Aggressive People
  Working with Difficult People: How to Work with Negative People
  Working with Difficult People: How to Work with Procrastinators
  Working with Difficult People: How to Work with Manipulative People
  Working with Difficult People: How to Work with Self-serving People
  Working with Difficult People: Dealing with Micromanagers
  Blame Backfires – Conquer Negative Thinking
  Reacting to Co-workers Who Try Taking Advantage

- Negotiation Essentials
  Negotiation Essentials: What Is Negotiation?
  Negotiation Essentials: Planning for Negotiation
  Negotiation Essentials: Communicating
  Negotiation Essentials: Persuading
  Negotiation Essentials: Avoiding Pitfalls in Negotiations

- Emotional Intelligence Essentials
  What is Emotional Intelligence?
  Improving Your Emotional Intelligence Skills
  Using Emotional Intelligence on the Job
  Emotional Intelligence at Work
  How High Is Your EQ?

- Fundamentals of Cross Cultural Communication
  Culture and Its Effect on Communication
  Improving Communication in Cross-cultural Relationships
  Communicating with a Cross-cultural Audience
  Dispute Resolution in International Contracts

- Getting Results without Direct Authority
  Getting Results without Authority: Building Relationships and Credibility
  Persuasive Communication
  Getting Results without Direct Authority: Reciprocity
  Getting Results without Direct Authority: Influencing Your Boss
  Influencing Key Decision Makers
  Influencing and Persuading

- Listening Essentials
  Listening Essentials: The Basics of Listening
  Listening Essentials: Improving Your Listening Skills
  Effective Listening
  Listening with Skill

- Constructive Feedback and Criticism
  Giving Feedback
  Giving Constructive Criticism
  Receiving Feedback and Criticism
  Criticism in Context
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■ Anger Management Essentials

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■ Communicating Effectively with the 'C' Level

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■ Communicate with Diplomacy and Tact

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■ Writing Skills for Technical Professionals

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■ Diversity on the Job

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- Telecommuting and the Remote Employee
  - Telecommuting Basics: Maximizing
  - Productivity as a Remote Employee
  - Telecommuting Basics: Communication
  - Strategies for the Remote Employee

- Generating Creative & Innovative Ideas
  - Generating Creative and Innovative Ideas:
  - Enhancing Your Creativity
  - Generating Creative and Innovative Ideas:
  - Maximizing Team Creativity
  - Generating Creative and Innovative Ideas:
  - Verifying and Building on Ideas
  - Executing Innovation

- Managing Your Career
  - Managing Your Career: Creating a Plan
  - Managing Your Career: Getting on the Right Track
  - Managing Your Career: Professional
  - Managing Your Career: You and Your Boss
  - Managing Your Career: Leveraging the Performance Appraisal
  - Conquering Career Stagnation
  - Career Development
  - Managing Your Relationship with Your Boss

- Effective Time Management
  - Time Management: Analyzing Your Use of Time
  - Time Management: Planning and Prioritizing Your Time
  - Time Management: Avoiding Time Stealers
  - Coping with Information Overload
  - Prioritizing Personal and Professional Responsibilities
  - Planning for Interruptions Helps With Procrastination
  - Setting and Managing Priorities
  - Coping with Conflicting Priorities
  - Setting Goals

- Problem Solving and Decision-Making Strategies
  - Problem Solving: The Fundamentals
  - Problem Solving: Determining and Building Your Strengths
  - Problem Solving:Digging Deeper
  - Decision Making: The Fundamentals
  - Decision Making: Tools and Techniques
  - Decision Making: Making Tough Decisions
  - Uncovering the Root Problem
  - Playing the Devil’s Advocate in Decision Making
  - Turning Problems Around with Reverse Brainstorming
  - Solving Problems: Process, Tools, and Techniques

- Dealing with Organizational Change
  - Understanding Organizational Change
  - Preparing for Organizational Change
  - Embracing Organizational Change
  - Managing the Stress of Organizational Change
  - The Importance of Flexibility in the Workplace

- Critical Thinking Essentials
  - Critical Thinking Essentials: What Is Critical Thinking?
  - Critical Thinking Essentials: Applying Critical Thinking Skills

- Building and Maintaining Trust
  - Building Trust
  - Rebuilding Trust

- Personal Productivity Improvement
  - Personal Productivity Improvement: Managing Your Workspace
  - Personal Productivity: Self-organization and Overcoming Procrastination
  - Personal Productivity Improvement: Managing Tasks and Maximizing Productivity

- Peer Relationships
  - The Value of Peer Relationships
  - Developing Strategic Peer Relationships in Your Organization
  - Forming Peer Relationships and Alliances at Work
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■ Business Ethics

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■ Living and Working Abroad in the United States

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■ Public speaking strategies

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- **Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)**
  - Project Requirements and Defining Scope proj_07_a01_bs_enus
  - Create Work Breakdown Structure ........proj_07_a02_bs_enus
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- **Project Time Management (PMBOK® Guide - Fourth Edition-aligned)**
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- **Project Quality Management (PMBOK® Guide - Fourth Edition-aligned)**
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  - Quality Assurance and Quality Control ....proj_10_a02_bs_enus

  - Planning Project Human Resources ........proj_11_a01_bs_enus
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- **Program Management (PMI® Second Edition-aligned)**
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- **Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)**
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- **Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)**
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IT Project Management Essentials: Managing Risks in an IT Project

IT Project Management Essentials: Testing Deliverables and Closing IT Projects

■ PRINCE2®: 2009 Foundation


■ Instructor Series: CompTIA Project+ (2009 Edition)


■ Managing Software Project Outsourcing


■ Mentoring Assets


■ Test Preps


■ PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

Being an Effective Team Member Establishing Team Goals and Responsibilities Elements of a Cohesive Team Effective Team Communication Using Feedback to Improve Team Performance Power and Politics in Matrixed Teams

■ Leading Teams

Leading Teams: Launching a Successful Team Leading Teams: Establishing Goals, Roles, and Guidelines Leading Teams: Developing the Team and its Culture Leading Teams: Building Trust and Commitment Leading Teams: Fostering Effective Communication and Collaboration Leading Teams: Motivating and Optimizing Performance Leading Teams: Dealing with Conflict Inspiring your Team Support Your Leader Developing Self-Sufficient Teams Choosing the Right Team Culture Managing Communications in a Virtual Team Contributing in a Team Environment

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BUSINESS ANALYSIS

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

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SALES AND CUSTOMER FACING SKILLS

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Desktop Support


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PMP Certification

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Managing Projects with Microsoft Office
Project 2007 Expert Encore ................................................................. LLMS0028
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Professional Development

Managing Your Time for Business Results
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Managing Your Time for Business Results
Expert Encore .................................................. LLPD0005
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Expert Encore .................................................. LLPD0005
Professional Communication Expert Encore ........... LLPD0006
Professional Communication Expert Encore ........... LLPD0006
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Managing, Measuring and Maximizing Performance Expert Encore ................................ LLPD0004
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Coaching Skills for Supervisors and Managers Expert Encore ........................................ LLPD0002
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■ vSphere

Datacenter Virtualization with vSphere 5:
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Datacenter Virtualization with vSphere 5:
Part 1 Expert Live with Encore................................. LLVM0001

LIVE LEARNING ALL ACCESS VIRTUALIZATION

MICROSOFT TECHNICAL

■ Microsoft Windows Server 2008 for All Access Virtualization

Managing Windows Server 2008 R2 Hyper-V .......... LLMS0047
Configuring Microsoft Windows Server 2008 R2
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CISCO SYSTEMS FOR AA VIRTUALIZATION

■ Routing and Switching for AA Virtualization

Interconnecting Cisco Network Devices Part 1
(ICND1) 1.1 Expert Live with Encore ....................... LLCS0077
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Routing and Switching


IP Communications

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Security

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

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Security

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

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- Client Operating Systems
  - Configuring Microsoft Windows Vista Expert Live with Encore .................................. LLMS0023
  - Configuring Microsoft Windows 7 Expert Live with Encore .......................................... LLMS0036

- Microsoft Back Office
  - Microsoft Exchange Server 2003 Administration and Maintenance .................................. LLMS0020
  - Microsoft SQL Server 2005 Implementation and Maintenance Expert Live .......................... LLMS0022
  - Configuring Microsoft Exchange Server 2007 Expert Live ............................................ LLMS0026
  - Managing Projects with Microsoft Office Project 2007 Expert Encore .............................. LLMS0028
    - Designing a Database Server Infrastructure with Microsoft SQL 2005 Expert Encore ..... LLMS0029
    - Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore ........ LLMS0033
    - Configuring Microsoft Exchange Server 2010 SP1 Expert Live with Encore ...................... LLMS0031

- Microsoft Windows Server 2003
  - Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore .................................. LLMS0010
  - Microsoft Windows Server 2003 Environment Management & Maintenance Expert Encore ...... LLMS0012
  - Microsoft Windows Server 2003 Network Security Design ............................................... LLMS0013
  - Microsoft Windows Server 2003 Network Services Management Expert Encore .................. LLMS0014
  - Microsoft Windows Server 2003 Network Services Planning and Maintenance .................. LLMS0015

- Microsoft Windows Server 2008
  - Managing Windows Server 2008 R2 Hyper-V ........ LLMS0047
  - Configuring Microsoft Windows Server 2008 Active Directory Services Expert Live with Encore .................................................................. LLMS0032
  - Microsoft Windows Server 2008 Administration Expert Live with Encore ........................ LLMS0035
  - Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore .................................................................. LLMS0039
  - Microsoft Windows Server 2008 R2 Enterprise Administration ............................................ LLMS0042

- SharePoint Server 2010
  - Configuring Microsoft SharePoint 2010 Expert Encore ......................................................... LLMS0045
  - SharePoint Administration Live ......................................................................................... LLMS0043

INFORMATION TECHNOLOGY

VMWARE

- vSphere
  - Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore ............................ LLVM0001

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

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  - Managing Projects with Microsoft Office Project 2007 Expert Encore ................................ LLMS0028