



COURSE DIRECTORY

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■ Mentoring Assets

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

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

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 Project+ 2009 Instructor Series: Executing the Project ISCT0010EN05P
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Mentoring Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned mntpmp4ed
 Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned mntcapm4ed
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TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

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 Support Your Leader _pc_bi_pfb010
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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
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Mentoring 642-611 Instructor Series: Cisco MPLS 2.2	ISCS0047MN01

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

Cisco IIUC2 1.0 Instructor Series: Fundamentals	ISCS0055EN01P
Cisco IIUC2 1.0 Instructor Series: Features	ISCS0055EN02P
Cisco IIUC2 1.0 Instructor Series: Configuration of New Features	ISCS0055EN03P
Cisco IIUC2 1.0 Instructor Series: Media Resources and Cisco Unity Express	ISCS0055EN04P
Cisco IIUC2 1.0 Instructor Series: Cisco Unity Express	ISCS0055EN05P
Cisco IIUC2 1.0 Instructor Series: Unity Express VPIM and Unified Messaging	ISCS0055EN06P

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Cisco CWLF 1.0 Instructor Series: Aironet Desktop Utility	ISCS0039EN04P
Cisco CWLF 1.0 Instructor Series: Core Access Point and Bridge Basic Config	ISCS0039EN05P
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Cisco CWLF 1.0 Instructor Series: WLAN Management Solutions	ISCS0039EN07P
Cisco CWLF 1.0 Instructor Series: Cisco Wireless Mesh Network Installation	ISCS0039EN08P
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Cisco CWLAT 1.0 Instructor Series: The Cisco Core Feature Set	ISCS0040EN03P
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Cisco CWLAT 1.0 Instructor Series: Wireless Network Troubleshooting	ISCS0040EN05P
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Practice Exam 642-661 Instructor Series:
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Practice Exam 642-611 Instructor Series:
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ADOBE

■ Adobe Flash CS5

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Creating Navigation and Publishing Movies in Flash CS5 at_fcsp_a06_it_enus

■ Adobe Photoshop CS5

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■ Adobe Illustrator CS4

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■ Adobe Fireworks CS4

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MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

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Business Analysis: Introduction to Requirements Analysis	ib_buap_a07_it_enus
Business Analysis: Verify and Validate Requirements	ib_buap_a08_it_enus
Business Analysis: Solution Assessment and Validation	ib_buap_a09_it_enus

SALES AND CUSTOMER FACING SKILLS

SALES CURRICULUM

■ Sales Foundations

Introduction to Sales	sale_01_a01_bs_enus
Strategic Sales Planning	sale_01_a02_bs_enus
Preparing for Successful Sales	sale_01_a03_bs_enus
Developing Strong Customer Relationships	sale_01_a04_bs_enus
Working within the Sales Culture of Your Organization	sale_01_a05_bs_enus
Developing a Customer-focused Sales Approach	sale_01_a06_bs_enus
Don't Only Go For the Big Fish	_pc_bi_spb009
The Ethics of Gift Giving	_pc_bi_spb014
Sales Performance-Boosting Persuasion Techniques	_pc_bi_spb018

■ Sales Negotiations

Negotiation Skills for Sales Professionals: Preparing to Negotiate	sale_02_a01_bs_enus
Negotiation Skills for Sales Professionals: Value Exchange	sale_02_a02_bs_enus
Negotiation Skills for Sales Professionals: Reaching Agreement	sale_02_a03_bs_enus
Creating a Customer-focused Organization	_pc_ch_lach020

Negotiating Contract Terms	_pc_ch_pach001
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■ Solution Selling

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Solution Selling: Meeting an Active Need	sale_03_a02_bs_enus
Solution Selling: Creating New Opportunities	sale_03_a03_bs_enus

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Delivering High-impact Sales Presentations	SALE0135
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Selling the Positive First Impression	_pc_bi_spb004
Building relationships	_pc_bi_spb017
Crafting Sales Strategies	_pc_ch_spch002
Pricing Strategy	_pc_ch_spch003
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■ Sales Management

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Planning Direct Mail to Generate Leads for Complex Sales	_pc_bi_spb006
Sales Support Roles For Better Customer Interaction	_pc_bi_spb007
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Motivating a Winning Sales Team	SALE0153
Communicating in Sales Teams	SALE0154
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■ Essential Selling Skills

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Essential Selling Skills: Qualifying Sales Prospects.....	sale_05_a02_bs_enus
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SALES AND CUSTOMER FACING SKILLS

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■ Frontline Call Center Skills

Managing Your Time: The Importance of Call Tracking and Ticketing.....	_pc_bi_ctbi003
Creating an Effective On-hold Message	_pc_bi_ctbi008
Aligning Agent Behaviors with Caller Types	_pc_bi_ctbi010
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■ Inbound Call Center Management

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Disaster Recovery – Keeping the Lines Open	_pc_bi_ctbi005
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Workforce Management Software- Is there a need?.....	_pc_bi_ctbi009
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■ Measuring Customer Satisfaction

■ 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
ITIL® 2011 Edition Foundation: Service Design Fundamentals	ib_itlv_a04_it_enus
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

■ ITIL® 2011 Edition Overview

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

■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Support Center Services and Work Environment Team and Customer Relationships	cust_06_a01_bs_enus cust_06_a02_bs_enus cust_06_a03_bs_enus
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Customer Interactions	cust_07_a01_bs_enus
Communication Skills	cust_07_a02_bs_enus
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■ Customer Service Representative, Process

Customer Service Processes and Procedures Quality in a Support Center Support Center Tools, Technologies and Metrics	cust_08_a01_bs_enus cust_08_a02_bs_enus cust_08_a03_bs_enus
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Dealing with Irrational Customers and Escalating Complaints cust_08_a04_bs_enus

■ Customer Service Fundamentals

Customer Service Fundamentals: Building Rapport in Customer Relationships cust_09_a01_bs_enus
Customer Service in the Field cust_09_a02_bs_enus
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Identifying and Managing Customer Expectations cust_10_a01_bs_enus
Creating and Sustaining a Customer-focused Organization cust_10_a02_bs_enus
Customer-focused Interaction cust_10_a03_bs_enus
Listening to your Customers _pc_bi_spb002
Developing Your Customer Focus _pc_ch_pach009

■ Customer Advocacy

Customer Advocacy: Communicating to Build Trusting Customer Relationships cust_11_a01_bs_enus
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SALES AND CUSTOMER FACING SKILLS

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■ Industry Overviews

The Telecommunications Industry Overview: Version 3 indo_01_a11_bs_enus
The Health Care Industry Overview: Version 3 indo_01_a12_bs_enus
The Insurance Industry Overview: Version 3 indo_01_a13_bs_enus
The Banking Industry Overview: Version 3 indo_01_a14_bs_enus
The Oil and Gas Industry Overview: Version 3 indo_01_a15_bs_enus
The Retail Industry Overview: Version 3 indo_01_a16_bs_enus
The Manufacturing Industry Overview: Version 3 indo_01_a17_bs_enus

The Pharmaceutical Industry Overview: Version 3 indo_01_a18_bs_enus
The Information Technology Industry Overview: Version 3 indo_01_a19_bs_enus
The Federal Government Industry Overview: Version 3 indo_01_a20_bs_enus
The Education Industry Overview: Version 1 indo_01_a21_bs_enus
The Utilities Industry Overview: Version 1 indo_01_a22_bs_enus
The Chemicals Industry Overview: Version 1 indo_01_a23_bs_enus
The Broadcasting & Entertainment Industry Overview: Version 1 indo_01_a24_bs_enus
The Capital Markets Industry Overview: Version 1 indo_01_a25_bs_enus
The Consumer Electronics Industry Overview: Version 1 indo_01_a26_bs_enus
The Aerospace & Defense Industry Overview: Version 1 indo_01_a27_bs_enus
The Biotechnology Industry Overview: Version 1 indo_01_a28_bs_enus
The Automotive Industry Overview: Version 3 indo_01_a29_bs_enus
The Food and Beverage Industry Overview: Version 3 indo_01_a30_bs_enus

SALES AND CUSTOMER FACING SKILLS

TESTPREPS

■ Test Preps

TestPrep ITIL V3 Foundation (ITV3F) ib_itlv_a01_tp_enus

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

ENVIRONMENTAL, SAFETY & HEALTH, AND TRANSPORTATION

■ Environmental

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Spill Prevention and Control	ENV0103
Spill Prevention Control and Countermeasure Plan	ENV0104
Storm Water Pollution Prevention	ENV0105
Universal Waste Rule Training	ENV0106
Used Oil Management	ENV0107

■ Safety and Health

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Accident Investigation (single scenario)	SAH0400
Accident Investigation and Reporting	SAH0402
Asbestos	esh_sah_a37_sh_enus
Back Safety and Injury Prevention	esh_sah_a23_sh_enus
Behavior-based Safety for Supervisors	SAH0405
Benzene Awareness	esh_sah_a14_sh_enus
Bloodborne Pathogen Awareness	esh_sah_a22_sh_enus
Carcinogen Safety	SAH0407
Chemical Process Safety	SAH0408
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Compressed Gas Safety	esh_sah_a55_sh_enus
Computer Ergonomics	SAH0412
Confined Spaces	esh_sah_a28_sh_enus
Construction Safety Orientation	SAH0415
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Defensive Driving: Truck Safety	esh_sah_a12_sh_enus
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Electrostatic Discharge Safety Training	esh_sah_a07_sh_enus

Emergency and Disaster Preparedness	esh_sah_a21_sh_enus
Emergency Response and Spill Control (HAZWOPER)	SAH0423
Emergency Response in the Workplace	esh_sah_a33_sh_enus
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First Aid--Automated External Defibrillator	SAH0428
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Hazard Communication (HAZWOPER)	SAH0436
Hazard Communication: An Employee's Right to Know	esh_sah_a27_sh_enus
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Heat and Cold Exposure Management (HAZWOPER)	SAH0439
Heat Stress Recognition and Prevention	esh_sah_a39_sh_enus
Hexavalent Chromium	esh_sah_a41_sh_enus
Hot Work Permits	esh_sah_a51_sh_enus
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Ladder Safety	esh_sah_a46_sh_enus
Laser Safety Training	SAH0449
Lead and Cadmium	esh_sah_a02_sh_enus
Lead Awareness	SAH0451
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Machine Guarding	esh_sah_a18_sh_enus
Material Safety Data Sheets	esh_sah_a53_sh_enus
Mold Awareness	esh_sah_a01_sh_enus
NFPA 70E Electrical Safety in the Workplace	esh_sah_a06_sh_enus
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The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	esh_sah_a56_sh_enus
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DOT 1: Hazardous Materials Table	TRNS0201
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DOT 3: Shipping Papers	TRNS0203
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■ Fundamentals

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DC Circuit Theory	FUND0304
Positive Displacement Pumps	FUND0305

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

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

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LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

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Code of Conduct Awareness	lchr_01_a01_lc_enus
Workplace Ethics	lchr_01_a02_lc_enus
Workplace Diversity Awareness	lchr_01_a03_lc_enus
Workplace Violence	lchr_01_a04_lc_enus
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Conflicts of Interest in the Workplace	lchr_01_a07_lc_enus
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Union Awareness	lchr_01_a24_lc_enus
Interviewing and Hiring Practices	lchr_01_a25_lc_enus
Fair Labor Standards Act (FLSA)	lchr_01_a26_lc_enus
Foreign Corrupt Practices Act	lchr_01_a27_lc_enus
Antitrust – Overview	lchr_01_a28_lc_enus

Intellectual Property Overview	lchr_01_a29_lc_enus
Independent Contractors and Temporary Employees	lchr_01_a31_lc_enus
Insider Trading	lchr_01_a32_lc_enus
EU Privacy and Data Security	lchr_01_a33_lc_enus
PCI Compliance: What You Need to Know	lchr_01_a34_lc_enus
The AODA: Customer Service and Accessibility	lchr_01_a35_lc_enus
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Conflict of Interest	LCO010S
Interviewing/Hiring Practices (single scenario).....	LCO0110
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Workplace Diversity Awareness	LCHR001A

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Employee Sexual Harassment Awareness ...	lchr_01_a01_lc_enus
Supervisor and Manager Sexual Harassment Awareness - Multi-State Edition	lchr_01_a04_lc_enus
Workplace Harassment for Supervisors and Managers	lchr_01_a05_lc_enus
Harassment and Violence Prevention in the Canadian Workplace	lchr_01_a06_lc_enus
Workplace Harassment for Employees	lchr_01_a07_lc_enus
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Managing Workplace Harassment Complaints	LCO020T

■ HIPAA

HIPAA Privacy Essentials	lchr_01_a01_lc_enus
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FEDERAL GOVERNMENT INDUSTRY

FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

■ Federal Government Legal Compliance

The No FEAR Act	fgov_01_a01_bs_enus
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Sexual Harassment Prevention for Federal Employees	fgov_01_a04_bs_enus
Accessibility and Section 508 Awareness	fgov_01_a05_bs_enus
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Privacy Awareness	fgov_01_a13_lc_enus
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CISCO SYSTEMS

■ Routing and Switching

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Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore	LLCS0011
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0041
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0041
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore	LLCS0047
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Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore	LLCS0064
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Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore	LLCS0077
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Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore	LLCS0064
Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore	LLCS0065
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore	LLCS0066
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Implementing Cisco Quality of Service (QoS) v2.3 Expert Live with Encore	LLCS0063
Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore	LLCS0068
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Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore	LLCS0071

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Implementing Cisco Quality of Service (QoS) v2.3 Expert Live with Encore	LLCS0063
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Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore	LLCS0067
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Implementing Cisco IOS Network Security (IINS) 1.0 Expert Live	LLCS0044
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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
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 DESIGN 2.1 Encore LLCS0079

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(ISC)2

■ Security

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

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 Maintenance Expert Live..... LLMS0022
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 Maintenance Expert Live..... LLMS0022
 Configuring Microsoft Exchange Server 2007
 Expert Live LLMS0026
 Configuring Microsoft Exchange Server 2007
 Expert Live LLMS0026
 Managing Projects with Microsoft Office
 Project 2007 Expert Encore LLMS0028
 Managing Projects with Microsoft Office
 Project 2007 Expert Encore LLMS0028
 Designing a Database Server Infrastructure
 with Microsoft SQL Server 2005 Expert Encore LLMS0029
 Designing a Database Server Infrastructure
 with Microsoft SQL Server 2005 Expert Encore LLMS0029

Implementing and Maintaining Microsoft SQL
 Server 2008 R2 Expert Live with Encore..... LLMS0033
 Configuring Microsoft Exchange Server 2010
 SP1 Expert Live with Encore LLMS0031
 Implementing and Maintaining Microsoft SQL
 Server 2008 R2 Expert Live with Encore..... LLMS0033
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 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 Active
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 Expert Encore..... LLMS0010
 Microsoft Windows Server 2003 Active
 Directory Strategy & Implementation Expert
 Encore LLMS0011
 Microsoft Windows Server 2003 Active
 Directory Strategy & Implementation Expert
 Encore LLMS0011
 Microsoft Windows Server 2003 Environment
 Management & Maintenance Expert Encore..... LLMS0012
 Microsoft Windows Server 2003 Environment
 Management & Maintenance Expert Encore..... LLMS0012
 Microsoft Windows Server 2003 Network
 Security Design LLMS0013
 Microsoft Windows Server 2003 Network
 Security Design LLMS0013
 Microsoft Windows Server 2003 Network
 Services Management Expert Encore LLMS0014
 Microsoft Windows Server 2003 Network
 Services Management Expert Encore..... LLMS0014
 Microsoft Windows Server 2003 Network
 Services Planning and Maintenance LLMS0015
 Microsoft Windows Server 2003 Network
 Services Planning and Maintenance LLMS0015

■ Microsoft Windows Server 2008

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

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Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore.....	LLMS0039
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore.....	LLMS0039
Microsoft Windows Server 2008 R2 Enterprise Administration.....	LLMS0042
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041
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Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041

■ SharePoint Server 2010

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

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CompTIA Network+ (2009 Edition) Expert Live with Encore.....	LLCT0009
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■ Desktop Support

CompTIA A+ Essentials (2009 Edition) Expert Encore.....	LLCT0013
CompTIA A+ Practical Application (2009 Edition) Expert Encore	LLCT0015
CompTIA A+ Essentials (2009 Edition) Expert Encore.....	LLCT0013
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■ Project Management

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

■ Security

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CompTIA Security+ (2008 Edition) Expert Encore	LLCT0014

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■ PMP Certification

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
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■ Professional Development

Managing Your Time for Business Results Expert Encore.....	LLPD0005
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Managing Your Time for Business Results Expert Encore	LLPD0005
Managing Your Time for Business Results Expert Encore	LLPD0005
Professional Communication Expert Encore	LLPD0006
Professional Communication Expert Encore	LLPD0006
Professional Communication Expert Encore	LLPD0006
High Impact Presentations Expert Encore	LLPD0001
High Impact Presentations Expert Encore	LLPD0001
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Negotiating: Getting Past No to Yes! Expert Encore.....	LLPD0007
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Managing a Project Team Expert Encore	LLPD0003
Managing a Project Team Expert Encore	LLPD0003
Managing a Project Team Expert Encore	LLPD0003
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0004
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0004
Managing, Measuring and Maximizing Performance Expert Encore	LLPD0004
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002
Coaching Skills for Supervisors and Managers Expert Encore	LLPD0002

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VMWARE

■ vSphere

Datacenter Virtualization with vSphere 5: Part 1 Expert Live with Encore.....	LLVM0001
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■ Microsoft Windows Server 2008 for All Access Virtualization

Managing Windows Server 2008 R2 Hyper-V	LLMS0047
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041

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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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SKILLSOFT LIVE LEARNING

INFORMATION TECHNOLOGY

CISCO SYSTEMS

■ **Routing and Switching**

Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore LLCS0011

Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore LLCS0041

Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore LLCS0047

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore LLCS0064

Implementing Cisco IP Switched Networks (SWITCH) Expert Live with Encore LLCS0065

Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) Expert Live with Encore LLCS0066

Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore LLCS0077

Interconnecting Cisco Network Devices Part 2 (ICND2) 1.1 Expert Live with Encore LLCS0078

■ **IP Communications**

Implementing Cisco Quality of Service (QoS) v2.3 Expert Live with Encore LLCS0063

Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore LLCS0068

Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore LLCS0067

Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore LLCS0071

Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore LLCS0072

■ **Security**

Implementing Cisco IOS Network Security (IINS) 1.0 Expert Live 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

■ **Design**

DESIGN 2.1 Encore LLCS0079

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(ISC)2

■ **Security**

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

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COMPTIA

■ **Networking**

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

■ **Desktop Support**

CompTIA A+ Essentials (2009 Edition) Expert Encore LLCT0013

CompTIA A+ Practical Application (2009 Edition) Expert Encore LLCT0015

■ **Project Management**

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

■ **Security**

CompTIA Security+ (2008 Edition) Expert Encore LLCT0014

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MICROSOFT TECHNICAL

■ 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 Server 2005 Expert Encore	LLMS0029
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore	LLMS0033
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■ Microsoft Windows Server 2003

Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore	LLMS0010
Microsoft Windows Server 2003 Active Directory Strategy & Implementation Expert Encore.....	LLMS0011
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■ 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
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Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore.....	LLMS0039
Microsoft Windows Server 2008 R2 Enterprise Administration.....	LLMS0042

Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041
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■ SharePoint Server 2010

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SharePoint Administration Live	LLMS0043

INFORMATION TECHNOLOGY

VMWARE

■ vSphere

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PROJECT MANAGEMENT

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■ PMP Certification

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■ Project Management Skills

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