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### SOFTWARE DEVELOPMENT

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### SOFTWARE DEVELOPMENT

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**Microsoft**

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Planning, Implementing, and Maintaining a Microsoft Windows Server 2003 Environment for an MCSE Certified on Win 2000 (Exam 70-296) Express Guide................................. pc_eg_70296

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SCRIPTING AND WEB LANGUAGES

JavaScript Fundamentals
JavaScript Language Basics ....................... sl_jasc_a01_it_enus
JavaScript: Objects and Object-oriented ...... 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

DHTML Basics
DHTML and Cascading Style Sheets .............. 110402_ENG
Making Content Dynamic with DHTML ........ 109372_ENG
## IT SKILLS COURSEWARE

### Advanced XML
- Structuring XML .............................................. 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

### IT BUSINESS

#### ITIL v3 Intermediate: Operational Support & Analysis
- ITIL® V3 OSA: Introduction to Operational Support and Analysis ...................................................... ib-iosa_a01_it_enus
- ITIL® V3 OSA: Introduction to Event Management ................................................................. ib-iosa_a02_it_enus
- ITIL® V3 OSA: Introduction to Incident Management .............................................................. ib-iosa_a03_it_enus
- ITIL® V3 OSA: Incident Management Interactions ........................................................................ ib-iosa_a04_it_enus
- ITIL® V3 OSA: Introduction to Request Fulfillment ..................................................................... ib-iosa_a05_it_enus
- ITIL® V3 OSA: Request Fulfillment Process Interfaces and Challenges ..................................... ib-iosa_a06_it_enus
- ITIL® V3 OSA: Introduction to Problem Management .................................................................... ib-iosa_a07_it_enus
- ITIL® V3 OSA: Problem Management Process Interfaces and Challenges .................................. ib-iosa_a08_it_enus
- ITIL® V3 OSA: Introduction to Access Management ..................................................................... ib-iosa_a09_it_enus
- ITIL® V3 OSA: Introduction to the Service Desk ........................................................................... ib-iosa_a10_it_enus
- ITIL® V3 OSA: Service Desk Metrics and Outsourcing ............................................................ ib-iosa_a11_it_enus
- ITIL® V3 OSA: Introduction to Functions .................................................................................... ib-iosa_a12_it_enus
- ITIL® V3 OSA: Function Activities ............................................................................................... ib-iosa_a13_it_enus
- ITIL® V3 OSA: Technology and Implementation Considerations .............................................. ib-iosa_a14_it_enus

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

### Strategic IT Planning
- Setting the Stage for IT Success ................................................. STGY0221
- Strategic Decision Making .................................................... STGY0222
- IT Challenges: Present and Future ........................................ STGY0223
- Strategic IT Planning Simulation ............................................. STGY0220

### IT Infrastructure Library (ITIL) v3 Foundation Syllabus v4.2
- ITIL V3 Foundation Syllabus v4.2: ITIL and the Service Lifecycle ............................................ ib_itlu_a01_it_enus
- ITIL V3 Foundation Syllabus V4.2: Service Strategy Fundamentals ............................................. ib_itlu_a02_it_enus
- ITIL V3 Foundation Syllabus v4.2: Service Design Fundamentals .............................................. ib_itlu_a03_it_enus
- ITIL V3 Foundation Syllabus v4.2: Service Design Processes .................................................... ib_itlu_a04_it_enus
- ITIL V3 Foundation Syllabus v4.2: Service Transition Processes and Principles ................................ ib_itlu_a05_it_enus
- ITIL V3 Foundation Syllabus v4.2: Service Operation Principles and Functions .......................... ib_itlu_a06_it_enus
- ITIL V3 Foundation Syllabus v4.2: Service Operation Processes ................................................ ib_itlu_a07_it_enus
- ITIL V3 Foundation Syllabus v4.2: Continual Service Improvement Fundamentals ........................ ib_itlu_a09_it_enus

### 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

### 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
IT SKILLS COURSEWARE

- 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

IT BUSINESS
TEST PREPS

- Test Prep
  TestPrep ITIL V3 Foundation (ITV3F) ............ TPITV3F_ENG
  TestPrep ITIL V3 Operational Support and Analysis .................. ib_iosa_a01_tp_enus

IT BUSINESS
MENTORING ASSETS

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

PROJECT EFFECTIVENESS
PROJECT MANAGEMENT CURRICULUM

- 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

- 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 Simulation .................. PROJ001A
  Managing Projects without Direct Authority .................. pc_bi_pmbi001
  Ensuring Management Buy-In on a Project .................. pc_bi_pmbi002
  Managing Conflict in Project Teams .................. pc_bi_pmbi003
  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
  Handling a Change Request .................. pc_ch_pmch001
  Scope Definition Tools and Techniques .................. pc_ch_pmch002
  Ethics and Risks: Why They Matter in Project Success .................. pc_ch_pmch003
  Project Management Essentials .................. pc_ch_lach041

  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
IT SKILLS COURSEWARE

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
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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
Planning and Managing Project Human Resources Simulation ......................... PROJ011A

Project Communications Management (PMBOK® Guide - Fourth Edition-aligned)
Stakeholders and the Communication Management Plan ....................... proj_12_a01_bs_enus
Processes for Managing Project Communications................................. proj_12_a02_bs_enus
Communicating Effectively with Project Stakeholders Simulation .............. PROJ012A

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

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

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
IT Project Management Essentials: Testing Deliverables and Closing IT Projects ...... proj_17_a06_bs_enus

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 PMP PMBOK Guide Fourth Edition Aligned (Effective starting 1Sep2011) ...... pm_proj_a01_tp_enus

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

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
  Elements of a Cohesive Team ..................................................team_02_a03_bs_enus
  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
  Leading Teams: Establishing Goals, Roles, and Guidelines ..................team_03_a02_bs_enus
  Leading Teams: Developing the Team and its Culture ........................team_03_a03_bs_enus
  Leading Teams: Building Trust and Commitment team_03_a04_bs_enus
  Leading Teams: Fostering Effective Communication and Collaboration ........team_03_a05_bs_enus
  Leading Teams: Motivating and Optimizing Performance ....................team_03_a06_bs_enus
  Leading Teams: Dealing with Conflict .....................................team_03_a07_bs_enus
  Leading Teams: Managing Virtual Teams ....................................team_03_a08_bs_enus
  Building Trust Incrementally ..............................................pc_bi_lsb0004
  Inspiring your Team ...........................................................pc_bi_lsb0010
  Support Your Leader ..........................................................pc_bi_pfb0100
  Choosing the Right Team Culture .........................................pc_ch_pfc006
  Managing Communications in a Virtual Team .............................pc_bi_mgb001
  Developing Self-Sufficient Teams ..........................................pc_ch_mgch001
  Building and Leading Teams ................................................pc_ch_lach023

- **Making Teams Work: Capitalizing on Conflict**
  Team Conflict: The Seeds of Dissent ....................................TEAM0211
  Analyzing Workplace War Zones ..........................................TEAM0212
  Getting Past Clashes: Valuing Team Diversity ..........................TEAM0213
  Conquering Conflict through Communication .............................TEAM0214
  The Path to Peace and Harmony ...........................................TEAM0215
  Manager's Performance Guide - Team Conflict Skills ....................TEAM0216
  Making Teams Work Simulation ............................................TEAM0210
  Using Conflicts to an Organization's Advantage .........................pc_bi_mgb0002
  Mediating Project Team Conflict ..........................................pc_bi_pfb0006
  Facilitating Work-related Conflict Discussions .........................pc_bi_pfb015

PROJECT EFFECTIVENESS

BUSINESS ANALYSIS

- **Certified Business Analysis Professional (CBAP™) - BABOK® Guide V2.0 aligned**
  Introduction to Business Analysis and Essential Competencies ..............ib_buap_a01_it_enus
  Introduction to Business Analysis Planning ................................ib_buap_a02_it_enus
  Planning Business Analysis Communication and Monitoring ..................ib_buap_a03_it_enus
  Business Analysis Requirements Elicitation ................................ib_buap_a04_it_enus
  Business Analysis Requirements Management and Communication ............ib_buap_a05_it_enus
  Business Analysis: Enterprise Analysis ....................................ib_buap_a06_it_enus
  Business Analysis: Introduction to Requirements Analysis ................ib_buap_a07_it_enus
  Business Analysis: Verify and Validate Requirements .....................ib_buap_a08_it_enus
  Business Analysis: Solution Assessment and Validation ....................ib_buap_a09_it_enus

INSTRUCTOR SERIES

CISCO SYSTEMS

- **Instructor Series: Securing Networks with ASA Fundamentals (SNAF) 1.0**
  Cisco SNAF 1.0 Instructor Series: Understanding Cisco Security Appliances ISCS0046EN01P
  Cisco SNAF 1.0 Instructor Series: Translations, ACLs and Object Grouping ISCS0046EN02P
  Cisco SNAF 1.0 Instructor Series: Configuring Key Security Components ISCS0046EN03P
  Cisco SNAF 1.0 Instructor Series: Protocol Handling, Threat Detection, VPNs ISCS0046EN04P
  Cisco SNAF 1.0 Instructor Series: Exploring VPNs and Firewalls ISCS0046EN05P
  Cisco SNAF 1.0 Instructor Series: Configuring Security Contexts and Failover ISCS0046EN06P
  Mentoring 642-524 Instructor Series: Cisco SNAF 1.0 ISCS0046MN01

- **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
IT SKILLS COURSEWARE

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

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

Cisco SNAA 1.0 Instructor Series: Advanced NAT, Routing and Switching ................... ISCS0050EN01P
Cisco SNAA 1.0 Instructor Series: IPSec VPNs ISCS0050EN02P
Cisco SNAA 1.0 Instructor Series: Certificates, Easy VPN, and QoS ......................... ISCS0050EN03P
Cisco SNAA 1.0 Instructor Series: SSL VPN . ISCS0050EN04P
Cisco SNAA 1.0 Instructor Series: SSL VPN Advanced............................. ISCS0050EN05P
Cisco SNAA 1.0 Instructor Series: Cisco Secure Desktop and ASA SSM ........ ISCS0050EN06P
Mentoring 642-515 Instructor Series: Cisco SNAA 1.0............................................. ISCS0050MN01

- 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
Mentoring 642-145 Instructor Series: Cisco IIUC2 1.0................................. ISCS0055MN01

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

Cisco SNRS 3.0 Instructor Series: Network Platform Security with Switches.... ISCS0056EN01P
Cisco SNRS 3.0 Instructor Series: Network Platform Security with Routers ISCS0056EN02P
Cisco SNRS 3.0 Instructor Series: Securing Site-to-Site Communications ISCS0056EN03P
Cisco SNRS 3.0 Instructor Series: High Availability VPN’s, DMVPN and GET VPN ISCS0056EN04P
Cisco SNRS 3.0 Instructor Series: Secure Remote Access Communications ISCS0056EN05P
Cisco SNRS 3.0 Instructor Series: Threat Control and Containment ISCS0056EN06P
Mentoring 642-504 Instructor Series: Cisco SNRS 3.0....................................... ISCS0056MN01

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

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

- Instructor Series: Cisco GWGK 2.0

Cisco GWGK 2.0 Instructor Series: Gateways and PSTN/PBX Integration ISCS0021EN01P
Cisco GWGK 2.0 Instructor Series: VoIP Network w/ PSTN/PBX Environment ISCS0021EN02P
Cisco GWGK 2.0 Instructor Series: Configuring Dial Plans ISCS0021EN03P
Cisco GWGK 2.0 Instructor Series: Limiting Calls w/ COR &amp; Gateway Features ISCS0021EN04P
Cisco GWGK 2.0 Instructor Series: TCL Scripts and Introducing Gatekeepers ISCS0021EN05P
Cisco GWGK 2.0 Instructor Series: Gatekeepers and IP-to-IP Gateways ISCS0021EN06P
Mentoring 642-453 Instructor Series: Cisco GWGK 2.0 ISCS0021MN01

- Instructor Series: Cisco IPS 6.0

Cisco IPS 6.0 Instructor Series: Overview ISCS0036EN01P
Cisco IPS 6.0 Instructor Series: Installation ISCS0036EN02P
Cisco IPS 6.0 Instructor Series: Signatures ISCS0036EN03P
Cisco IPS 6.0 Instructor Series: Advanced Configurations, Part 1 ISCS0036EN04P
Cisco IPS 6.0 Instructor Series: Advanced Configurations, Part 2 ISCS0036EN05P
Cisco IPS 6.0 Instructor Series: Additional Devices and Maintenance ISCS0036EN06P
Practice Exam 642-533 Instructor Series: Cisco IPS 6.0 iscs_0036_a01_tp_enus
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Mentoring 642-533 Instructor Series: Cisco IPS 6.0 .......................................................... ISCS0036MN01

■ 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

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

■ Instructor Series: Cisco BGP 3.2

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 ................................ ISCS0041_a01_t_enus
Mentoring 642-661 Instructor Series: Cisco BGP 3.2 ........................................ ISCS0041MN01

■ Test Preps

Practice Exam 642-524 Instructor Series: Cisco SNAF 1.0 ................................. iscs_0046_a01_t_enus
Practice Exam 642-611 Instructor Series: Cisco MPLS 2.2 ................................. iscs_0047_a01_t_enus
Practice Exam 642-515 Instructor Series: Cisco SNAA 1.0 ................................. iscs_0050_a01_t_enus
Practice Exam 642-453 Instructor Series: Cisco GWGK 2.0 ........................... iscs_0021_a01_t_enus
Practice Exam 642-145 Instructor Series: Cisco IJUC2 1.0 ............................... iscs_0055_a01_t_enus
Practice Exam 642-504 Instructor Series: Cisco SNRS 3.0 ................................. iscs_0056_a01_t_enus
Practice Exam 642-426 Instructor Series: Cisco TUC 1.0 ................................. iscs_0020_a01_t_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
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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
Reusing Content in Dreamweaver CS5 at_dcsf_a04_it_enus
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Managing Problem Performance

- Recognizing and Diagnosing Problem Performance
- First Steps for Turning Around a Performance Problem
- Using Progressive Discipline to Correct Problem Performance

The Fundamentals of Business Crises Management

- Preparing for Business Crises
- Responding to Business Crises
- Recovering from Business Crises
- Business Crisis Management Simulation
- Is Your Company Prepared for a Crisis?
- Demonstrating Accountability in a Crisis Situation
- Perseverance and Flexibility in Times of Crisis

MANAGEMENT AND LEADERSHIP

LEADERSHIP CURRICULUM

Leadership Essentials

- Leadership Essentials: Motivating Employees
- Leadership Essentials: Communicating Vision
- Leadership Essentials: Building Your Influence as a Leader
- Leadership Essentials: Leading with Emotional Intelligence
- Leadership Essentials: Leading Business Execution
- Leadership Essentials: Leading Innovation
- Leadership Essentials: Leading Change
- Leadership Essentials: Creating Your Own Leadership Development Plan
- Motivating Employees and Leading Change Simulation
- Communicating a Shared Vision
- Leading Teams through Change
- Leading Outside the Organization
- Knowing When to Take Leadership Risks
- Wanted-Innovation Leaders
- Developing a Business Execution Culture
- Leading Change
- Leader as Motivator
- Leading Innovation
- The Emotionally Intelligent Leader
- Motivating Human Behavior
- Crafting an Organizational Vision

Employee Engagement

- The Benefits and Challenges of Engaging Employees
- Maintaining an Engaging Organization

Creating a positive work environment

- Creating and Maintaining a Positive Work Environment

Making Cross-Functional Teams Work

- Cross-functional Team Fundamentals
- Key Strategies for Managing Cross-functional Teams
- Managing Internal Dynamics in a Cross-functional Team

The Voice of Leadership

- The Voice of Leadership: Inspirational Leadership
- The Voice of Leadership: Self-assessment and Motivation
- The Voice of Leadership: Effective Leadership Communication Strategies
- The Voice of Leadership: The Power of Leadership Messaging

Business Execution

- Foundations for Business Execution
- Creating a Business Execution Culture
- Business Execution in Action
- Business Execution Simulation
- Fostering a Business Execution Culture
- Pave Your Own Path
- Performance Dashboard or Scorecard?

Succession Planning for the Business Environment

- Succession Planning
- Succession Planning and Management Programs
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■ E-mail Essentials for Business

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■ Business Writing Basics

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■ Interpersonal Communication

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- **Basic Presentation Skills**
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  - Strategies for Communicating with Tact and Diplomacy comm_34_a02_bs_enus
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- **Professional Networking Essentials**
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- **How to Write an Effective Internal Business Case**
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- **The Effective Business Meeting**
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  - Leading an Effective Business Meeting comm_06_a02_bs_enus
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  - When Too Many Meetings Are Just Too Much _pc_bi_pfb008
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- Effective Interfunctional Relationships
- Effective Intercultural Relationships
- Effective Intergender Relationships
- Effective Relationships with Customers
- Building Improved Work Relationships

Managing Your Career

- Managing Your Career: Creating a Plan
- Managing Your Career: Getting on the Right Track
- Managing Your Career: Professional Networking Essentials
- Managing Your Career: You and Your Boss
- Managing Your Career: Leveraging the Performance Appraisal
- 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
- Setting and Managing Priorities
- Prioritizing Personal and Professional Responsibilities
- Coping with Information Overload
- Planning for Interruptions

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
- Playing the Devil's Advocate in Decision Making
- Turning Problems Around with Reverse Brainstorming

Dealing with Organizational Change

- Understanding Organizational Change
- Preparing for Organizational Change
- Embracing Organizational Change

Business Skills Courseware

Business Etiquette for Supervisors
Business Etiquette in Introductions

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

Diversity on the Job

- Diversity on the Job: The Importance of Diversity and the Changing Workplace
- Diversity on the Job: Diversity and You
- Developing Workplace Diversity Awareness Simulation

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
  - Maximizing Team Creativity
  - Generating Creative and Innovative Ideas:
  - Verifying and Building on Ideas

Promoting Creative Thinking
Executing Innovation
Executing Innovation

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

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- Time Management: Analyzing Your Use of Time
- Time Management: Planning and Prioritizing Your Time
- Time Management: Avoiding Time Stealers
- Setting and Managing Priorities
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Problem Solving and Decision-Making Strategies

- Problem Solving: The Fundamentals
- Problem Solving: Determining and Building Your Strengths
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  - The Federal Government Industry Overview: Version 3 ........................................................ indo_01_a20_bs_enus
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  - The Broadcasting & Entertainment Industry Overview: Version 1 ........................................ indo_01_a24_bs_enus
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  - The Aerospace & Defense Industry Overview: Version 1 ....................................................... indo_01_a27_bs_enus
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  - The Automotive Industry Overview: Version 3 indo_01_a29_bs_enus
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  - The Information Technology Industry Overview: Version 3 .................................................... indo_01_a19_bs_enus
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  - The Chemicals Industry Overview: Version 1 indo_01_a23_bs_enus
ENVELOPICAL, SAFETY & HEALTH AND TRANSPORTATION COURSWARE

OSHA 300 Recordkeeping .......................................SAH0459
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DC Circuit Theory ........................................FUND0304
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"Security"

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NFPA 1600 Business Continuity Programs esh_sec_a02_sh_enus

"Transportation"

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Identification/Classification .......................TRNS0205
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Workplace Hazardous Materials Information
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HR Compliance

- Antitrust--Talking with the Competition
- Antitrust–Trade Associations
- Trade Secrets
- Attorney-Client Privilege
- Doing Business on the Internet
- Doing Business with the Government
- Record Retention
- Independent Contractors and Temporary Employees
- Documenting Discipline
- Code of Conduct Awareness
- Workplace Ethics
- Workplace Diversity Awareness
- Workplace Violence
- Anti-Money Laundering
- Conflicts of Interest in the Workplace
- Rightful Employment Termination
- Equal Employment Opportunity and Discriminatory Practices in Hiring
- FMLA Leave and More: An Overview of Legally Protected Leave
- Code of Conduct (Customizable)
- Promoting a Substance-free Workplace
- Understanding the Americans with Disabilities Act (ADA)
- Integrity in the Workplace
- Preventing Fraud and Abuse
- Sarbanes-Oxley: What You Need to Know
- Understanding the Risks of Using Internet Media and Electronic Communications
- BIS Export Controls and Antiboycott Provisions
- Government Contracting Essentials
- Union Awareness
- Interviewing and Hiring Practices
- Fair Labor Standards Act (FLSA)

Harassment

- Employee Sexual Harassment Awareness
- Supervisor and Manager Sexual Harassment Awareness - Multi-State Edition
- Workplace Harassment for Supervisors and Managers
- Harassment and Violence Prevention in the Canadian Workplace
- Workplace Harassment for Employees
- Dealing with Sexual Harassment Simulation
- Managing Sexual Harassment Problems Simulation

HIPAA

- HIPAA Privacy Essentials
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FEDERAL GOVERNMENT INDUSTRY

FEDERAL COMPLIANCE

■ Federal Government Legal Compliance

The No FEAR Act ........................................... fgov_01_a01_bs_enus
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Pre-Retirement Planning for FERS .......... fgov_01_a14_lc_enus
Telework for Government Employees ...... fgov_01_a16_lc_enus
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JAVA COURSEWARE

Fundamentals of the Java Programming Language (J2SE)

- New Features in the Java SE 6 Platform (WJO-1001) ........................................... sun_wjo_1001
- Introduction to the Java™ Programming Language (WJ-1101-SE6) ..................... sun_wj_1101_se6
- Implementing Basic Constructs in the Java™ Programming Language (WJ-1102-SE6) .............................. sun_wj_1102_se6
- Implementing Object-Oriented Concepts in the Java Programming Language (WJ-1103-SE6) ... sun_wj_1103_se6
- J2SE Internals and Troubleshooting (WJO-3250) .................................................. sun_wjo_3250_180

Java Programming Language

- Java™ Programming Language: Getting Started (WJ-2751-SE6) ......................... sun_wj_2751_se6
- Java Programming Language: Understanding the Building Blocks (WJ-2752-SE6) ......................... sun_wj_2752_se6
- Java Programming Language: Applying Exceptions, Collections Framework and Input/Output Classes (WJ-2753-SE6) ............... sun_wj_2753_se6
- Java™ Programming Language: Designing Graphical User Interfaces (WJ-2754-SE6) .... sun_wj_2754_se6

Developing Applications for the Java SE Platform

- Java™ SE Application Development: Introduction (WJ-2851-SE6) ......................... sun_wj_2851_se6
- Java™ SE Application Development: Designing a Graphical User Interface (WJ-2852-SE6) .......... sun_wj_2852_se6
- Java SE Application Development: Implementing Multi Tier Design (WJ-2853-SE6) .. sun_wj_2853_se6

Developing Applications for the J2EE Platform

- Introduction to the Java™ EE Platform (WJ-3101-EE5) .............................................. sun_wj_3101_ee5
- Developing Components for the Java™ EE Platform (WJ-3102-EE5) ......................... sun_wj_3102_ee5
- Implementing Persistence, Transactions and Messaging in a Java™ EE Application (WJ-3103-EE5) ....................... sun_wj_3103_ee5
- Implementing Java EE Web Services and Security (WJ-3104-EE5) ...................... sun_wj_3104_ee5
- Java(TM) EE 5 Platform and Enterprise JavaBeans 3.0 - An Expert-to-Engineer Session (WJT-DTJ-1000) ................. sun_wjt_dtj_1000
- Getting Started with the Java(TM) Persistence API (WJ-2291) ............................. sun_wj_2291

Web Component Development with Servlet and JSP Technologies

- Developing Web Applications Using Core Java Servlet Technologies (WJ-3141-EE5) ............. sun_wj_3141_ee5
- Developing Web Applications Combining Struts and Advanced Java Servlet Technologies (WJ-3142-EE5) ................. sun_wj_3142_ee5
- Developing Web Applications Combining Struts and JSP™ Page Technologies (WJ-3143-EE5) .... sun_wj_3143_ee5

Advanced Business Component Development with Enterprise JavaBeans Technology

- Enterprise Java(TM) Beans Technology: Introduction (WJ-3511-EE5) ..................... sun_wj_3511_ee5
- Enterprise Java™ Beans Technology: Implementing Session Beans and Java™ Persistence (WJ-3512-EE5) ......................... sun_wj_3512_ee5
- Enterprise Java Beans Technology: Implementing Messaging and Interceptor Classes (WJ-3513-EE5) ..................... sun_wj_3513_ee5
- JavaBeans™ Technology: Using the EJB™ Container Services Optimally (WJ-3514-EE5) .... sun_wj_3514_ee5

Java Practice Exams

- Sun Certified Associate for the Java Platform, Standard Edition, Exam Version 1.0 (WGS-PREX-J019C) ...................... sun_wgs_prex_j019c
- Sun Certified Programmer for the Java 2 Platform Standard Edition 5.0 (WGS-PREX-J055C) ...................... sun_wgs_prex_j055c
- Sun Certified Programmer for the Java Platform, Standard Edition 6 (WGS-PREX-J065C) ............. sun_wgs_prex_j065c
- ePractice exam for the Sun Certified Web Component Developer for the Java Platform, EE 5 (WGS-PREX-J083C) ...................... sun_wgs_prex_j083c_v2
- ePractice for the Sun Certified Business Component Developer for the Java Platform Enterprise Edition (WGS-PREX-J091C) ................... sun_wgs_prex_j091c
- ePractice Exam for the Sun Certified Developer for Java Web Services (WGS-PREX-J220C) ...................... sun_wgs_prex_j220c
SUN MICROSYSTEMS COURSEWARE

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SOLARIS 10 COURSEWARE

- Solaris Essentials Featuring the Solaris 10 Operating System
  Using Components of the Desktop System
  Manipulating and Managing Files and Directories
  Searching and Process Manipulation
  Working With the Shell
  Archiving Files and Remote Transfer

- System Administration for the Solaris 10 Operating System Part I
  Understanding the Solaris(TM) 10 Directory Hierarchy
  Managing File Systems
  Installing Software Packages and Patches
  Understanding Boot PROM Fundamentals
  Performing System Boot Procedures
  Performing User and Security Administration
  Managing Network Printers and System Processes
  Archiving and Restoring Data

- Advanced System Administration for the Solaris 10 Operating System
  Manage Storage Volumes
  Access Control and System Messaging Configuration
  Naming Services Setup
  Introducing Zones and ZFS
  Network Basics
  Swap Space, NFS, Automount, and Core Dump Management

- Solaris Advanced Installation Technologies
  Configure Jumpstart Installation Using the Solaris 10 Operating System
  Configure WAN Boot Installation Using the Solaris 10 Operating System
  Perform Live Upgrade Using the Solaris 10 Operating System

- Network Administration for the Solaris 10 Operating System
  Configuring the Network Interface Layer
  Configuring the Network Applications

- Solaris 10 Practice Exams
  Sun Certified System Administrator for Solaris 10 OS Part I
  Sun Certified System Administrator for Solaris 10 OS Part II
  ePractice Exam for Sun Certified Network Administrator for Solaris 10 OS
  ePractice Exam for the Sun Certified Solaris Associate

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Routing and Switching

Building Cisco Multilayer Switched Networks (BCMSN) 3.0 Expert Live LLCS0005
Building Cisco Multilayer Switched Networks (BCMSN) 3.0 Expert Live LLCS0005
Building Scalable Cisco Internetworks (BSCI) 3.0 Expert Live LLCS0006
Building Scalable Cisco Internetworks (BSCI) 3.0 Expert Live LLCS0006
Implementing Secure Converged Wide Area Networks (ISCW) 1.0 Expert Live LLCS0007
Implementing Secure Converged Wide Area Networks (ISCW) 1.0 Expert Live LLCS0007
Optimizing Converged Cisco Networks (ONT) 1.0 Expert Live LLCS0008
Optimizing Converged Cisco Networks (ONT) 1.0 Expert Live LLCS0008
Designing for Cisco Internetwork Solutions (DESGN) 2.0 Expert Encore LLCS0009
Designing for Cisco Internetwork Solutions (DESGN) 2.0 Expert Encore LLCS0009
Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5 Expert Live LLCS0014
Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5 Expert Live LLCS0014
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0 Expert Live with Encore LLCS0003
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0 Expert Live with Encore LLCS0003
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore LLCS0004
Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore LLCS0004
Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore LLCS0011
Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore LLCS0011
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore LLCS0041
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore LLCS0041
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore LLCS0047
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore LLCS0047

IP Communications

Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore LLCS0064
Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore LLCS0065
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore LLCS0066
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore LLCS0077
Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore LLCS0064
Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore LLCS0065
Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore LLCS0066
Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore LLCS0077
Implementing Cisco IOS Unified Communications Part 1 (IIUC1) 1.0 Expert Live LLCS0054
Implementing Cisco IOS Unified Communications Part 1 (IIUC1) 1.0 Expert Live LLCS0054
Cisco IP Telephony- Part 1 (CIPT1) 4.1 Expert Live LLCS0016
Cisco IP Telephony- Part 1 (CIPT1) 4.1 Expert Live LLCS0016
Cisco IP Telephony- Part 2 (CIPT2) 4.1 Expert Live LLCS0017
Cisco IP Telephony- Part 2 (CIPT2) 4.1 Expert Live LLCS0017
Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0 Expert Live LLCS0021
Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0 Expert Live LLCS0021
Implementing Cisco Quality of Service (QoS) 2.2 Expert Live LLCS0018
Implementing Cisco Quality of Service (QoS) 2.2 Expert Live LLCS0018
Cisco IP Telephony Part 1 (CIPT1) 5.0 (Linux Platform) Expert Encore LLCS0022
Cisco IP Telephony Part 1 (CIPT1) 5.0 (Linux Platform) Expert Encore LLCS0022
Cisco IP Telephony Part 2 (CIPT2) 5.0 (Linux Platform) Expert Encore LLCS0023
Cisco IP Telephony Part 2 (CIPT2) 5.0 (Linux Platform) Expert Encore LLCS0023
Cisco Unified Communications System Engineer (UCSE) 1.4 Expert Live LLCS0024
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Implementing Cisco Multicasting (MCAST) 1.0 Expert Encore ......................................................... LLCS0028
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Troubleshooting Cisco Unified Communications Systems (TUC) 1.0 Expert Live with Encore .... LLCS0020
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Implementing Cisco Unified Communications Manager Part 1 (CIPT1) 6.0 Expert Live with Encore ........ LLCS0043
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Implementing Cisco Unified Communications Manager Part 2 (CIPT2) 6.0 Expert Live with Encore ........ LLCS0045
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Cisco Voice over IP (CVOICE) 6.0 Expert Live with Encore ...................................................... LLCS0042
Cisco Voice over IP (CVOICE) 6.0 Expert Live with Encore ...................................................... LLCS0042
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Implementing Cisco Quality of Service (QoS) 2.3 Expert Live with Encore ................................ LLCS0063
Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore ........ LLCS0068
Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore .................................................. LLCS0067
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Securing Networks with Cisco Routers and Switches (SNRS) 2.0 Expert Encore ................ LLCS0033
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Implementing Cisco Intrusion Prevention Systems (IPS) 6.0 Expert Live with Encore ........ LLCS0036
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Microsoft Exchange Server 2003
Administration and Maintenance Expert Live .......... LLMS0020
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Administration Expert Encore ........................... LLMS0021
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Microsoft Windows Server 2003

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Microsoft Windows Server 2008 Enterprise Administration Expert Live with Encore............... LLMS0038
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore............................................. LLMS0039
Configuring Microsoft Windows Server 2008 R2 Application Platform Services Expert Live with Encore............................................. LLMS0039

LIVE LEARNING ALL ACCESS COMPTIA

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LIVE LEARNING ALL ACCESS BUNDLES

Networks

  LLCT0009
  LLCT0009
  LLCT0009

Desktop Support

  LLCT0013
  LLCT0015
  LLCT0013
  LLCT0015

Project Management

  LLCT0010
  LLCT0010
  LLCT0010

Security

  LLCT0014
  LLCT0014

LIVE LEARNING ALL ACCESS

PROJECT MANAGEMENT

PMP Certification

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

Project Management Skills

- Managing Projects with Microsoft Office
  Project 2007 Expert Encore
  LLMS0028
- Managing Projects with Microsoft Office
  Project 2007 Expert Encore
  LLMS0028
  LLCT0010
  LLCT0010

Professional Development

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

SKILLSOFT LIVE LEARNING

INFORMATION TECHNOLOGY

CISCO SYSTEMS

- Routing and Switching

  Building Cisco Multilayer Switched Networks (BCMSN) 3.0 Expert Live ........................................ LLCS0005
  Building Scalable Cisco Internetworks (BSCI) 3.0 Expert Live ........................................... LLCS0006
  Implementing Secure Converged Wide Area Networks (ISCW) 1.0 Expert Live ......................... LLCS0007
  Optimizing Converged Cisco Networks (ONT) 1.0 Expert Live .................................................. LLCS0008
  Designing for Cisco Internetwork Solutions (DESIGN) 2.0 Expert Encore .............................. LLCS0009
  Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5 Expert Encore LLCS0014
  Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0 Expert Live with Encore ................. LLCS0003
  Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0 Expert Live with Encore ................. LLCS0004
  Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore .............................. LLCS0011
  Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore ..................................................... LLCS0041
  Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore ....................... LLCS0047
  Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore .................................... LLCS0064
  Implementing Cisco Switched Networks (SWITCH) v1.0 Expert Live with Encore ...................... LLCS0065
  Troubleshooting and Maintaining Cisco IP Networks (TSHOOT) v1.0 Expert Live with Encore .......... LLCS0066
  Interconnecting Cisco Network Devices Part 1 (ICND1) 1.1 Expert Live with Encore .................. LLCS0077

- IP Communications

  Implementing Cisco IOS Unified Communications Part 1 (IIUC1) 1.0 Expert Live with Encore ........ LLCS0054
  Cisco IP Telephony- Part 1 (CIPT1) 4.1 Expert Live ................................................................. LLCS0016
  Cisco IP Telephony- Part 2 (CIPT2) 4.1 Expert Encore .............................................................. LLCS0017
  Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0 Expert Live ....................... LLCS0021
  Implementing Cisco Quality of Service (QoS) 2.2 Expert Live .................................................... LLCS0018
  Cisco IP Telephony Part 1 (CIPT1) 5.0 (Linux Platform) Expert Encore ...................................... LLCS0022
  Cisco IP Telephony Part 2 (CIPT2) 5.0 (Linux Platform) Expert Encore ...................................... LLCS0023
  Cisco Unified Communications System Engineer (UCSE) 1.4 Expert Encore ............................. LLCS0024
  Implementing Cisco Multicasting (MCAST) 1.0 Expert Encore ...................................................... LLCS0028
  IP Telephony Design (IPTD) 1.0 Expert Encore ................................................................. LLCS0027
  Microsoft for Cisco Voice (MSCV) 1.0 Expert Encore .............................................................. LLCS0029
  IP Telephony Express (IPTX) 4.0 Expert Encore ............................................................................. LLCS0026
  Troubleshooting Cisco Unified Communications Systems (TUC) 1.0 Expert Live with Encore ....... LLCS0020
  Implementing Cisco Unified Communications Manager Part 1 (CIPT1) 6.0 Expert Live with Encore .......... LLCS0043
  Implementing Cisco Unified Communications Manager Part 2 (CIPT2) 6.0 Expert Live with Encore .................................................................................................................. LLCS0045
  Cisco Voice over IP (CVOICE) 6.0 Expert Live with Encore ......................................................... LLCS0042
  Implementing Cisco IOS Unified Communications Part 2 (IIUC2) 1.0 Expert Live with Encore ........ LLCS0055
  Implementing Cisco Unified Communications Manager 7.0 (UCM70) 1.0 Expert Encore ............. LLCS0058
  Implementing Cisco Quality of Service (QoS) 2.3 Expert Live with Encore ..................................... LLCS0063
  Implementing Cisco Voice Communications and QoS (CVOICE) v8 Expert Live with Encore .......... LLCS0068
  Introducing Cisco Voice and Unified Communications Administration (ICOMM) v8 Expert Live with Encore ...................................................................................................................... LLCS0067
  Implementing Cisco Unified Communication Manager, Part 1 (CIPT1) v8 Expert Live with Encore ........................................................................................................................................ LLCS0071
  Implementing Cisco Unified Communication Manager, Part 2 (CIPT2) v8 Expert Live with Encore ........................................................................................................................................ LLCS0072

- Security

  Securing Cisco Network Devices (SND) 2.0 Expert Encore ................................................................. LLCS0032
  Securing Networks with Cisco Routers and Switches (SNRS) 2.0 Expert Encore ......................... LLCS0033
  Securing Networks with PIX and ASA (SNPA) 5.0 Expert Encore ..................................................... LLCS0034
  Implementing Cisco Intrusion Prevention Systems (IPS) 6.0 Expert Live with Encore .................... LLCS0036

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Cisco Secure Virtual Private Networking (CSVPN) 4.7 Expert Encore .................................. LLCS0037
Securing Hosts using Cisco Security Agent (HIPS) 3.0 Expert Encore .................................. LLCS0038
Implementing Cisco IOS Network Security (INNS) 1.0 Expert Live with Encore .................. LLCS0044
Securing Networks with ASA Fundamentals (SNAF) 1.0 Expert Live with Encore ............. LLCS0046
Securing Networks with Cisco Routers and Switches (SNRS) 3.0 Expert Live with Encore .. LLCS0056
Securing Networks with ASA Advanced (SNAA) 1.0 Expert Encore .................................... LLCS0050
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

**Wireless Technologies**

Cisco Wireless LAN Fundamentals (CWLF) 1.0 Expert Encore ............................................. LLCS0039
Cisco Wireless LAN Advanced Topics (CWLAT) 1.0 Expert Encore ..................................... LLCS0040
Implementing Cisco Unified Wireless Networking Essentials (IUWNE) 1.0 Expert Encore ........ LLCS0057

**INFORMATION TECHNOLOGY**

(ISC)2

**Security**

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

**INFORMATION TECHNOLOGY**

COMPTIA

**Networking**


**Desktop Support**


**Project Management**


**Security**


**INFORMATION TECHNOLOGY**

MICROSOFT TECHNICAL

**Client Operating Systems**

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

**Microsoft Back Office**

Microsoft Exchange Server 2003 Administration and Maintenance Expert Live ................ LLMS0020
Microsoft SQL Server 2000 Installation and Administration Expert Encore ...................... LLMS0021
Microsoft SQL Server 2005 Implementation and Maintenance Expert Live ...................... LLMS0022
Configuring Microsoft Exchange Server 2007 Expert Live ............................................. LLMS0026
Managing Projects with Microsoft Office Project 2007 Expert Encore ............................ LLMS0028
Designing a Database Server Infrastructure with Microsoft SQL Server 2005 Expert Encore .... LLMS0029
Implementing and Maintaining Microsoft SQL Server 2008 Expert Live with Encore .......... LLMS0030
Implementing and Maintaining Microsoft SQL Server 2008 R2 Expert Live with Encore ........ LLMS0033
SKILLSOFT LIVE LEARNING

Configuring Microsoft Exchange Server 2010
Expert Live with Encore........................................... LLMS0031

- Microsoft Windows Server 2003

Microsoft Windows Server 2003 Active
Directory and Network Infrastructure Design
Expert Live................................................................. LLMS0010
Microsoft Windows Server 2003 Active
Directory Strategy and Implementation Expert
Live................................................................. LLMS0011
Microsoft Windows Server 2003 Environment
Management & Maintenance Expert Live with
Encore................................................................. LLMS0012
Microsoft Windows Server 2003 Network
Security Design Expert Encore................................. LLMS0013
Microsoft Windows Server 2003 Network
Services Management Expert Live................................. LLMS0014
Microsoft Windows Server 2003 Network
Services Planning and Maintenance Expert
Encore................................................................. LLMS0015
Updating Microsoft Windows 2000 MCSA Skills
to Windows Server 2003 Expert Encore......................... LLMS0008
Updating Microsoft Windows 2000 MCSE Skills
to Windows Server 2003 Expert Encore......................... LLMS0009

- Microsoft Windows Server 2008

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

- Project Management Skills

Managing Projects with Microsoft Office
Project 2007 Expert Encore........................................ LLMS0028
with Encore........................................... LLCT0010

- PROJECT MANAGEMENT

- PMP Certification

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