



COURSE DIRECTORY

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■ Adobe AIR 3

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■ Adobe InDesign CS5

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SCRIPTING AND WEB LANGUAGES

■ JavaScript Fundamentals

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

DHTML and Cascading Style Sheets	110402_ENG
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■ Advanced XML

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Transforming and Formatting XML	213612_ENG
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BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT BUSINESS

■ Information Security for End Users

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

■ IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle	ib_itlv_a01_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Fundamentals.....	ib_itlv_a02_it_enus
ITIL® 2011 Edition Foundation: Service Strategy Processes	ib_itlv_a03_it_enus
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

■ Technical Management Essentials

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■ Customer Service Representative, Professionalism

The Customer Service Representative (CSR) Support Center Services and Work Environment Team and Customer Relationships	cust_06_a01_bs_enus
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■ Customer Service Representative, Skills

Customer Interactions	cust_07_a01_bs_enus
Communication Skills	cust_07_a02_bs_enus
Conflict, Stress, and Time Management	cust_07_a03_bs_enus

■ Customer Service Representative, Process

Customer Service Processes and Procedures Quality in a Support Center	cust_08_a01_bs_enus
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■ Writing Skills for Technical Professionals

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BUSINESS SKILLS FOR THE IT PROFESSIONAL

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■ Mentoring Assets

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PROJECT MANAGEMENT CURRICULUM

■ Project Management for Non-Project Managers

Project Management Fundamentals proj_01_a01_bs_enus
 Transitioning into a Project Management Role proj_01_a02_bs_enus
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 Managing Conflict in Project Teams _pc_bi_pmbi003
 Handling a Change Request_pc_ch_pmch001
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 Portfolios, Programs, and Projects: What's
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 Mitigating Risks when Improving Processes _pc_bi_pmbi011
 Ethics and Risks: Why they Matter in Project
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 Project Management Essentials_pc_ch_lach041

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

Managing Projects within Organizations .. proj_05_a01_bs_enus
 Project Management Overview proj_05_a02_bs_enus

Project Management Process Groupsproj_05_a03_bs_enus

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

Integrated Initiation and Planningproj_06_a01_bs_enus
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 and Control.....proj_06_a02_bs_enus
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■ Project Scope Management (PMBOK® Guide - Fourth Edition-aligned)

Project Requirements and Defining Scope proj_07_a01_bs_enus
 Create Work Breakdown Structureproj_07_a02_bs_enus
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■ Project Time Management (PMBOK® Guide - Fourth Edition-aligned)

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

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

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

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

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 Management Plan.....proj_12_a01_bs_enus
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■ Project Risk Management (PMBOK® Guide - Fourth Edition-aligned)

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

Planning Project Procurement proj_14_a01_bs_enus
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■ Code of Ethics and Professional Conduct (PMI® Standard-aligned)

The Role of Ethics in Project Management proj_15_a01_bs_enus
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■ Program Management (PMI® Second Edition-aligned)

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■ IT Project Management Essentials

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■ Managing Software Project Outsourcing

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■ PRINCE2®: 2009 Foundation

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

■ Instructor Series: CompTIA Project+ (2009 Edition)

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

■ Agile Practitioner - (PMI-ACP & ScrumMaster aligned)

Agile Project Management Essentials ib_pmag_a01_it_enus
 Adopting an Agile Approach to Project Management..... ib_pmag_a02_it_enus
 An Overview of Agile Methodologies ib_pmag_a03_it_enus
 Overview of the Scrum Development Process ib_pmag_a04_it_enus
 Agile Planning: Project Initiating and Requirements Gathering ib_pmag_a05_it_enus
 Agile Planning: Doing Estimates and Completing the Release Plan..... ib_pmag_a06_it_enus
 Planning and Monitoring Iterations on an Agile Project..... ib_pmag_a07_it_enus
 Leading an Agile Team ib_pmag_a08_it_enus
 Managing Stakeholder Engagement on an Agile Project ib_pmag_a09_it_enus
 Ensuring Delivery of Value and Quality in Agile Projects ib_pmag_a10_it_enus

■ Mentoring Assets

Mentoring Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned mntpmp4ed
 Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned mntcapm4ed
 Mentoring PRINCE2: Foundation mntprince2f

■ Test Preps

TestPrep PRINCE2: Foundation ib_prin_a01_tp_enus
 TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned pm_capm_a01_tp_enus
 TestPrep Project Management Professional (PMP) PMBOK Guide 4th Edition Aligned pm_proj_a03_tp_enus

PROJECT EFFECTIVENESS

TEAM BUILDING CURRICULUM

■ Optimizing Your Performance On a Team

Being an Effective Team Member team_02_a01_bs_enus
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 Effective Team Communication team_02_a04_bs_enus
 Using Feedback to Improve Team Performance team_02_a05_bs_enus
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■ 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
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 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
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 Inspiring your Team _pc_bi_lsbi010
 Support Your Leader _pc_bi_pfb010
 Developing Self-Sufficient Teams _pc_ch_mgch001
 Choosing the Right Team Culture _pc_ch_pfch006
 Managing Communications in a Virtual Team . _pc_bi_mgbi001

Building and Leading Teams _pc_ch_lach023
 Meeting Team Performance Challenges _pc_ch_pach010

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
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 Business Analysis: Enterprise Analysis ib_buap_a06_it_enus
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 Business Analysis: Verify and Validate Requirements ib_buap_a08_it_enus
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INSTRUCTOR SERIES

CISCO SYSTEMS

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

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

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

Cisco IIUC2 1.0 Instructor Series: Fundamentals.....	ISCS0055EN01P
Cisco IIUC2 1.0 Instructor Series: Features	ISCS0055EN02P
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■ Instructor Series: Cisco CWLF 1.0

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

■ Instructor Series: Cisco CWLAT 1.0

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

■ Instructor Series: Cisco BGP 3.2

Cisco BGP 3.2 Instructor Series: Overview and Transit Autonomous Systems	ISCS0041EN01P
Cisco BGP 3.2 Instructor Series: Route Selection Using Policy Controls.....	ISCS0041EN02P
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Cisco BGP 3.2 Instructor Series: Optimizing BGP Scalability	ISCS0041EN06P
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■ Test Preps

Practice Exam 642-611 Instructor Series: Cisco MPLS 2.2	iscs_0047_a01_tp_enus
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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
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DESKTOP SKILLS COURSEWARE

DESKTOP COMPUTER SKILLS

ADOBE

■ Adobe Flash CS5

Introduction to Adobe Flash Professional CS5 at_fcsp_a01_it_enus
 Drawing and Working with Images in Flash CS5 at_fcsp_a02_it_enus
 Using Flash CS5 Libraries, Text, and Components..... at_fcsp_a03_it_enus
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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 Dreamweaver CS5

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■ Adobe PhotoShop CS4

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■ Adobe Illustrator CS4

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■ Adobe InDesign CS4

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■ Adobe Dreamweaver CS4

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■ Adobe Flash CS4

Introduction to Adobe Flash CS4 Professional at_fcsf_a01_it_enus
 Drawing and Working with Images in Flash CS4 at_fcsf_a02_it_enus
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 Workflow and Adobe Integration in Flash CS4 at_fcsf_a06_it_enus
 Creating Navigation and Publishing Movies in Flash CS4 at_fcsf_a07_it_enus

■ Adobe AIR for Flash Developers

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■ Adobe Fireworks CS4

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■ Adobe Captivate 4

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■ Adobe Reader X

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■ Adobe Reader 9

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■ Adobe Reader 8.0

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■ Adobe Acrobat 9

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■ Adobe InDesign CS5

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BEST PRACTICES FOR DESKTOP USERS

■ Information Security Best Practices for Business Users

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■ Microsoft Office 2010: New Features

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

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■ Microsoft Office 2010: Beginning Word

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■ Microsoft SharePoint 2010: New Features for End Users

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■ Microsoft SharePoint 2010 for End Users

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■ Microsoft SharePoint 2010: New Features for Power Users

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■ Microsoft SharePoint 2010 for Power Users

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■ Microsoft Office 2010: Beginning Excel

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■ Microsoft Office 2010: Beginning Outlook

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■ **Six Sigma Black Belt (2007 BOK): Team Management**

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■ **Six Sigma Black Belt (2007 BOK): Define**

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■ **Six Sigma Black Belt (2007 BOK): Design for Six Sigma (DFSS) Frameworks and Methodologies**

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BUSINESS STRATEGY AND OPERATIONS

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FINANCE, HUMAN RESOURCES AND ADMINISTRATION

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■ Business Management and Strategy (HRCI: PHR/SPHR-aligned)

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■ Workforce Planning and Employment (HRCI: PHR/SPHR-aligned)

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■ Compensation and Benefits (HRCI: PHR/SPHR-aligned)

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■ Strategic Human Resource Management (HRCI: SPHR-aligned)

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MANAGEMENT AND LEADERSHIP

MANAGEMENT CURRICULUM

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

■ Security

NFPA 1600 Disaster/Emergency Management	esh_sec_a01_sh_enu
NFPA 1600 Business Continuity Programs	esh_sec_a02_sh_enu

ENVIRONMENTAL, SAFETY & HEALTH AND TRANSPORTATION COURSEWARE

CANADIAN ENVIRONMENTAL, SAFETY AND HEALTH, AND TRANSPORTATION

■ Safety and Health

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

LEGAL COMPLIANCE COURSEWARE

LEGAL COMPLIANCE COURSEWARE

COMPLIANCE

■ HR Compliance

Antitrust--Talking with the Competition	LCO0102
Antitrust-Trade Associations	LCO0103
Trade Secrets	LCO0111
Attorney-Client Privilege	LCO0113
Doing Business on the Internet	LCO0114
Doing Business with the Government	LCO0115
Record Retention	LCO0119
Documenting Discipline	HR0162
Workplace Diversity Awareness	lchr_01_a03_lc_enus
Workplace Violence	lchr_01_a04_lc_enus
Anti-Money Laundering	lchr_01_a05_lc_enus
Conflicts of Interest in the Workplace	lchr_01_a07_lc_enus
Rightful Employment Termination	lchr_01_a08_lc_enus
Equal Employment Opportunity and Discriminatory Practices in Hiring	lchr_01_a09_lc_enus
Privacy and Information Security	lchr_01_a10_lc_enus
Procurement Integrity	lchr_01_a11_lc_enus
FMLA Leave and More: An Overview of Legally Protected Leave	lchr_01_a12_lc_enus
Code of Conduct (Customizable)	lchr_01_a13_lc_enus
Promoting a Substance-free Workplace	lchr_01_a14_lc_enus
Understanding the Americans with Disabilities Act (ADA)	lchr_01_a15_lc_enus
Integrity in the Workplace	lchr_01_a16_lc_enus
Preventing Fraud and Abuse	lchr_01_a17_lc_enus
Sarbanes-Oxley: What You Need to Know	lchr_01_a19_lc_enus
I-9 Compliance: Verifying Employment Eligibility of US and Non-US Citizens.....	lchr_01_a20_lc_enus
Understanding the Risks of Using Internet Media and Electronic Communications.....	lchr_01_a21_lc_enus
BIS Export Controls and Antiboycott Provisions	lchr_01_a22_lc_enus
Government Contracting Essentials	lchr_01_a23_lc_enus
Union Awareness	lchr_01_a24_lc_enus
Interviewing and Hiring Practices	lchr_01_a25_lc_enus
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
Wage and Hour Awareness for Managers .	lchr_01_a37_lc_enus
Wage and Hour for Employees	lchr_01_a36_lc_enus
Code of Conduct Awareness	lchr_01_a38_lc_enus
AGG (GETA) – Information for Employees	lchr_01_a39_lc_enus
Workplace Ethics	lchr_01_a40_lc_enus
AGG (GETA) - Information for Management	lchr_01_a42_lc_enus
Ethical Decision Making	LCO0100
Conflict of Interest	LCO010S
Interviewing/Hiring Practices (single scenario)	LCO0110
Insider Trading (single scenario)	LCO011S
Workplace Diversity Awareness	LCHR001A

■ Harassment

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
Promoting Respect in the Global Workplace – Employee Edition	lchr_01_a09_lc_enus
Promoting Respect in the Global Workplace – Manager Edition	lchr_01_a10_lc_enus
Workplace Harassment for Employees - Video Enhanced	lchr_01_a11_lc_enus
Dealing with Sexual Harassment Simulation	LCO0200
Managing Sexual Harassment Problems Simulation	LCO020S
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
The US Constitution	fgov_01_a03_bs_enus
Sexual Harassment Prevention for Federal Employees	fgov_01_a04_bs_enus
Accessibility and Section 508 Awareness	fgov_01_a05_bs_enus
Workplace Safety	fgov_01_a06_bs_enus
Federal Budgeting Process	fgov_01_a08_bs_enus
Government Ethics	fgov_01_a09_bs_enus
Proper Use of Government Charge Cards	fgov_01_a10_bs_enus
Human Resources Flexibilities	fgov_01_a11_lc_enus
Information Security Awareness	fgov_01_a12_lc_enus
Privacy Awareness	fgov_01_a13_lc_enus
Pre-Retirement Planning for FERS	fgov_01_a14_lc_enus
Telework for Government Employees	fgov_01_a16_lc_enus

LIVE LEARNING ALL ACCESS BUNDLES

LIVE LEARNING ALL ACCESS

CISCO SYSTEMS

■ Routing and Switching

Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore	LLCS0011
Designing Cisco Network Service Architectures (ARCH) 2.0 Expert Encore	LLCS0011
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0041
Configuring BGP on Cisco Routers (BGP) 3.2 Expert Encore	LLCS0041
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore	LLCS0047
Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.2 Expert Encore	LLCS0047
Implementing Cisco IP Routing (ROUTE) v1.0 Expert Live with Encore	LLCS0064
Implementing Cisco 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
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
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 Encore	LLCS0044
Implementing Cisco IOS Network Security (IINS) 1.0 Expert Encore	LLCS0044
Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore	LLCS0069
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
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 Firewall Features (FIREWALL) v1.0 Expert Live with Encore	LLCS0070
Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore	LLCS0073
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
Integrating Cisco Unified Communications Applications (CAPPS) v8 Expert Live with Encore	LLCS0074
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	LLCS0076
Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore	LLCS0076
Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0080

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Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore	LLCS0080
Deploying Cisco ASA VPN Solutions (VPN) 2.0 Expert Live with Encore	LLCS0081
Deploying Cisco ASA VPN Solutions (VPN) 2.0 Expert Live with Encore	LLCS0081
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore	LLCS0082
Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore	LLCS0082

■ Design

DESGN 2.1 Encore	LLCS0079
DESGN 2.1 Encore	LLCS0079

■ Data Center

Implementing Cisco Data Center Unified Fabric (DCUFI) 4.0	LLCS0083
Implementing Cisco Data Center Unified Fabric (DCUFI) 4.0	LLCS0083

LIVE LEARNING ALL ACCESS

(ISC)2

■ Security

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

LIVE LEARNING ALL ACCESS

MICROSOFT TECHNICAL

■ Client Operating Systems

Configuring Microsoft Windows Vista Expert Live with Encore	LLMS0023
Configuring Microsoft Windows Vista Expert Live with Encore	LLMS0023
Configuring Microsoft Windows 7 Expert Live with Encore	LLMS0036
Configuring Microsoft Windows 7 Expert Live with Encore	LLMS0036
Configuring Microsoft Windows 8 Expert Live with Encore	LLMS0048
Configuring Microsoft Windows 8 Expert Live with Encore	LLMS0048

■ Microsoft Back Office

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

■ Microsoft Windows Server 2003

Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design Expert Encore	LLMS0010
Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design 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

LIVE LEARNING ALL ACCESS BUNDLES

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

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
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
Microsoft Windows Server 2008 R2 Enterprise Administration.....	LLMS0042
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041
Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services	LLMS0041
Configuring Microsoft Windows Server 2008 R2 Active Directory Services.....	LLMS0044
Configuring Microsoft Windows Server 2008 R2 Active Directory Services.....	LLMS0044
Microsoft Windows Server 2008 R2 Administration.....	LLMS0046
Microsoft Windows Server 2008 R2 Administration.....	LLMS0046
Managing Windows Server 2008 R2 Hyper-V	LLMS0047
Managing Windows Server 2008 R2 Hyper-V	LLMS0047

■ SharePoint Server 2010

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

Configuring Microsoft SharePoint 2010 Expert Encore	LLMS0045
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LIVE LEARNING ALL ACCESS

COMPTIA

■ Networking

CompTIA Network+ (2012 Edition) Expert Live with Encore	LLCT0011
CompTIA Network+ (2012 Edition) Expert Live with Encore	LLCT0011
CompTIA Network+ (2012 Edition) Expert Live with Encore	LLCT0011
CompTIA Network+ (2012 Edition) Expert Live with Encore	LLCT0011
CompTIA Network+ (2012 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009
CompTIA Network+ (2009 Edition) Expert Live with Encore	LLCT0009

■ Desktop Support

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

■ Project Management

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

■ Security

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

LIVE LEARNING ALL ACCESS

PROJECT MANAGEMENT

■ **PMP Certification**

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

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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

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

CompTIA Project+ (2009 Edition) Expert Live with Encore 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

LIVE LEARNING ALL ACCESS

VMWARE

■ **vSphere**

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

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

Datacenter Virtualization with vSphere 5: Design and Optimization..... LLVM0003

Datacenter Virtualization with vSphere 5: Design and Optimization..... LLVM0003

Datacenter Virtualization with vSphere 5 Part 2 LLVM0002

Datacenter Virtualization with vSphere 5 Part 2 LLVM0002

LIVE LEARNING ALL ACCESS VIRTUALIZATION

MICROSOFT TECHNICAL

■ **Microsoft Windows Server 2008 for All Access Virtualization**

Managing Windows Server 2008 R2 Hyper-V LLMS0047

Configuring Microsoft Windows Server 2008 R2 Network Infrastructure Services LLMS0041

LIVE LEARNING ALL ACCESS VIRTUALIZATION

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

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 Encore LLCS0044
- Securing Networks with Cisco Routers and Switches (SECURE) v1.0 Expert Live with Encore LLCS0069
- Implementing Cisco Intrusion Prevention System (IPS) v7 Expert Live with Encore LLCS0075
- Deploying Cisco ASA Firewall Features (FIREWALL) v1.0 Expert Live with Encore LLCS0070

- Deploying Cisco ASA VPN Solutions (VPN) v1.0 Expert Live with Encore LLCS0073
- Integrating Cisco Unified Communications Applications (CAPP) v8 Expert Live with Encore LLCS0074
- Troubleshooting Cisco Unified Communications (TVOICE) v8 Expert Live with Encore LLCS0076
- Deploying Cisco ASA Firewall Solutions (FIREWALL) 2.0 Expert Live with Encore LLCS0080
- Deploying Cisco ASA VPN Solutions (VPN) 2.0 Expert Live with Encore LLCS0081
- Implementing Cisco IOS Network Security (IINS) 2.0 Expert Live with Encore LLCS0082

■ **Design**

- DESIGN 2.1 Encore LLCS0079

■ **Data Center**

- Implementing Cisco Data Center Unified Fabric (DCUFI) 4.0 LLCS0083

INFORMATION TECHNOLOGY

(ISC)2

■ **Security**

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

INFORMATION TECHNOLOGY

COMPTIA

■ **Networking**

- CompTIA Network+ (2012 Edition) Expert Live with Encore LLCT0011
- CompTIA Network+ (2009 Edition) Expert Live with Encore LLCT0009

■ **Desktop Support**

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

■ **Project Management**

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

Security

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

INFORMATION TECHNOLOGY

MICROSOFT TECHNICAL

Client Operating Systems

Configuring Microsoft Windows Vista Expert
Live with Encore LLMS0023
Configuring Microsoft Windows 7 Expert Live
with Encore..... LLMS0036
Configuring Microsoft Windows 8 Expert Live
with Encore..... LLMS0048

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
Configuring Microsoft Exchange Server 2010
SP1 Expert Live with Encore..... LLMS0031

Microsoft Windows Server 2003

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

Microsoft Windows Server 2008

Configuring Microsoft Windows Server 2008
Active Directory Services Expert Live with
Encore LLMS0032
Microsoft Windows Server 2008 Administration
Expert Live with Encore..... LLMS0035
Configuring Microsoft Windows Server 2008 R2
Application Platform Services Expert Live
with Encore LLMS0039
Microsoft Windows Server 2008 R2 Enterprise
Administration..... LLMS0042
Configuring Microsoft Windows Server 2008 R2
Network Infrastructure Services LLMS0041
Configuring Microsoft Windows Server 2008 R2
Active Directory Services..... LLMS0044
Microsoft Windows Server 2008 R2
Administration..... LLMS0046
Managing Windows Server 2008 R2 Hyper-V LLMS0047

SharePoint Server 2010

SharePoint Administration Live LLMS0043
Configuring Microsoft SharePoint 2010 Expert
Encore LLMS0045

INFORMATION TECHNOLOGY

VMWARE

vSphere

Datacenter Virtualization with vSphere 5:
Part 1 Expert Live with Encore LLVM0001
Datacenter Virtualization with vSphere 5:
Design and Optimization..... LLVM0003
Datacenter Virtualization with vSphere 5
Part 2 LLVM0002

PROJECT MANAGEMENT

PROJECT MANAGEMENT

PMP Certification

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

SKILLSOFT SALES ADVANTAGE

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