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The courses in this catalog are available at no charge to all CSU faculty and staff. The table of contents is fully searchable. Click on the topic heading you are interested in and it will take you to the course listing in the catalog. Click on the course name to get a full course description, target audience, expected course duration, course number and lesson objectives.

**Systemwide  
Professional  
Development**

[spd@calstate.edu](mailto:spd@calstate.edu)

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Questions?

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# Descriptions

Click on the course name below to get a full course description, target audience, expected course duration, course number and lesson objectives

## SOFTWARE DEVELOPMENT

### Microsoft Web Applications

#### Microsoft Visual Studio 2012: Programming in HTML5 with JavaScript and CSS3

- Microsoft Visual Studio 2012: Advanced HTML5 and JavaScript
- Microsoft Visual Studio 2012: Introduction to HTML5 and CSS3
- Microsoft Visual Studio 2012: HTML5 and JavaScript
- Microsoft Visual Studio 2012: HTML5 APIs and Local Storage
- Microsoft Visual Studio 2012: HTML5, CSS3, and Adaptive UIs
- Microsoft Visual Studio 2012: HTML5 Graphics and Animation
- Microsoft Visual Studio 2012: Utilizing the HTML5 WebSocket API and Web Workers
- Microsoft Visual Studio 2012: Consuming and Transmitting Data with HTML5

### Web Development Technologies

#### Introduction to Ajax Development

- Ajax Basics
- Ajax API Essentials
- Ajax Applications and Server Communication

### Java 2 Programming

#### Java SE7 Fundamentals

- Java SE7 Fundamentals: Introduction to Java
- Java SE7 Fundamentals: Variables, Operators, and Objects
- Java SE7 Fundamentals: Decision Constructs, Arrays, and Loops
- Java SE7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts
- Java SE7 Fundamentals: Handling Errors and Deploying Applications

#### Java SE 7 New Features

- Java SE7 New Features: Java Language and Technology Enhancements
- Java SE7 New Features: I/O, Network, and Desktop Enhancements

#### Java SE7 Professional

- Java SE7 Professional: Syntax and Class Design
- Java SE7 Professional: Generics, Errors, and I/O
- Java SE7 Professional: File I/O, Concurrency, JDBC, and Localization

#### Introduction to Java EE 6

- Introduction to Java EE 6

#### Java Programming with Java SE 6.0

- Java Programming with Java SE 6.0: Getting Started with Java
- Java Programming with Java SE 6.0: Operators and Flow Control in Java
- Java Programming with Java SE 6.0: Creating Classes in Java
- Java Programming with Java SE 6.0: Working with Classes in Java
- Java Programming with Java SE 6.0: Generics and Annotations
- Java Programming with Java SE 6.0: Reference Types and Threading
- Java Programming with Java SE 6.0: Exception Handling and Assertions
- Java Programming with Java SE 6.0: Java Utilities
- Java Programming with Java SE 6.0: Java I/O
- Java Programming with Java SE 6.0: Basic GUI Development in Java
- Java Programming with Java SE 6.0: Java Applets

#### Java Programming with J2SE 5.0

- Java Programming with J2SE 5: Getting Started with Java
- Java Programming with J2SE 5: Operators and Flow Control in Java
- Java Programming with J2SE 5: Creating Classes in Java
- Java Programming with J2SE 5: Working with Classes in Java
- Java Programming with J2SE 5: Generics and Annotations
- Java Programming with J2SE 5: Reference Types and Threading
- Java Programming with J2SE 5: Exception Handling and Assertions
- Java Programming with J2SE 5: Java Utilities
- Java Programming with J2SE 5: Java I/O

- Java Programming with J2SE 5: Basic GUI Development in Java
- Java Programming with J2SE 5: Java Applets

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## Microsoft .NET Software Development Tools

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### Microsoft .NET Framework 4: Windows Application Development with Visual C# 2010

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- Creating Windows Applications with C# 2010
- Creating User Interfaces for Windows Applications with C# 2010
- Windows Applications Content Creation and Management with C# 2010
- Windows Applications Databinding with C# 2010
- Customizing and Managing Multithreaded Applications with C# 2010
- Securing and Deploying WPF Applications with C# 2010

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

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

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### Web Applications Development with Microsoft .NET Framework 4 using Visual Basic 2010

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- Microsoft .NET Framework 4.0: Web Applications with Visual Studio 2010 and Visual Basic 2010
- Microsoft .NET Framework 4.0: Web Form Controls with VB 2010
- Microsoft .NET Framework 4.0: Data Integration with VB 2010
- Microsoft .NET Framework 4.0: Client-Side Scripting and AJAX with VB 2010
- Microsoft .NET Framework 4.0: ASP.NET MVC 2 with VB 2010
- Microsoft .NET Framework 4.0: Configuring and Deploying Web Applications with VB 2010
- Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with VB 2010
- Microsoft .NET Framework 4.0: Web Application Optimization and Customization with VB 2010

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### Microsoft .NET Framework 4: Web Application Development with Visual C# 2010

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- Microsoft .NET Framework 4: Web Applications with Visual Studio 2010 and Visual C# 2010

- Microsoft .NET Framework 4: Web Form Controls with C# 2010
- Microsoft .NET Framework 4: Data Integration with C# 2010
- Microsoft .NET Framework 4: Client-Side Scripting and AJAX with C# 2010
- Microsoft .NET Framework 4: ASP.NET MVC 2 with C# 2010
- Microsoft .NET Framework 4: Configuring and Deploying Web Applications with C# 2010
- Microsoft .NET Framework 4: Debugging, Tracing and Monitoring Web Applications with C# 2010
- Microsoft .NET Framework 4: Web Application Optimization and Customization with C# 2010

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### Windows Communication Foundation Development in C# with Microsoft .NET Framework (70-513)

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- Getting Started with WCF 4 Using C# 2010
- WCF 4 Contracts, Behaviors, and Data Management Using C# 2010
- Securing and Managing a WCF 4 Application with C# 2010
- Discovery, Routing, and RESTful Services in WCF 4 Applications with C# 2010

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### Accessing Data with Microsoft .NET Framework for C# Developers (70-516)

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- Getting Started with ADO.NET 4 Connections and Commands Using C# 2010
- Managing ADO.NET 4 Connections and Commands with C# 2010
- GETTING STARTED WITH ADO.NET 4 DATASETS USING C# 2010
- Viewing and Navigating Data with ADO.NET 4 DataSets Using C# 2010
- Updating ADO.NET DataSets with C# 2010
- Synchronizing Data and Managing ADO.NET 4 Applications with C# 2010
- Working with the ADO.NET Entity Framework 4 Using C# 2010
- Using LINQ and XML with ADO.NET 4 and C# 2010

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### Microsoft .NET Framework 4: Windows Communication Foundation with Visual Basic 2010

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- Getting Started with WCF 4 using VB 2010
- WCF 4 Contracts, Behaviors, and Data Management Using Visual Basic 2010
- Securing and Managing a WCF 4 Application with Visual Basic 2010
- Discovery, Routing, and RESTful Services in WCF 4 Applications with VB 2010

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### Microsoft .NET Framework 4: Accessing Data with Visual Basic 2010

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- Getting Started with ADO.NET 4 Connections and Commands Using Visual Basic 2010
- Managing ADO.NET 4 Connections and Commands with Visual Basic 2010
- Getting Started with ADO.NET 4 DataSets using Visual Basic 2010
- Updating ADO.NET DataSets with Visual Basic 2010
- Viewing and Navigating Data with ADO.NET 4 DataSets using Visual Basic 2010
- Synchronizing Data and Managing ADO.NET 4 Applications with Visual Basic 2010
- Working with the ADO.NET Entity Framework 4 using Visual Basic 2010
- Using LINQ and XML with ADO.NET 4 and Visual Basic 2010

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### Microsoft .NET Framework 4: Windows Application Development with Visual Basic 2010

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- Windows Application Development with Visual Basic 2010
- Creating User Interfaces for Windows Applications with Visual Basic 2010
- Windows Applications Content Creation and Management with Visual Basic 2010
- Windows Applications Databinding with Visual Basic 2010
- Customizing and Managing Multithreaded Applications with Visual Basic 2010
- Securing and Deploying WPF Applications with Visual Basic 2010

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### Microsoft .NET: An Overview

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- .NET Overview: Windows, Web, and the Cloud

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## Generic Languages

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### C++ programming

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- C++ Programming: Structured Programming
- C++ Programming: Classes and Data Abstraction
- C++ Programming: Manipulating Objects
- C++ Programming: Overloading
- C++ Programming: Files and Streams
- C++ Programming: Programming Techniques
- Final Exam: C++ programming

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### ANSI C Programming

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- ANSI C Programming: Introducing C
- ANSI C Programming: Data Representation
- ANSI C Programming: Functions
- ANSI C Programming: Expressions

- ANSI C Programming: Flow Control
- ANSI C Programming: Text Processing
- ANSI C Programming: Processing Records
- ANSI C Programming: Pointers
- ANSI C Programming: The Standard Library and Preprocessor
- Final Exam: ANSI C Programming

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### Perl Programming Fundamentals

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- Perl Language Fundamentals
- Starting to Program with Perl

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## Software Programming Fundamentals

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### Software Programming Fundamentals

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- Getting Started with Software Programming
- Introduction to Software Program Design
- Software Program Control Flow Fundamentals

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## Software Development Principles

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### Agile Software Development

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- Introducing Agile Software Development
- Planning an Agile Software Development Project
- Managing Agile Software Development
- Agile Programming and Testing

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### Best Practices for Software Programming

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

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### Developing a User-Centered Software Design Approach

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

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## Software Testing Foundations

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### Software Testing Foundations

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- Fundamentals of Software Testing
- Testing Throughout the Software Life Cycle
- Static Techniques and Test Design in Software Testing
- Black-Box Software Testing Techniques
- White-Box Software Testing Techniques
- Software Test Management

- Configuration Management, Risks, and Incidents in Software Testing
- Tool Support in Software Testing

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## Mentoring Assets

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- Mentoring 1Z0-853 Java Standard Edition 5 Programmer
- Mentoring 1Z0-851 Java Standard Edition 6 Programmer
- Mentoring 70-515 VB—TS: Web Applications Development with .NET 4
- Mentoring 70-513 C#—TS: Windows Communication Foundation with .NET 4
- Mentoring 70-515 C#—TS: Web Applications Development with .NET 4
- Mentoring 70-516 C#—TS: Accessing Data with Microsoft .NET Framework 4
- Mentoring 70-511 C#—TS: Windows Applications Development with .NET 4
- Mentoring 70-513 VB—TS: Windows Communication Foundation with .NET 4
- Mentoring 70-516 VB—TS: Accessing Data with Microsoft .NET Framework 4
- Mentoring 70-511 VB—TS: Windows Applications Development with .NET 4
- Mentoring 1Z0-804 Java SE 7 Programmer I
- Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3
- Mentoring BH0-010 Certified Tester Foundation Level
- Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript
- Mentoring 1Z0-803 Java SE 7 Programmer I

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## Test Preps

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- TestPrep 1Z0-853 Java Standard Edition 5 Programmer
- TestPrep 1Z0-851 Java Standard Edition 6 Programmer
- TestPrep 70-515 VB—TS: Web Applications Development with .NET 4
- TestPrep 70-515 C#—TS: Web Applications Development with .NET 4
- TestPrep 70-513 C#—TS: Windows Communication Foundation with .NET 4
- TestPrep 70-516 C#—TS: Accessing Data with Microsoft .NET Framework 4
- TestPrep 70-511 C#—TS: Windows Applications Development with .NET 4
- TestPrep 70-513 VB—TS: Windows Communication Foundation with .NET 4
- TestPrep 1Z0-803 Java SE 7 Programmer
- TestPrep 70-511 VB—TS: Windows Applications Development with .NET 4
- TestPrep 1Z0-804 Java SE 7 Programmer I

- TestPrep 70-480 Programming in HTML5 with JavaScript and CSS3
- TestPrep BH0-010 Certified Tester Foundation Level
- TestPrep 70-481 Developing Windows Store Apps using HTML5 and JavaScript
- TestPrep 70-516 VB—TS: Accessing Data with Microsoft .NET Framework 4

## OPERATING SYSTEMS AND SERVER TECHNOLOGIES

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### CompTIA A+

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#### CompTIA A+ 220-801

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- CompTIA A+ 220-801: BIOS and Motherboards
- CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
- CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
- CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
- CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
- CompTIA A+ 220-801: Networking Technologies
- CompTIA A+ 220-801: Networking Devices and Tools
- CompTIA A+ 220-801: Laptops
- CompTIA A+ 220-801: Printers
- CompTIA A+ 220-801: Operational Procedures

#### CompTIA A+ 220-802

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- CompTIA A+ 220-802: Introducing Microsoft Windows
- CompTIA A+ 220-802: Installing and Configuring Windows
- CompTIA A+ 220-802: Optimizing Windows
- CompTIA A+ 220-802: Managing Windows
- CompTIA A+ 220-802: Security and Data Disposal
- CompTIA A+ 220-802: Mobile Devices
- CompTIA A+ 220-802: System Troubleshooting
- CompTIA A+ 220-802: General Troubleshooting

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### CompTIA Server+

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#### CompTIA Server+ 2009

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- CompTIA Server+ 2009: System Hardware
- CompTIA Server+ 2009: System Software
- CompTIA Server+ 2009: Server Functions and Network Essentials
- CompTIA Server+ 2009: Storage
- CompTIA Server+ 2009: IT Environment
- CompTIA Server+ 2009: Disaster Recovery

- CompTIA Server+ 2009: Troubleshooting
- CompTIA Server+ 2009: Network and Storage Troubleshooting

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## Microsoft SharePoint Server 2010

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### Microsoft SharePoint 2010: Configuring

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- Installing and Configuring Microsoft SharePoint 2010
- Core Configuration for SharePoint 2010
- Upgrading to Microsoft SharePoint 2010
- Configuring and Administrating SharePoint 2010 Search
- Configuring Web Applications for SharePoint 2010
- SharePoint 2010 Authentication and Web Application Security Configuration
- Configuring SharePoint 2010 Site Collections
- Managing SharePoint 2010 Features and Solutions
- SharePoint 2010 Operational Health
- SharePoint 2010 Performance

### Microsoft SharePoint 2010: Administration

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- Designing a SharePoint 2010 Physical Architecture
- SharePoint 2010 Logical Design and Sandbox Solutions
- SharePoint 2010 Deployment Topology and Availability
- Planning SharePoint 2010 Service Applications and Component Strategy
- Planning a SharePoint 2010 Upgrade
- Designing SharePoint 2010 Security
- SharePoint 2010 Maintenance and Provisioning
- Backing Up, Restoring, and Monitoring SharePoint 2010
- Planning for Search in SharePoint 2010
- SharePoint 2010 Content Management, Social Computing, and Collaboration

### Designing and Developing Microsoft SharePoint 2010 Applications

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- Data Access and Storage in SharePoint 2010
- Development Models and Methods in SharePoint 2010
- Presentation Layers and Components in SharePoint 2010
- AJAX, the SharePoint Ribbon, and Content Type Development in SharePoint 2010
- Custom Branding and Navigation for SharePoint 2010
- Application Design and Security in SharePoint 2010
- Performance Analysis and Debugging in SharePoint 2010
- Integration and Data Capture Methodologies with SharePoint 2010
- Information Architecture and Workflow Solutions in SharePoint 2010
- Regional Settings and Configuration in SharePoint 2010

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### Microsoft SharePoint 2010: Application Development

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- Customizing the SharePoint 2010 User Interface Programmatically
- Developing SharePoint 2010 Web Parts and Controls
- Developing Business Logic Using SharePoint 2010 Workflows and ECM
- Programmatically Working with Permissions and BCS in SharePoint 2010
- Working With SharePoint 2010 Data
- SharePoint Server 2010 Object Model
- SharePoint 2010 Features and Solutions
- SharePoint 2010 Site Branding
- Extending SharePoint 2010 Search and Document Namespaces
- Stabilizing and Deploying SharePoint 2010 Components

### Microsoft Exchange Server 2010 SP1: Configuring

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- Exchange Server 2010 SP1: Planning for Exchange Server
- Exchange Server 2010 SP1: Installation and Configuration
- Exchange Server 2010 SP1: Administrative Tools
- Exchange Server 2010 SP1: Mailbox Server Administration
- Exchange Server 2010 SP1: Public Folders and Messaging Records Management
- Exchange Server 2010 SP1: Message Transport
- Exchange Server 2010 SP1: Transport Rules, Message Compliance and Security
- Exchange Server 2010 SP1: Client Access
- Exchange Server 2010 SP1: High Availability
- Exchange Server 2010 SP1: Backup and Recovery
- Exchange Server 2010 SP1: Monitoring Mail Flow and Performance

### Microsoft SharePoint 2010 SP1: Administration

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- Sharepoint 2010 SP1: Designing the Physical Architecture
- SharePoint 2010 SP1: Logical Design and Sandbox Solutions
- SharePoint 2010 SP1: Deployment Topology and Availability
- SharePoint 2010 SP1: Planning Service Applications and Component Strategy
- Sharepoint 2010 SP1: Planning a SharePoint 2010 SP1 Upgrade
- Sharepoint 2010 SP1: Designing Security
- SharePoint 2010 SP1: Maintenance and Provisioning
- Sharepoint 2010 SP1: Backing Up, Restoring, and Monitoring
- Sharepoint 2010 SP1: Planning for Search



- SharePoint 2010 SP1: Content Management, Social Computing, and Collaboration

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### Microsoft SharePoint Server 2010 SP1: Configuring

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- Sharepoint 2010 SP1: Installation and Configuration
- Sharepoint 2010 SP1: Core Configuration
- Sharepoint 2010 SP1: Upgrading to SharePoint 2010 SP1
- Sharepoint 2010 SP1: Configuring and Administering Search
- Sharepoint 2010 SP1: Configuring Web Applications
- SharePoint 2010 SP1: Authentication and Web Application Security Configuration
- Sharepoint 2010 SP1: Configuring Site Collections
- Sharepoint 2010 SP1: Managing Features and Solutions
- SharePoint 2010 SP1: Operational Health
- SharePoint 2010 SP1: Performance
- SharePoint Online

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## Microsoft SharePoint Server 2007

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### Microsoft Office Sharepoint Server 2007 Application Development

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- Managing Enterprise Content with MOSS 2007
- Integrating Business Data using MOSS 2007
- Creating Business Intelligence Solutions with MOSS 2007
- Application Platform Services within MOSS 2007
- Searching Data Using MOSS 2007
- Targeting and Customizing with MOSS 2007

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## Microsoft System Center Essentials

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### Microsoft System Center Essentials: installation and Configuration

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- Installing and Configuring System Center Essentials 2010
- Managing Computers, Devices, and Updates in System Center Essentials 2010
- Monitoring and Using Reports in System Center Essentials 2010
- Virtualization Management in Essentials 2010
- Backing up, Restoring, and Troubleshooting Essentials 2010

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## Windows 8

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### Microsoft Windows 8: Configuration

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- Microsoft Windows 8—Configuring: Getting Started with Windows 8

- Microsoft Windows 8—Configuring: Installation Components
- Microsoft Windows 8—Configuring: User Accounts and Policies
- Microsoft Windows 8—Configuring: Configuring User Applications
- Microsoft Windows 8—Configuring: Accessing User Data
- Microsoft Windows 8—Configuring: Sharing and Securing User Data
- Microsoft Windows 8—Configuring: Devices and Disks
- Microsoft Windows 8—Configuring: Networking Configuration and Security
- Microsoft Windows 8—Configuring: Optimization and Performance
- Microsoft Windows 8—Configuring: System Management and Recovery

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### Microsoft Windows 8: Managing and Maintaining

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- Microsoft Windows 8 – Managing and Maintaining: Cloud Applications and Settings
- Microsoft Windows 8 – Managing and Maintaining: Installation and Applications
- Microsoft Windows 8 – Managing and Maintaining: Networking and Remote Access
- Microsoft Windows 8 – Managing and Maintaining: Data Storage and Security
- Microsoft Windows 8 – Managing and Maintaining: Hardware and Mobile Devices
- Microsoft Windows 8 – Managing and Maintaining: Recovery and Endpoint Security
- Microsoft Windows 8 – Managing and Maintaining: Windows Intune
- Microsoft Windows 8 – Managing and Maintaining: Using MDOP

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## Microsoft Windows 7

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### Microsoft Windows 7: First Look for IT Professionals

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- Microsoft Windows 7: First Look for IT Professionals
- Microsoft Windows 7: Configuration
- Installing, Upgrading, and Migrating to Windows 7
- Deploying Windows 7
- Configuring Hardware and Applications in Windows 7
- Configuring Network Connectivity in Windows 7
- Configuring Access to Resources in Windows 7
- Configuring Mobile Computing in Windows 7
- Monitoring, Backing Up, and Restoring Windows 7 Systems

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### Microsoft Windows 7: Enterprise Desktop Administrator

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- Planning for Windows 7 Deployment
- Determining Application Compatibility for Windows 7

- Creating a Standard Image to Deploy Windows 7
- Deploying Windows 7 Using WDS and USMT
- Deploying Windows 7 Using Lite-Touch Installation
- Deploying Windows 7 Using Zero-Touch Installation
- Designing Windows 7 Client Configuration
- Troubleshooting Windows 7 Client Configuration
- Designing Application and Update Deployments for Windows 7

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### Microsoft Windows 7: Enterprise Desktop Support Technician

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- Identifying and Resolving Windows 7 Application Issues
- Management and Maintenance of Windows 7 Client Systems
- Troubleshooting Logon and Resource Access Issues in Windows 7
- Resolving Windows 7 Network Connectivity Issues
- Troubleshooting IE8 and Encryption Issues in Windows 7
- Protecting Windows 7 Against Malware and Vulnerabilities

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## Microsoft Windows Server 2012

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### Microsoft Windows Server 2012: Installing and Configuring

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- Microsoft Windows Server 2012—Installing and Configuring: Getting Started
- Microsoft Windows Server 2012—Installing and Configuring: Storage Management
- Microsoft Windows Server 2012—Installing and Configuring: Shares & Permissions
- Microsoft Windows Server 2012—Installing and Configuring: Storage and Printing
- Microsoft Windows Server 2012—Installing and Configuring: Hyper-V
- Microsoft Windows Server 2012—Installing and Configuring: Virtualization
- Microsoft Windows Server 2012—Installing and Configuring: IPv4, CIDR, and IPv6
- Microsoft Windows Server 2012—Installing and Configuring: DHCP Configuration
- Microsoft Windows Server 2012—Installing and Configuring: DNS Configuration
- Microsoft Windows Server 2012—Installing and Configuring: Active Directory
- Microsoft Windows Server 2012—Installing and Configuring: AD Configuration
- Microsoft Windows Server 2012—Installing and Configuring: AD Accounts & Groups
- Microsoft Windows Server 2012—Installing and Configuring: Group Policies
- Microsoft Windows Server 2012—Installing and Configuring: Security

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### Microsoft Windows Server 2012: Administration

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- Microsoft Windows Server 2012 – Administering: WDS and Monitoring
- Microsoft Windows Server 2012 – Administering: WSUS
- Microsoft Windows Server 2012 – Administering: DFS and FSRM
- Microsoft Windows Server 2012 – Administering: BitLocker, EFS, and Auditing
- Microsoft Windows Server 2012 – Administering: DNS
- Microsoft Windows Server 2012 – Administering: RADIUS, NPS, and NAP
- Microsoft Windows Server 2012 – Administering: Service Accounts
- Microsoft Windows Server 2012 – Administering: WDC, FSMO, and Virtual DC Cloning
- Microsoft Windows Server 2012 – Administering: RODC and Password Policies
- Microsoft Windows Server 2012 – Administering: Backup and Recovery
- Microsoft Windows Server 2012 – Administering: Policies and Templates
- Microsoft Windows Server 2012 – Administering: GPO Manipulation and Processing

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### Microsoft Windows Server 2012: Configuring Advanced Services

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- Microsoft Windows Server 2012 – Configuring Advanced Services: NLB & Clustering
- Microsoft Windows Server 2012 – Configuring Advanced Services: VM Clusters & DR
- Microsoft Windows Server 2012 – Configuring Advanced Services: Storage
- Microsoft Windows Server 2012 – Configuring Advanced Services: Forests & Domains
- Microsoft Windows Server 2012 – Configuring Advanced Services: File Management and DAC
- Microsoft Windows Server 2012—Configuring Advanced Services: DHCP, DNS, & IPAM
- Microsoft Windows Server 2012 – Configuring Advanced Services: Site Replication
- Microsoft Windows Server 2012 – Configuring Advanced Services: PKI
- Microsoft Windows Server 2012 – Configuring Advanced Services: RMS & Federation

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## Microsoft Windows Server 2008

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### Microsoft Windows Server 2008: New Features

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- Introducing Windows Server 2008



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### Microsoft Windows Server 2008: Configuring Active Directory

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- The Active Directory Infrastructure in Windows Server 2008
  - Additional Active Directory Server Roles in Windows Server 2008
  - Active Directory Objects in Windows Server 2008
  - Group Policy Objects Strategy in Windows Server 2008
  - Configuring DNS in Windows Server 2008
  - Active Directory Certificate Services in Windows Server 2008
  - Communications and Security in Windows Server 2008
  - Monitoring, Backups, and Recovery in Windows Server 2008
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### Microsoft Windows Server 2008: Configuring Network Infrastructure

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- Configure IP Addressing and Windows Services in Windows Server 2008
  - Configure, Manage, and Maintain IP Services in Windows Server 2008
  - Name Resolution in Windows Server 2008
  - Configure Network Access in Windows Server 2008
  - DNS Zones and Replication in Windows Server 2008
  - Network Access Security in Windows Server 2008
  - Configure File and Print Services in Windows Server 2008
  - Monitor Network Infrastructure in Windows Server 2008
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### Microsoft Windows Server 2008: Configuring Applications Infrastructure

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- Deploying Windows Server 2008 Servers
  - Configuring Windows Server 2008 Availability
  - Configure Terminal Services in Windows 2008
  - Terminal Services Resource Access in Windows 2008
  - Configuring Windows Server Hyper-V and Virtual Machines
  - Configuring Web Services and Security in Windows Server 2008
  - Managing IIS in Windows Server 2008
  - Configuring Web Service Protocols in Windows Server 2008
  - Configuring Network Application Services in Windows Server 2008
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### Microsoft Windows Server 2008: Server Administration

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- Planning Windows Server 2008 Deployment
- Planning Active Directory and Group Policy for Windows Server 2008
- Windows Server 2008 Management and Delegation

- Managing File Servers and Data Provisioning in Windows Server 2008
  - Windows Server 2008 Application Server Management and Application Provisioning
  - Windows Server 2008 Application Servers and Services
  - Patch Management and Securing and Monitoring Servers in Windows Server 2008
  - Certificate Services, SANs, and High Availability in Windows Server 2008
  - Accessing Windows Networks Remotely in Windows Server 2008
  - Windows Server 2008 Backup and Recovery
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### Microsoft Windows Server 2008: Enterprise Administration

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- Planning Name Resolution and IP Addressing in Microsoft Windows Server 2008
  - Network Access in Microsoft Windows Server 2008
  - Application Access and Delivery in Microsoft Windows Server 2008
  - Server and Application Virtualization in Microsoft Windows Server 2008
  - Designing the Active Directory Infrastructure in Microsoft Windows Server 2008
  - Active Directory Administration in Microsoft Windows Server 2008
  - Existing Infrastructures and Branch Deployments in Microsoft Windows Server 2008
  - The Certificate Services Infrastructure in Microsoft Windows Server 2008
  - Software Updates and Compliance Management in Microsoft Windows Server 2008
  - Designing Data Security and High Availability in Microsoft Windows Server 2008
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### Microsoft Windows 2008: Update to R2

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- Active Directory Domain Services in Windows Server 2008 R2
  - Access Control in Windows Server 2008 R2
  - Management Improvements in Windows Server 2008 R2
  - Improvements to Role Services in Windows Server 2008 R2
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## Microsoft Hyper-V

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### Microsoft Windows Server 2008 R2: Server Virtualization with Hyper-V

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- Microsoft Windows Server 2008 R2 Hyper-V: Introduction and Planning Overview
- Microsoft Windows Server 2008 R2 Hyper-V: Installing Hyper-V

- Microsoft Windows Server 2008 R2 Hyper-V: Manage & Optimize the Hyper-V Server
- Microsoft Windows Server 2008 R2 Hyper-V: Networking and Remote Administration
- Microsoft Windows Server 2008 R2 Hyper-V: Migration, Creation, and Management
- Microsoft Windows Server 2008 R2 Hyper-V: Deploying VMs Using Templates
- Microsoft Windows Server 2008 R2 Hyper-V: High Availability and Recoverability
- Microsoft Windows Server 2008 R2 Hyper-V: Implementing Remote Desktop Services
- Microsoft Windows Server 2008 R2 Hyper-V: Remote Desktop Virtualization Roles
- Microsoft Windows Server 2008 R2 Hyper-V: Monitoring and Managing Environments

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## Oracle Servers

### Oracle Application Server 10g: Administration I

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

### Oracle Application Server 10g: Administration II

- OracleAS 10g: Managing Customized Topologies and Distributing Infrastructure Components
- OracleAS 10g: High Availability
- OracleAS 10g: Managing and Configuring Clusters
- OracleAS 10g: Business Intelligence Component Management
- OracleAS 10g: XML Applications, Web Services, and Monitoring
- OracleAS 10g: Tuning and Reconfiguring the Middle Tier
- OracleAS 10g: Backup and Recovery

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## Sun Solaris 9

### Sun Microsystems Solaris 9: System Administration I

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

### Sun Microsystems Solaris 9: System Administration II

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

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## UNIX

### UNIX: System Administration

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

### UNIX: Operating System Fundamentals

- Introduction to UNIX
- UNIX System Architecture

### UNIX: Shell Programming

- UNIX Shell Scripting Basics
- UNIX Shell Scripting Tools
- Writing UNIX Shell Programs

### UNIX: The User Environment

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

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## UNIX Essentials

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### Unix Fundamentals

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- UNIX Fundamentals: Overview
- UNIX Fundamentals: Shell Scripting Basics
- UNIX Fundamentals: Files and Directories
- UNIX Fundamentals: Security
- UNIX Fundamentals: Network Administration

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## Linux Professional Institute

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### Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 101

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- Junior Level LPIC-1 Exam 101: Linux System Architecture
- Junior Level LPIC-1 Exam 101: Linux Installation
- Junior Level LPIC-1 Exam 101: Linux Package Management
- Junior Level LPIC-1 Exam 101: Unix Command Line
- Junior Level LPIC-1 Exam 101: File Management and Redirects
- Junior Level LPIC-1 Exam 101: Process Management
- Junior Level LPIC-1 Exam 101: Working With Text Files
- Junior Level LPIC-1 Exam 101: Partitions and File Systems
- Junior Level LPIC-1 Exam 101: File and Storage Administration

### Linux Professional Institute: Junior Level Linux Professional (LPIC-1) Exam 102

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- Junior Level LPIC-1 Exam 102: Customize and Use the Linux Shell Environment
- Junior Level LPIC-1 Exam 102: User Interfaces and Desktops
- Junior Level LPIC-1 Exam 102: Manage Users and Groups Accounts and Jobs in Linux
- Junior Level LPIC-1 Exam 102: Essential Linux System Services
- Junior Level LPIC-1 Exam 102: Linux Networking Fundamentals
- Junior Level LPIC-1 Exam 102: Basic Linux network troubleshooting
- Junior Level LPIC-1 Exam 102: Linux Security
- Junior Level LPIC-1 Exam 102: Linux Encryption

### Linux Professional Institute: Advanced Level Linux Professional (LPIC-2) Exam 201

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- Linux User Notification and Device Management
- E-mail and Security in Linux

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## VMware

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### VMware Overview

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- Virtualization with VMware: An Overview
- VMware Desktop Overview
- VMware Server Overview
- VMware Datacenter Overview

### VMware Workstation

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- VMware Workstation 7: Getting started with Virtual Machines
- VMware Workstation 7: Managing Virtual Machines

### VMware: Datacenter Virtualization with vSphere 5—Part 2

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- VMware vSphere 5—Part 2: vSphere Clustering
- VMware vSphere 5—Part 2: High Availability and Fault Tolerance
- VMware vSphere 5—Part 2: Processor and Resource Management
- VMware vSphere 5—Part 2: DRS, Resource Pools, and vApps
- VMware vSphere 5—Part 2: Logging and Performance
- VMware vSphere 5—Part 2: vSphere Security
- VMware vSphere 5—Part 2: Securing Hosts, Internal Components, Certificate Use
- VMware vSphere 5—Part 2: Host Profiles, Update Manager, and Auto Deploy
- VMware vSphere 5—Part 2: vCenter Server Appliance Deployments and Upgrades
- VMware vSphere 5—Part 2: Upgrading Hosts and Virtual Machines

### VMware: Datacenter Virtualization Design and Optimization with vSphere 5

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- VMware vSphere 5 – Datacenter Design: Introducing vSphere Design Fundamentals
- VMware vSphere 5 – Datacenter Design: Creating vSphere Conceptual and Logical Designs
- VMware vSphere 5 – Datacenter Design: vSphere Network and Storage Design
- VMware vSphere 5—Datacenter Design VMs, Management, and Implementation

### VMware: Datacenter Virtualization with vSphere 5—Part 1

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- VMware vSphere 5—Part 1: Introduction to Virtualization
- VMware vSphere 5—Part 1: vCenter Server Installation
- VMware vSphere 5—Part 1: vSphere Client and vCenter Server Configuration

- VMware vSphere 5—Part 1: ESXi Installation and Configuration
- VMware vSphere 5 – Part 1: vCenter Server Inventory
- VMware vSphere 5—Part 1: vCenter Server Administration
- VMware vSphere 5—Part 1: vCenter Server Management
- VMware vSphere 5—Part 1: Creating Virtual Machines
- VMware vSphere 5—Part 1: Configuring and Managing Virtual Machines
- VMware vSphere 5—Part 1: An Overview of Virtual Network Creation
- VMware vSphere 5—Part 1: Configuring and Managing Virtual Networks
- VMware vSphere 5—Part 1: Introduction to vSphere Storage Concepts
- VMware vSphere 5 – Part 1: Storage Configuration and Management

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## Mentoring Assets

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- Mentoring 70-640 TS: Windows Server 2008 Active Directory, Configuring
- Mentoring 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
- Mentoring 70-643 TS: Windows Server 2008 Application Infrastructure, Configuring
- Mentoring 70-646 PRO: Windows Server 2008, Server Administrator
- Mentoring 70-647 Pro: Windows Server 2008, Enterprise Administrator
- Mentoring 70-680 TS: Windows 7, Configuring
- Mentoring 70-686 PRO: Windows 7, Enterprise Desktop Administrator
- Mentoring SK0-003 Server+
- Mentoring 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
- Mentoring 70-668 PRO: Microsoft SharePoint 2010, Administrator
- Mentoring 70-667 TS: Microsoft SharePoint 2010, Configuring
- Mentoring LX0-101 Linux+ Powered by LPI Exam 1
- Mentoring LX0-102 Linux+ Powered by LPI Exam 2
- Mentoring 70-662 TS: Microsoft Exchange Server 2010, Configuring
- Mentoring 70-659 TS: Windows Server 2008 R2, Server Virtualization
- Mentoring VMware: Datacenter Virtualization with vSphere 5—Part 2
- Mentoring 220-801 CompTIA A+
- Mentoring 220-802 CompTIA A+
- Mentoring 70-687 Configuring Windows 8
- Mentoring 70-410 Installing and Configuring Windows Server 2012
- Mentoring 70-461 Querying Microsoft SQL Server 2012
- Mentoring 70-411 Administering Windows Server 2012
- Mentoring 70-412 Configuring Advanced Windows Server 2012 Services
- Mentoring 70-688 Managing and Maintaining Windows 8
- Mentoring VMware Certified Professional 5, Data Center Virtualization (VCP5-DCV)

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## Test Preps

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- TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring
- TestPrep 70-642 TS: Windows Server 2008 Network Infrastructure, Configuring
- TestPrep 70-643 TS: Windows Server 2008 Applications Infrastructure, Configuring
- TestPrep 70-680 TS: Windows 7, Configuring
- TestPrep SK0-003 Server+
- TestPrep 70-686 PRO: Windows 7, Enterprise Desktop Administrator
- TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
- TestPrep 70-647 PRO: Windows Server 2008, Enterprise Administrator
- TestPrep 70-646 PRO: Windows Server 2008, Server Administrator
- TestPrep 70-667 TS: Microsoft SharePoint 2010, Configuring
- TestPrep 70-668 PRO: Microsoft SharePoint 2010, Administrator
- TestPrep LX0-101 Linux+ Powered by LPI Exam 1
- TestPrep LX0-102 Linux+ Powered by LPI Exam 2
- TestPrep 70-662 TS: Microsoft Exchange Server 2010, Configuring
- TestPrep 70-659 TS: Windows Server 2008 R2, Server Virtualization
- TestPrep 220-801 CompTIA A+
- TestPrep 220-802 CompTIA A+
- TestPrep 70-410 Installing and Configuring Windows Server 2012
- TestPrep 70-687 Configuring Windows 8
- TestPrep 70-411 Administering Windows Server 2012
- TestPrep 70-412 Configuring Advanced Windows Server 2012 Services

## INTERNET AND NETWORK TECHNOLOGIES

### Social Networking

#### Social Networking for Users

- Social Networking for Users

### CompTIA Networking, Internetworking, and Security Technologies

#### CompTIA Network+ 2012

- CompTIA Network+ 2012: Networking Concepts Part 1
- CompTIA Network+ 2012: Networking Concepts Part 2
- CompTIA Network+ 2012: Network Installation and Configuration Part 1
- CompTIA Network+ 2012: Network Installation and Configuration Part 2
- CompTIA Network+ 2012: Network Media and Topologies Part 1
- CompTIA Network+ 2012: Network Media and Topologies Part 2
- CompTIA Network+ 2012: Network Management
- CompTIA Network+ 2012: Network Security Part 1
- CompTIA Network+ 2012: Network Security Part 2
- CompTIA Network+ 2012: Network Security Part 3

#### CompTIA Security+ 2011

- CompTIA Security+ 2011: Control Fundamentals and Security Threats
- CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
- CompTIA Security+ 2011: Securing Networks and Performing Security Assessments
- CompTIA Security+ 2011: Network and System Security Mechanisms
- CompTIA Security+ 2011: Remote Access and Wireless Security
- CompTIA Security+ 2011: Authentication, Biometrics, and Security Controls
- CompTIA Security+ 2011: Securing the IT Environment
- CompTIA Security+ 2011: Cryptography and Public Key Infrastructures
- CompTIA Security+ 2011: Securing Applications, Virtualization, & Cloud Computing
- CompTIA Security+ 2011: BC, DR, Security Training, and Forensics

#### Network Protocols

- TCP/IP: Mobile IP and IP Mobility
- Mobile IP
- IP Mobility

#### TCP/IP: Protocols for Securing Web Transactions

- Digital Payments

#### TCP/IP: Network Management Protocols

- SNMP, MIBs, and RMON

### Data/Telecommunications

#### IPv6 and Future Applications

- IPv6

#### Lightweight Directory Access Protocol

- LDAP Fundamentals
- Designing and Maintaining LDAP Directory Services

### Wireless Communications

#### Advanced Wireless Technologies

- Beyond 3G (B3G)
- 4G Communication Systems
- 4G Implementations
- Non-Cellular Wireless Technology

### Wireless

#### Understanding and Evaluating RFID Technology for your Business

- RFID Technology and Business Applications
- RFID: Applications Management

### Networking and Telecommunications Fundamentals

#### Introduction to Voice over IP

- PSTN and VoIP Fundamentals
- VoIP Technologies
- VoIP Quality and Security



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## Security Solutions

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### SSCP

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- SSCP Domain: Access Controls
  - SSCP Domain: Cryptography
  - SSCP Domain: Malicious Code
  - SSCP Domain: Monitoring and Analysis Part 1
  - SSCP Domain: Monitoring and Analysis Part 2
  - SSCP Domain: Networks and Telecommunications Part 1
  - SSCP Domain: Networks and Telecommunications Part 2
  - SSCP Domain: Security Operations and Administration Part 1
  - SSCP Domain: Security Operations and Administration Part 2
  - SSCP Domain: Security Operations and Administration Part 3
  - SSCP Domain: Risk, Response, and Recovery
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### Certified Internet Security Auditor (CISA)

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- CISA Domain: The Process of Auditing Information Systems – Part 1
  - CISA Domain: The Process of Auditing Information Systems – Part 2
  - CISA Domain: Governance and Management of IT – Part 1
  - CISA Domain: Governance and Management of IT – Part 2
  - CISA Domain: IS Acquisition, Development, and Implementation – Part 1
  - CISA Domain: IS Acquisition, Development and Implementation – Part 2
  - CISA Domain: IS Operations, Maintenance and Support – Part 1
  - CISA Domain: IS Operations, Maintenance, and Support – Part 2
  - CISA Domain: Protection of Information Assets – Part 1
  - CISA Domain: Protection of Information Assets – Part 2
  - CISA Domain: IS Acquisition, Development and Implementation – Part 3
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### Certified Information Systems Security Professional (CISSP) 2012

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- CISSP 2012 Domain: Access Control
- CISSP 2012 Domain: Telecommunications and Network Security
- CISSP 2012 Domain: Information Security Governance and Risk Management
- CISSP 2012 Domain: Cryptography
- CISSP 2012 Domain: Operations Security
- CISSP 2012 Domain: Business Continuity and Disaster Recovery Planning

- CISSP 2012 Domain: Legal, Regulations, Investigations, and Compliance
  - CISSP 2012 Domain: Physical (Environment) Security
  - CISSP 2012 Domain: Software Development Security
  - CISSP 2012 Domain: Security Architecture and Design
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### Certified Information Systems Security Professional (CISSP) 2013

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- CISSP 2013 Domain: Access Control
  - CISSP 2013 Domain: Telecommunications and Network Security
  - CISSP 2013 Domain: Information Security Governance and Risk Management
  - CISSP 2013 Domain: Cryptography
  - CISSP 2013 Domain: Operations Security
  - CISSP 2013 Domain: Business Continuity and Disaster Recovery Planning
  - CISSP 2013 Domain: Legal, Regulations, Investigations, and Compliance
  - CISSP 2013 Domain: Physical (Environment) Security
  - CISSP 2013 Domain: Software Development Security
  - CISSP 2013 Domain: Security Architecture and Design
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### Certified Information Security Manager (CISM) 2012

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- CISM 2012: Information Security Governance (Part 1)
  - CISM 2012: Information Security Governance (Part 2)
  - CISM 2012: Information Security Governance (Part 3)
  - CISM 2012: Information Risk Management and Compliance (Part 1)
  - CISM 2012: Information Risk Management and Compliance (Part 2)
  - CISM 2012: Information Security Program Development and Management (Part 1)
  - CISM 2012: Information Security Program Development and Management (Part 2)
  - CISM 2012: Information Security Program Development and Management (Part 3)
  - CISM 2012: Information Security Program Development and Management (Part 4)
  - CISM 2012: Information Security Program Development and Management (Part 5)
  - CISM 2012: Information Security Incident Management (Part 1)
  - CISM 2012: Information Security Incident Management (Part 2)
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## Cisco

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### CAPPS 8.0: Integrating Cisco Unified Communications Applications

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- Cisco CAPPS 8.0: Introduction to Voice-Mail
- Cisco CAPPS 8.0: Integrating Cisco Unity Connection with CUCM

- Cisco CAPPs 8.0: Configuring the CUC System and Dial Plan Components
- Cisco CAPPs 8.0: Implementing Cisco Unity Connection
- Cisco CAPPs 8.0: Implementing Cisco Unity Express in CUCM Express Environment
- Cisco CAPPs 8.0: Cisco Unity Express Users and Auto Attendant
- Cisco CAPPs 8.0: Troubleshooting Cisco Unity Express
- Cisco CAPPs 8.0: Voice Profile for Internet Mail Implementation
- Cisco CAPPs 8.0: Understanding Cisco Unified Presence Implementation
- Cisco CAPPs 8.0: Integrating Cisco Unified Presence and its Components

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### IPS 7.0: Implementing Cisco Intrusion Prevention System

- Cisco IPS 7.0: Introduction to Intrusion Prevention and Detection Systems
- Cisco IPS 7.0: IPS Traffic Analysis, Countermeasures, and Deployment Architecture
- Cisco IPS 7.0: Performing the Cisco IPS Sensor Initial Setup
- Cisco IPS 7.0: Managing Cisco IPS Devices
- Cisco IPS 7.0: Implementing Cisco Unity Express in CUCM Express Environment
- Cisco IPS 7.0: Configuring Cisco IPS Signature Engines and Anomaly Detection
- Cisco IPS 7.0: Adapting Traffic Analysis and Response to the Environment
- Cisco IPS 7.0: False Positives, Negatives and Response Improvement
- Cisco IPS 7.0: Managing and Analyzing Events
- Cisco IPS 7.0: Virtualization, High-Availability, and High-Performance Solutions
- Cisco IPS 7.0: Configuring and Maintaining Cisco IPS Hardware

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### SECURE 1.0: Securing Networks with Cisco Routers and Switches

- Cisco SECURE 1.0: Protection Controls and Identity-based Network Services
- Cisco SECURE 1.0: Deploying Basic 802.1X Features
- Cisco SECURE 1.0: Advanced Switched Data Plane Security Controls
- Cisco SECURE 1.0: Advanced Routed Data Plane Security Controls
- Cisco SECURE 1.0: Advanced Control Plane Security Controls
- Cisco SECURE 1.0: Deploying Advanced Management Plane Security Controls
- Cisco SECURE 1.0: Deploying Network Address Translation

- Cisco SECURE 1.0: Deploying Basic Zone-Based Policy Firewalls
- Cisco SECURE 1.0: Deploying Advanced Zone-Based Policy Firewalls
- Cisco SECURE 1.0: Deploying Cisco IOS Software IPS
- Cisco SECURE 1.0: Site-to-Site VPN Architectures and Technologies
- Cisco SECURE 1.0: Deploying Scalable Authentication in Site-to-Site IPsec VPNs
- Cisco SECURE 1.0: Deploying DMVPNs
- Cisco SECURE 1.0: Deploying Tunnel-Based IPsec VPNs and GETVPNs
- Cisco SECURE 1.0: Remote Access VPNs
- Cisco SECURE 1.0: Deploying Remote Access Solutions Using SSL VPN

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### CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1

- Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
- Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration
- Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling
- Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
- Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
- Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
- Cisco CIPT1 8.0: Implementing Call Coverage
- Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
- Cisco CIPT1 8.0: Feature and Application Implementation
- Cisco CIPT1 8.0: Cisco Unified Mobility

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### CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2

- Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview
- Cisco CIPT2 8.0: Multisite Deployment Implementation
- Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation
- Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation
- Cisco CIPT2 8.0: Features and Applications for Multisite Deployments
- Cisco CIPT2 8.0: Call Control Discovery

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### ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration

- Cisco ICOMM 8.0: CUC Solutions
- Cisco ICOMM 8.0: Administrator and End-User Interfaces



- Cisco ICOMM 8.0: Call Flows in CUC Systems
- Cisco ICOMM 8.0: Endpoint and User Administration
- Cisco ICOMM 8.0: End User Telephony and Mobility Features
- Cisco ICOMM 8.0: Configuring Mobility Features
- Cisco ICOMM 8.0: Enablement of Cisco Unity Connection and Voice Mailbox Options
- Cisco ICOMM 8.0: Cisco Unified Presence
- Cisco ICOMM 8.0: Cisco Unified Communications Solution Maintenance
- Cisco ICOMM 8.0: RTMT, Monitoring Voice Mail and the Disaster Recovery System

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### Implementing Cisco Voice Communications and QoS (CVOICE)

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- Cisco CVOICE 8.0: Introduction to Voice Gateways
- Cisco CVOICE 8.0: Voice Port Implementation, Codecs, and DSPs
- Cisco CVOICE 8.0: Transporting Voice over IP networks
- Cisco CVOICE 8.0: SIP and MGCP Signaling Protocols
- Cisco CVOICE 8.0: VoIP Call Legs
- Cisco CVOICE 8.0: Cisco Unified Communications Manager Express
- Cisco CVOICE 8.0: Cisco Unified Communications Manager Express Endpoints
- Cisco CVOICE 8.0: Call Routing and Dial Plans
- Cisco CVOICE 8.0: Path Selection and Calling Privileges
- Cisco CVOICE 8.0: Gatekeeper and Cisco Unified Border Element
- Cisco CVOICE 8.0: QoS Mechanisms
- Cisco CVOICE 8.0: Congestion, Rate Limiting, and AutoQoS

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### ROUTE 1.0: Implementing Cisco IP Routing

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- Cisco ROUTE 1.0: Routing Services for Converged Networks
- Cisco ROUTE 1.0: EIGRP Implementation for the Enterprise
- Cisco ROUTE 1.0: EIGRP Authentication and Advanced Feature Implementation
- Cisco ROUTE 1.0: The OSPF Routing Protocol
- Cisco ROUTE 1.0: Implementing an OSPF-Based Solution
- Cisco ROUTE 1.0: Configuring and Verifying Route Redistribution
- Cisco ROUTE 1.0: Implementing Path Control
- Cisco ROUTE 1.0: Connecting the Enterprise to ISPs
- Cisco ROUTE 1.0: Configuring and Verifying BGP operations
- Cisco ROUTE 1.0 eLT: Implementing Path Control
- Cisco ROUTE 1.0 eLT: IPv6 Addressing and Unicast
- Cisco ROUTE 1.0 eLT: Implement RIPng, OSPFv3, EIGRP and Redistribution in IPv6
- Cisco ROUTE 1.0 eLT: IPv6 Transition Techniques
- Cisco ROUTE 1.0 eLT: NAT and PAT with IPv6

- Cisco ROUTE 1.0 eLT: Routing for Branch Offices and Mobile Workers

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### TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks

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- Cisco TSHOOT 1.0: Planning Maintenance for Complex Networks
- Cisco TSHOOT 1.0: Planning Troubleshooting Processes for Networks
- Cisco TSHOOT 1.0: Maintenance, Troubleshooting Tools, & Applications
- Cisco TSHOOT 1.0: Troubleshooting VLANs, STP, and SVIs
- Cisco TSHOOT 1.0: Troubleshooting FHRPs and Performance Issues
- Cisco TSHOOT 1.0: Network Layer Connectivity, OSPF, and EIGRP
- Cisco TSHOOT 1.0: Route Redistribution, BGP, and Performance Issues
- Cisco TSHOOT 1.0: Maintaining and Troubleshooting Network Security Solutions
- Cisco TSHOOT 1.0 eLT: Troubleshooting Performance Problems on Switches
- Cisco TSHOOT 1.0 eLT: Troubleshooting Wireless Integration
- Cisco TSHOOT 1.0 eLT: Troubleshooting Voice over IP Integration
- Cisco TSHOOT 1.0 eLT: Troubleshooting Video Integration
- Cisco TSHOOT 1.0 eLT: Troubleshooting NAT and PAT
- Cisco TSHOOT 1.0 eLT: Troubleshooting DHCP
- Cisco TSHOOT 1.0 eLT: Troubleshooting IPv6, OSPFv3, and RIPng
- Cisco TSHOOT 1.0 eLT: Troubleshooting Network Applications Services
- Cisco TSHOOT 1.0 eLT: Troubleshooting Branch Office and Remote Worker Problems

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### SWITCH 1.0: Implementing Cisco IP Switched Networks

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- Cisco SWITCH 1.0: Analyzing Campus Network Designs
- Cisco SWITCH 1.0: Implementing VLANs in Campus Networks
- Cisco SWITCH 1.0: Implementing Spanning-Tree
- Cisco SWITCH 1.0: Inter-VLAN Routing
- Cisco SWITCH 1.0: Highly Available Networks
- Cisco SWITCH 1.0: Configuring Layer 3 High Availability
- Cisco SWITCH 1.0: Minimizing Service Loss and Data Theft
- Cisco SWITCH 1.0: Accommodating Voice and Video in Campus Networks

- Cisco SWITCH 1.0: Integrating Wireless LANs into a Campus Network

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## IINS 2.0: Implementing Cisco IOS Network Security

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- Cisco IINS 2.0: Introducing Networking Security Fundamentals
- Cisco IINS 2.0: Security Policies and Strategies
- Cisco IINS 2.0: Cisco Network Foundation Protection
- Cisco IINS 2.0: Securing the Management Plane and AAA Configuration
- Cisco IINS 2.0: Securing the Data Plane on Cisco Switches
- Cisco IINS 2.0: Securing the Data Plane in IPv6 Environments
- Cisco IINS 2.0: Threat Control, Mitigation, and Firewalls
- Cisco IINS 2.0: Implementing Firewall Policies
- Cisco IINS 2.0: Implementing IPS
- Cisco IINS 2.0: VPN Technologies and Public Key Infrastructure
- Cisco IINS 2.0: IPsec Fundamentals and VPNs

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## DESGN 2.1: Designing for Cisco Internetwork Solutions

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- Cisco DESGN 2.1: Network Design Methodology Overview
- Cisco DESGN 2.1: Structuring and Modularizing the Network
- Cisco DESGN 2.1: Designing Basic Campus and Data Center Networks
- Cisco DESGN 2.1: Identifying WAN Technology Considerations
- Cisco DESGN 2.1: Designing the Enterprise WAN and Branch
- Cisco DESGN 2.1: Designing IP Addressing
- Cisco DESGN 2.1: Selecting Routing Protocols
- Cisco DESGN 2.1: Defining Network Security
- Cisco DESGN 2.1: Security Solutions for the Network
- Cisco DESGN 2.1: Integrating Voice and Video Architectures
- Cisco DESGN 2.1: Voice and Video Technology Requirements
- Cisco DESGN 2.1: Design Considerations for Basic Wireless Networking

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## TVOICE 8.0: Troubleshooting Cisco Unified Communications

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- Cisco TVOICE 8.0: Troubleshooting Unified Communications Solutions Overview
- Cisco TVOICE 8.0: Troubleshooting Device and Extension Mobility
- Cisco TVOICE 8.0: Troubleshooting Call Setup Issues
- Cisco TVOICE 8.0: Cisco Unified Communications Manager Troubleshooting

- Cisco TVOICE 8.0: Troubleshooting Off-Net Calling Issues
- Cisco TVOICE 8.0: Troubleshooting SAF and CCD Issues
- Cisco TVOICE 8.0: Troubleshooting Cisco Unified Mobility and CUCM Presence
- Cisco TVOICE 8.0: Troubleshooting MOH and MTP Issues
- Cisco TVOICE 8.0: Troubleshooting Conference and Transcoder Issues
- Cisco TVOICE 8.0: Troubleshooting RSVP Agents and Voice Quality Issues

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## Firewall 2.0: Deploying Cisco ASA Firewall Solutions

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- Cisco FIREWALL 2.0: Introduction to the Cisco ASA Adaptive Security Appliance
- Cisco FIREWALL 2.0: Getting Started with Cisco ASA and Cisco ASDM
- Cisco FIREWALL 2.0: Configuring Cisco ASA Interfaces and Static Routing
- Cisco FIREWALL 2.0: Configuring Cisco ASA Management Features
- Cisco FIREWALL 2.0: Configuring Cisco ASA NAT Features
- Cisco FIREWALL 2.0: Configuring Cisco ASA Basic Access Control Features
- Cisco FIREWALL 2.0: Configuring Routing Features and the Transparent Firewall
- Cisco FIREWALL 2.0: The Modular Policy Framework and Traffic Inspection Policies
- Cisco FIREWALL 2.0: ASA Advanced Application Inspections and User-Based Policies
- Cisco FIREWALL 2.0: ASA Interface Redundancy and Active/Standby Availability
- Cisco FIREWALL 2.0: ASA Security Contexts and Active/Active High Availability

### VPN 2.0: Deploying Cisco ASA VPN Solutions

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## Cisco VPN 2.0: Evaluating the Cisco ASA VPN Architecture

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- Cisco VPN 2.0: Implementing Core Cisco ASA Policy Configurations and PKI Services
- Cisco VPN 2.0: Deploying Clientless SSL VPNs
- Cisco VPN 2.0: Policy Configurations and PKI Services
- Cisco VPN 2.0: Cisco AnyConnect Remote Access SSL Solutions
- Cisco VPN 2.0: Deploying Advanced AAA in Cisco Full-Tunnel VPNs
- Cisco VPN 2.0: Cisco ASA Adaptive Security Appliance Remote Access IPsec VPNs
- Cisco VPN 2.0: Cisco ASA Site-to-Site IPsec VPN Solutions
- Cisco VPN 2.0: Implementing Cisco Secure Desktop and DAP for SSL VPNs
- Cisco VPN 2.0: Deploying High Availability Features in Cisco ASA VPNs

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### ICND1 2.0: Interconnecting Cisco Networking Devices Part 1

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- ICND1 2.0: Access Control Lists and Network Address Translation
- ICND1 2.0: Operating Cisco IOS Software
- ICND1 2.0: Understanding IPv4 Addresses
- ICND1 2.0: Networking, Communications, and LANs
- ICND1 2.0: Switch Operations
- ICND1 2.0: Ethernet Operations
- ICND1 2.0: Address Blocks and VLSM
- ICND1 2.0: The Transport Layer and Router Configuration
- ICND1 2.0: Packet Delivery and Static Routing
- ICND1 2.0: Managing Network Device Security
- ICND1 2.0: VLANs and DHCP
- ICND1 2.0: WANs and Dynamic Routing Protocols
- ICND1 2.0: IPv6

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### ICND2 2.0: Interconnecting Cisco Networking Devices Part 2

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- ICND2 2.0: VLANs and Spanning-Tree
- ICND2 2.0: EtherChannel and Layer 3 Redundancy
- ICND2 2.0: Troubleshooting Basic Connectivity
- ICND2 2.0: Implementing an EIGRP Based Solution
- ICND2 2.0: An Overview of OSPF
- ICND2 2.0: Establishing a WAN Connection Using Frame Relay
- ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution
- ICND2 2.0: Wan Technology Overview and Serial Connections
- ICND2 2.0: VPN Solutions and GRE Tunnels
- ICND2 2.0: Network Device Management

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### Certified Information Security Manager (CISM) 2013

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- CISM 2013: Information Security Governance (Part 1)
- CISM 2013: Information Security Governance (Part 2)
- CISM 2013: Information Security Governance (Part 3)
- CISM 2013: Information Risk Management and Compliance (Part 1)
- CISM 2013: Information Security Incident Management (Part 1)
- CISM 2013: Information Risk Management and Compliance (Part 2)
- CISM 2013: Information Security Incident Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 1)
- CISM 2013: Information Security Program Development and Management (Part 2)
- CISM 2013: Information Security Program Development and Management (Part 3)

- CISM 2013: Information Security Program Development and Management (Part 4)
- CISM 2013: Information Security Program Development and Management (Part 5)

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## EMC

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### EMC Information Storage and Management (ISM) v2

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- EMC ISM v2: Data Center Environment
- EMC ISM v2: RAID and Intelligent Storage Systems
- EMC ISM v2: FC SAN, IP SAN, and FCoE
- EMC ISM v2: NAS, Object-based Storage, and Unified Storage
- EMC ISM v2: Business Continuity, Backup, Replication, and Archiving
- EMC ISM v2: Remote Replication and Cloud Computing
- EMC ISM v2: Securing the Storage Infrastructure
- EMC ISM v2: Managing the Storage Infrastructure

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## Cloud Computing

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### Cloud Computing for Business Professionals

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- Introducing Cloud Computing
- Moving Business Services into the Cloud

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### Cloud Computing for IT professionals

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- Cloud Computing Basics
- Cloud Technology Enablers
- Enterprise Data and Cloud Interaction
- Migrating Infrastructure to the Cloud
- Identity, Presence, and Privacy
- Providing Cloud Security

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## Mentoring Assets

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- Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)
- Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
- Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)
- Mentoring Certified Information Systems Security Professional (CISSP)
- Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
- Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)
- Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)

- Mentoring 642-637 Securing Networks with Cisco Routers and Switches (SECURE)
- Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
- Mentoring 642-627 Implementing Cisco Intrusion Prevention System (IPS)
- Mentoring SY0-301 Security+
- Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)
- Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
- Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)
- Mentoring Certified Information Systems Auditor (CISA)
- Mentoring Systems Security Certified Practitioner (SSCP)
- Mentoring Certified Information Security Manager (CISM)
- Mentoring 642-618 Deploying Cisco ASA Firewall Solutions (FIREWALL)
- Mentoring 642-648 Deploying Cisco ASA VPN Solutions (VPN)
- Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)
- Mentoring E10-001 Information Storage and Management
- Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
- Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
- Mentoring 200-120 Cisco Certified Network Associate (CCNA)
- Mentoring N10-005 Network+

- TestPrep 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
- TestPrep 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
- TestPrep 200-120 Cisco Certified Network Associate (CCNA)
- TestPrep Systems Security Certified Practitioner (SSCP)
- TestPrep Certified Information Systems Auditor (CISA)
- TestPrep N10-005 Network+

## ENTERPRISE DATABASE SYSTEMS

### Oracle 11g

#### Oracle Database 11g: New Features For Administrators

- Oracle Database 11g: Installation and Upgrade Enhancements
- Oracle Database 11g: Storage Enhancements
- Oracle Database 11g: Change Management Overview and SQL Plan Management
- Oracle Database 11g: Database Replay and Automatic SQL Tuning
- Oracle Database 11g: Intelligent Infrastructure Enhancements
- Oracle Database 11g: Performance Enhancements
- Oracle Database 11g: Partitioning and Storage-Related Enhancements
- Oracle Database 11g: Using RMAN Enhancements, Flashback and LogMiner
- Oracle Database 11g: Diagnostic Enhancements and Using the Data Recovery Advisor
- Oracle Database 11g: New Security Features
- Oracle Database 11g: SecureFiles and Miscellaneous New Features

#### Oracle Database 11g: Administration Workshop I

- Oracle Database 11g: Database Architecture and Installation
- Oracle Database 11g: Database Creation, Instance Management, and Connectivity
- Oracle Database 11g: Storage Structures and User Security
- Oracle Database 11g: Managing the Schema, Data, and Concurrency
- Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance
- Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup
- Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database

### Test Preps

- TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)
- TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)
- TestPrep 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
- TestPrep 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM v8.0)
- TestPrep Certified Information Systems Security Professional (CISSP)
- TestPrep SY0-301 Security+
- TestPrep 640-864 Designing for Cisco Internetwork Solutions (DESGN)
- TestPrep Certified Information Security Manager (CISM)
- TestPrep 640-554 Implementing Cisco IOS Network Security (IINS)
- TestPrep E10-001 Information Storage and Management



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**Oracle Database 11g: Administration Workshop II**

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- Oracle Database 11g: Database Architecture and ASM
- Oracle Database 11g: Configuring for Recovery
- Oracle Database 11g: Configuring for Backups
- Oracle Database 11g: Using RMAN for Recovery
- Oracle Database 11g: Supporting RMAN and Using Flashback Technology
- Oracle Database 11g: Diagnosing the Database and Managing Memory
- Oracle Database 11g: Database Performance and Space Management
- Oracle Database 11g: Managing Resources and Task Automation
- Oracle Database 11g: Globalization

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**Oracle Database 11g: SQL and PL/SQL New Features**

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- Getting Started with SQL and PL/SQL New Features
- Using Dynamic SQL and Implementing Performance Improvements
- Using Trigger, Data Warehousing, and Pivoting Enhancements
- Using the PL/SQL Debugger, Collections and Data Warehousing

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**Oracle Database 11g: SQL Fundamentals I**

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- Oracle Database 11g: Using SQL to Query Your Database
- Oracle Database 11g: Conversion Functions, Group Functions, and Joins
- Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation
- Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms

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**Oracle Database 11g: SQL Fundamentals II**

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- Oracle Database 11g: Controlling User Access and Managing Schema Objects
- Oracle Database 11g: Data Dictionary Views and Large Data Sets
- Oracle Database 11g: Managing Data in Different Time Zones
- Oracle Database 11g: Using Subqueries and Regular Expressions

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**Oracle Database 11g: PL/SQL Fundamentals**

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- Oracle Database 11g: PL/SQL Variables, Attributes, and Executable Statements
- Oracle Database 11g: Using DML, DDL, Cursors, Control Structures, and Loops
- Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL

- Oracle Database 11g: Working with Exceptions, Subprograms, JDeveloper, and REF Cursors

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**Oracle Database 11g: Develop PL/SQL Program Units**

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- Oracle Database 11g: Subprograms, Packages, and Exception Handling in PL/SQL
- Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations in PL/SQL
- Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code
- Oracle Database 11g: Managing PL/SQL Code and Dependencies

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**Oracle Database 11g: Introduction to SQL**

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- Oracle Database 11g: Querying a Database with SQL
- Oracle Database 11g: Conversion Functions, Conditional Expressions, Group Functions, and Joins
- Oracle Database 11g: Manipulating Queries and Data
- Oracle Database 11g: Using DDL, Views, and Schema Objects
- Oracle Database 11g: Controlling User Access and Managing Objects
- Oracle Database 11g: Managing Data Dictionary Views and Large Data Sets
- Oracle Database 11g: Managing Time Zones and Datetime Functions
- Oracle Database 11g: Subqueries and Regular Expressions

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**Oracle Database 11g: Program with PL/SQL**

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- Oracle Database 11g: Getting Started With PL/SQL
- Oracle Database 11g: Using DML, DDL, Cursors, Loops, and Control Structures
- Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors
- Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors
- Oracle Database 11g: Subprograms, Packages, and Exception Handling
- Oracle Database 11g: Packages, Dynamic SQL, and Coding Considerations
- Oracle Database 11g: Using Triggers and the PL/SQL Compiler
- Oracle Database 11g: PL/SQL Code and Dependency Management

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**Oracle Database 11g: Performance Tuning**

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- Oracle Database 11g: Performance Tuning Methodology and Tools
- Oracle Database 11g: Using AWR and Defining Problems
- Oracle Database 11g: Metrics, Alerts, Baselines, AWR Tools, and Services

- Oracle Database 11g: Problem SQL Statements and Oracle Optimizer
- Oracle Database 11g: SQL Performance Management and Database Replay
- Oracle Database 11g: Shared Pool and Buffer Cache Tuning
- Oracle Database 11g: Tuning PGA, Temporary Space, and AMM
- Oracle Database 11g: Segment Space, I/O, and Performance Tuning

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### Oracle Database 11g: SQL Tuning

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- Oracle Database 11g: Architecture, SQL Tuning, and Optimization
- Oracle Database 11g: Indexes, Access Paths, and Join Operations
- Oracle Database 11g: Execution Plans and Star Transformations
- Oracle Database 11g: Optimizer Statistics, Hints, and Cursor Sharing
- Oracle Database 11g: Application Tracing and Automatic SQL Tuning

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### Oracle Database 11g: Secure Backup

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- Oracle Database 11g: Configuring OSB and Security
- Oracle Database 11g: Securing Domain and Data in Oracle Secure Backup
- Oracle Database 11g: RMAN and Oracle Secure Backup
- Oracle Database 11g: Managing Backups and Infrastructure
- Oracle Database 11g: Tape Vaulting, Duplication, and Tuning

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### Oracle Database 11g: RAC Administration

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- Oracle Database 11g: Installation of Clusterware and RAC
- Oracle Database 11g: RAC Database and Oracle Clusterware Administration
- Oracle Database 11g: RAC Performance Tuning
- Oracle Database 11g: Configure, Manage, and Use Services in RAC
- Oracle Database 11g: Diagnosing Oracle Clusterware and Node Management
- Oracle Database 11g: High Availability in RAC

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### Oracle Database 11g: Security

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- Oracle Database 11g: Introduction to Database Security and Solutions
- Oracle Database 11g: Database Security
- Oracle Database 11g: Database Auditing
- Oracle Database 11g: Basic User and Strong Authentication

- Oracle Database 11g: Enterprise User Security and Proxy Authentication
- Oracle Database 11g: Privileges, Roles, and Application Contexts
- Oracle Database 11g: Virtual Private Database
- Oracle Database 11g: Oracle Label Security and the Data Masking Pack
- Oracle Database 11g: Encryption Concepts
- Oracle Database 11g: Transparent Data Encryption
- Oracle Database 11g: Oracle Net Services and Listener Security
- Oracle Database 11g: Firewalls, Oracle Connection Manager, and SQL\*Plus Security

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### Oracle Database 11g: New Features for Administrators Release 2

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- Oracle Database 11g Release 2: Installation and Oracle Restart
- Oracle Database 11g Release 2: ASM, Storage and Partitioning Enhancements
- Oracle Database 11g Release 2: Oracle Partitioning and Security Features
- Oracle Database 11g Release 2: Using Change Management Solutions
- Oracle Database 11g Release 2: Intelligent Infrastructure Enhancements
- Oracle Database 11g Release 2: Diagnosability Enhancements
- Oracle Database 11g Release 2: SQL Monitoring and Performance Enhancements
- Oracle Database 11g Release 2: Application Performance Enhancements
- Oracle Database 11g Release 2: Backup, Recover, Archive, and Repair Data
- Oracle Database 11g Release 2: Oracle Scheduler and Secure Backup

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### Oracle Database 11g: Administration Workshop I Release 2

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- Oracle Database 11g Release 2: Database Architecture and Installation
- Oracle Database 11g Release 2: Database Creation and Instance Management
- Oracle Database 11g Release 2: The ASM Instance and Network Connectivity
- Oracle Database 11g Release 2: Storage Structures and User Security
- Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing
- Oracle Database 11g Release 2: Managing Database Maintenance and Performance
- Oracle Database 11g Release 2: Backup and Recovery
- Oracle Database 11g Release 2: Moving Data and Oracle Support

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### Oracle Database 11g: Administration Workshop II Release 2

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- Oracle Database 11g Release 2: Database Architecture and Recovery Operations
  - Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups
  - Oracle Database 11g Release 2: Performing Restore and Recovery Tasks
  - Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN
  - Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies
  - Oracle Database 11g Release 2: Managing Database Memory and Performance
  - Oracle Database 11g Release 2: Managing Database Resources and the Scheduler
  - Oracle Database 11g Release 2: Managing Database Space and Duplication
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### Oracle SOA Suite 11g

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- Oracle SOA Suite 11g: Introduction to SOA
  - Oracle SOA Suite 11g: SOA Governance and Service Design
  - Oracle SOA Suite 11g: SOA Composite Applications
  - Oracle SOA Suite 11g: Mediator and BPEL Components
  - Oracle SOA Suite 11g: Human Task and Business Rules Components
  - Oracle SOA Suite 11g: SOA Security and Adoption Planning
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## Oracle 10g

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### Oracle Database 10g: SQL Fundamentals I and II

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- Introduction to Oracle and SQL in Oracle Database 10g
  - SQL Functions in Oracle Database 10g
  - Displaying Multiple Table Data and Using Set Operators in Oracle Database 10g
  - Group and Datetime Functions in Oracle Database 10g
  - Subqueries and Hierarchical Queries in Oracle Database 10g
  - Regular Expressions and User Access in Oracle Database 10g
  - Creating and Managing Tables and Constraints in Oracle Database 10g
  - Database Objects in Oracle Database 10g
  - Managing Database Objects in Oracle Database 10g
  - Manipulating Data in Oracle Database 10g
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### Oracle Database 10g: PL/SQL Fundamentals

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- Introduction to PL/SQL
- Using PL/SQL with an Oracle Server
- Using Control Structures

- Using Composite Data Types
  - Explicit Cursors and Exception Errors
  - Creating Stored Procedures and Functions
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### Oracle Database 10g: Developing PL/SQL Program Units

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- PL/SQL Packages
  - Oracle-Supplied Packages and DBMS\_SCHEDULER
  - Managing Dependencies
  - Manipulating Large Objects in PL/SQL
  - PL/SQL Triggers
  - Dynamic SQL and Metadata
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### Oracle Database 10g: New Features I

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- Oracle Database 10g: New Installation and Configuration Features
  - Oracle Database 10g: New Data Loading Features
  - Oracle Database 10g: New Automatic Management and Management Infrastructure Features
  - Oracle Database 10g: New Resource, Scheduling, and Task-Management Features
  - Oracle Database 10g: New Space Management Features
  - Oracle Database 10g: New Storage Features
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### Oracle Database 10g: New Features II

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- Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features
  - Oracle Database 10g: New Backup and Recovery Features
  - Oracle Database 10g: Using Flashback
  - Oracle Database 10g: New Features in Security and Software Maintenance
  - Oracle Database 10g: New Features in VLDB Support
  - Oracle Database 10g: Miscellaneous New Features
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### Oracle Database 10g: Administration Workshop I Release 2

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



- Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2
- Oracle Database 10g: Managing Backup and Recovery Release 2

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## Systems and Database Design

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### Database Fundamentals

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- Database Systems and Relational Databases
- Management of Relational Database Data

### Database Design Fundamentals

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- Introduction to Designing a Relational Database
- The Logical and Physical Database Design Methodologies

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## Microsoft SQL Server 2012

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### Microsoft SQL Server 2012: Querying

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- Microsoft SQL Server 2012: Creating Database Objects
- Microsoft SQL Server 2012: Querying Basics and Modifying Data
- Microsoft SQL Server 2012: Manipulate Data Using Operators and Functions
- Microsoft SQL Server 2012: Creating Functions and Triggers
- Microsoft SQL Server 2012: Creating Programming Objects and Optimizing Queries
- Microsoft SQL Server 2012: Managing XML Data

### Microsoft SQL Server 2012: Database Administration

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- Microsoft SQL Server 2012: Installation and Upgrade
- Microsoft SQL Server 2012: Instance Configuration and Database Creation
- Microsoft SQL Server 2012: Managing Databases and Automating Tasks
- Microsoft SQL Server 2012: Security Management
- Microsoft SQL Server 2012: Managing Database Data
- Microsoft SQL Server 2012: Managing Indexes, Full-Text Search and Partitions
- Microsoft SQL Server 2012: Backing Up and Restoring Databases
- Microsoft SQL Server 2012: Database Monitoring and Performance Tuning
- Microsoft SQL Server 2012: Configuring High Availability

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### Microsoft SQL Server 2012: Implementing a Data Warehouse

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- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Design and Deployment
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Create Basic Packages
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: ETL Solutions
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Enhancing Packages
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Custom Components
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Installing SSIS
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: Troubleshooting
- Microsoft SQL Server 2012 – Implementing a Data Warehouse: DQS and MDS Solutions

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## Microsoft SQL Server 2008

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### Microsoft SQL Server 2008: Business Intelligence Development and Maintenance

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- Implementing SQL Server 2008 Integration Services
- Configuring SQL Server 2008 Integration Services Packages
- Deploying SQL Server 2008 Integration Services Packages
- Managing SSIS Packages in SQL Server 2008
- Implementing SQL Server 2008 Reporting Services Solutions
- Deploying and Delivering SQL Server 2008 Reporting Services Reports
- Maintaining SQL Server 2008 Reporting Services
- Implementing SQL Server 2008 Analysis Services Solutions
- Querying Cubes and Working with Data Mining in SSAS
- Managing SQL Server 2008 Analysis Services Solutions

### Microsoft SQL Server 2008 R2: Implementation and Maintenance

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- SQL Server 2008 R2: Installation
- SQL Server 2008 R2: Instance and Database Configuration
- SQL Server 2008 R2: Security Management
- SQL Server 2008 R2: Database Management
- SQL Server 2008 R2: Data Management
- SQL Server 2008 R2: Database Monitoring and Performance
- SQL Server 2008 R2: Backups, Restores, and Database Snapshots
- SQL Server 2008 R2: High Availability

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## Microsoft SQL Server 2008 R2: Database Development

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- SQL Server 2008 R2: Creating and Implementing Database Objects
- SQL Server 2008 R2: Creating and Altering Partitions
- SQL Server 2008 R2: Running Queries and Manipulating Data
- SQL Server 2008 R2: Performing Advanced Query Techniques
- SQL Server 2008 R2: Implementing Programming Objects
- SQL Server 2008 R2: Querying and Managing XML Data
- SQL Server 2008 R2: Messaging, Full-Text Search, Scripts, and Track Changes
- SQL Server 2008 R2: Gathering Performance Data

- TestPrep 70-432TS: Microsoft SQL Server 2008, Implementation and Maintenance
- TestPrep 70-433TS: Microsoft SQL Server 2008, Database Development
- TestPrep 1Z0-053 Oracle Database 11g: Administration II
- TestPrep 70-462 Administering Microsoft SQL Server 2012 Databases
- TestPrep 70-461 Querying Microsoft SQL Server 2012
- TestPrep 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012

## ENTERPRISE RESOURCE PLANNING SYSTEMS

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### Oracle 11i

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#### Oracle 11i E-Business Suite: Essentials for Implementers

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

#### Oracle 11i E-Business Suite: System Administrator Fundamentals

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

#### Oracle 11i: Project Foundation Fundamentals

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

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## Mentoring Assets

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- Mentoring 1Z0-040 Oracle Database 10g: New Features for Administrators
- Mentoring 1Z0-042 Oracle Database 10g: Administration I
- Mentoring 1Z0-047 Oracle Database SQL Expert
- Mentoring 1Z0-051 Oracle Database 11g: SQL Fundamentals I
- Mentoring 1Z0-050 Oracle Database 11g: New Features for Administrators
- Mentoring 1Z0-052 Oracle Database 11g: Administration I
- Mentoring 1Z0-053 Oracle Database 11g: Administration II
- Mentoring 70-432TS: Microsoft SQL Server 2008, Implementation and Maintenance
- Mentoring 70-433TS: Microsoft SQL Server 2008, Database Development
- Mentoring 70-462 Administering Microsoft SQL Server 2012 Databases
- Mentoring 70-463 Implementing a Data Warehouse with Microsoft SQL Server 2012

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## Test Preps

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- TestPrep 1Z0-051 Oracle Database 11g: SQL Fundamentals I
- TestPrep 1Z0-050 Oracle Database 11g: New Features for Administrators
- TestPrep 1Z0-047 Oracle Database SQL Expert
- TestPrep 1Z0-042 Oracle Database 10g: Administration I Release 2
- TestPrep 1Z0-040 Oracle Database 10g: New Features for Administrators
- TestPrep 1Z0-052 Oracle Database 11g: Administration I

- Oracle 11i: Organization Forecasting and Integration

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### Oracle 11i: Navigate Oracle Applications

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

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## SAP

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### Overview of SAP for Project Teams

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- Overview of SAP Solutions
- Financial Accounting with SAP
- SAP Logistics Modules
- SAP ERP Architecture
- SAP Administration
- SAP Project Planning and Implementation
- SAP NetWeaver Platform

### SAP Business Suite 7 for End Users

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- SAP Enterprise Resource Planning (ERP)
- SAP Customer Relationship Management (CRM)
- SAP Product Lifecycle Management
- SAP Supply Chain Management
- SAP Supplier Relationship Management

### SAP Business One for End Users

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- SAP Business One—Introduction for End Users

### SAP Business Objects Business Intelligence

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- SAP BusinessObjects: Overview
- SAP BusinessObjects: Crystal Reports
- SAP BusinessObjects: Web Intelligence
- SAP BusinessObjects: Dashboards and Analytics
- SAP BusinessObjects: InfoView
- SAP BusinessObjects: Business Intelligence

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## SAP R/3 Release 4.6

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### Moving to SAP R/3 Release 4.6

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- Navigating SAP R/3 Release 4.6
- Using SAP R/3 Release 4.6

### Overview of SAP R/3 Release 4.6

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- SAP R/3 Release 4.6 Fundamentals

### SAP ABAP Programming Fundamentals

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- ABAP Fundamentals
- ABAP Programming I
- ABAP Programming II

## WEB DESIGN

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### IT Professional

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#### Working with HTML5 and CSS3

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- Introduction to HTML5 and CSS3
- Working with Forms, the Canvas, and Media in HTML5
- Advanced HTML5

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### Web Development

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#### XML Essentials

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- XML Language Basics
- Manipulating XML with the XML DOM and Ajax
- XML Transformation Using XSLT and XSL-FO
- Querying XML Data with XPath and XQuery
- Web Services and XML

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### Web Site Design—Principles

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#### Designing and Hosting a Web Site

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- Web Development Fundamentals
- Internet Site Development
- Web 2.0 Fundamentals

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## Adobe

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### Adobe Flash CS5

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- Introduction to Adobe Flash Professional CS5
- Drawing and Working with Images in Flash CS5
- Using Flash CS5 Libraries, Text, and Components
- Animation in Flash CS5
- ActionScript and Multimedia in Flash CS5
- Creating Navigation and Publishing Movies in Flash CS5

### Adobe Photoshop CS5

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- Photoshop CS5: Getting Started
- Photoshop CS5: Beyond the Basics

### Adobe Dreamweaver CS5

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- Setting up a Site and Adding Content in Dreamweaver CS5
- Adding Links and Images in Dreamweaver CS5
- Tables, Accessibility, and Standards in Dreamweaver CS5
- Reusing Content in Dreamweaver CS5
- Creating Interactive Web Pages in Dreamweaver CS5
- Cascading Style Sheets in Dreamweaver CS5

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**Adobe Photoshop CS4**

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- Photoshop CS4: Getting Started
- Photoshop CS4: Beyond the Basics

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**Adobe Illustrator CS4**

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- Illustrator CS4: Getting Started
- Illustrator CS4: Beyond the Basics

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**Adobe InDesign CS4**

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- Adobe InDesign CS4: Fundamentals

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**Adobe Dreamweaver CS4**

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- Setting up a Site and Adding Content in Dreamweaver CS4
- Adding Links and Images in Dreamweaver CS4
- Tables, Accessibility, and Standards in Dreamweaver CS4
- Reusing Content in Dreamweaver CS4
- Creating Interactive Web Pages in Dreamweaver CS4
- Cascading Style Sheets in Dreamweaver CS4
- Dreamweaver CS4 Site Maintenance and Advanced Concepts

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**Adobe Flash CS4**

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- Introduction to Adobe Flash CS4 Professional
- Drawing and Working with Images in Flash CS4
- Using Flash CS4 Libraries, Text, and Components
- Animation in Flash CS4
- ActionScript and Multimedia in Flash CS4
- Workflow and Adobe Integration in Flash CS4
- Creating Navigation and Publishing Movies in Flash CS4

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**Adobe AIR for Flash Developers**

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- Adobe Air for Flash CS4 Developers

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**Adobe Fireworks CS4**

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- Adobe Fireworks CS4: Fundamentals

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**Adobe Captivate 4**

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- Adobe Captivate 4

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**Adobe Reader X**

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- Adobe Reader X

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**Adobe Reader 9**

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- Adobe Reader 9

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**Adobe Reader 8.0**

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- Using Adobe Reader 8

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**Adobe Acrobat 9**

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- Adobe Acrobat 9: Fundamentals

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**Adobe Acrobat 8.0**

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- Creating and Working with PDFs in Adobe Acrobat 8
- Editing and Reviewing in Adobe Acrobat 8
- Forms and Document Security in Adobe Acrobat 8
- Advanced Features of Adobe Acrobat 8

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**Adobe AIR 3**

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- Adobe Air 3 for Flash CS5.5 Developers

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**Adobe InDesign CS5**

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- Adobe InDesign CS5: Fundamentals

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**Scripting and Web Languages**

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**JavaScript Fundamentals**

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- JavaScript Language Basics
- JavaScript: Objects and Object-oriented Programming
- JavaScript: Functions and Regular Expressions
- JavaScript: Browser Scripting Fundamentals
- JavaScript: Advanced Browser Scripting and DHTML

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**DHTML Basics**

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- DHTML and Cascading Style Sheets
- Making Content Dynamic with DHTML

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**Advanced XML**

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

## BUSINESS SKILLS FOR THE IT PROFESSIONAL

### IT Business

#### Information Security for End Users

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

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

- ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
- ITIL® 2011 Edition Foundation: Service Strategy Fundamentals
- ITIL® 2011 Edition Foundation: Service Strategy Processes
- ITIL® 2011 Edition Foundation: Service Design Fundamentals
- ITIL® 2011 Edition Foundation: Service Design Processes
- ITIL® 2011 Edition Foundation: Service Transition Processes and Policies
- ITIL® 2011 Edition Foundation: Introduction to Service Operation
- ITIL® 2011 Edition Foundation: Service Operation Processes
- ITIL® 2011 Edition Foundation: Continual Service Improvement

#### ITIL® 2011 Edition Intermediate Level: Operational Support & Analysis (OSA)

- ITIL® 2011 Edition OSA: Introduction to Operational Support and Analysis
- ITIL® 2011 Edition OSA: Introduction to Incident Management
- ITIL® 2011 Edition OSA: Introduction to Event Management
- ITIL® 2011 Edition OSA: Technology and Implementation Considerations
- ITIL® 2011 Edition OSA: Incident Management Interactions
- ITIL® 2011 Edition OSA: Introduction to Request Fulfillment
- ITIL® 2011 Edition OSA: Request Fulfillment Process Interfaces and Challenges
- ITIL® 2011 Edition OSA: Introduction to Problem Management
- ITIL® 2011 Edition OSA: Problem Management Process Interfaces and Challenges

- ITIL® 2011 Edition OSA: Introduction to Access Management
- ITIL® 2011 Edition OSA: Introduction to the Service Desk
- ITIL® 2011 Edition OSA: Service Desk Metrics and Outsourcing
- ITIL® 2011 Edition OSA: Introduction to Functions
- ITIL® 2011 Edition OSA: Function Activities

#### ITIL® 2011 Edition Overview

- ITIL® 2011 Edition Overview: Creating a Service Culture
- ITIL® 2011 Edition Overview: Introduction to the ITIL® Framework
- ITIL® 2011 Edition Overview: Certification and Benefits

#### Technical Management Essentials

- Transitioning from Technical Professional to Management
- Strategies for Transitioning to Technical Management
- Managing Technical Professionals

#### Customer Service Representative, Professionalism

- The Customer Service Representative (CSR)
- Support Center Services and Work Environment
- Team and Customer Relationships

#### Customer Service Representative, Skills

- Customer Interactions
- Communication Skills
- Conflict, Stress, and Time Management

#### Customer Service Representative, Process

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

#### Writing Skills for Technical Professionals

- Writing for Technical Professionals: Preparation and Planning
- Writing for Technical Professionals: Effective Writing Techniques

#### IT Strategy Essentials

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

### Test Preps

- TestPrep ITIL Foundation



## PROJECT EFFECTIVENESS

### Project Management Curriculum

#### Project Management for Non-Project Managers

- Project Management Fundamentals
- Transitioning into a Project Management Role
- Initiating and Planning a Project
- Managing a Project
- Troubleshooting and Closing the Project
- Project Management for Non-Project Managers
- Managing Projects with No Direct Authority
- Supporting Project Managers
- Ensuring Management Buy-In on a Project
- Managing Conflict in Project Teams
- Handling a Change Request
- Scope Definition Tools and Techniques
- Managing Scope on a Project
- Weighing the Costs of Project Change
- Managing Vendor Relationships
- Anticipating and Solving Problems as a Project Champion
- Addressing Stakeholder Conflicts
- Portfolios, Programs, and Projects: What's the Difference?
- Controlling Project Cost
- Mitigating Risks when Improving Processes
- Ethics and Risks: Why they Matter in Project Success
- Project Management Essentials

#### Project Management Essentials (PMBOK® Guide—Fifth Edition-aligned)

- Managing Projects within Organizations (PMBOK® Guide Fifth Edition)
- Project Management Overview (PMBOK® Guide Fifth Edition)
- Project Management Process Groups (PMBOK® Guide Fifth Edition)

#### Project Integration Management (PMBOK® Guide—Fifth Edition-aligned)

- Integrated Initiation and Planning (PMBOK® Guide Fifth Edition)
- Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
- Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)

#### Project Scope Management (PMBOK® Guide—Fifth Edition-aligned)

- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)

- Creating the Work Breakdown Structure (PMBOK® Guide Fifth Edition)
- Monitoring and Controlling Project Scope (PMBOK® Guide Fifth Edition)

#### Project Time Management (PMBOK® Guide—Fifth Edition-aligned)

- Defining and Sequencing Project Activities (PMBOK® Guide Fifth Edition)
- Estimating Activity Resources and Durations (PMBOK® Guide Fifth Edition)
- Developing and Controlling the Project Schedule (PMBOK® Guide Fifth Edition)

#### Project Cost Management (PMBOK® Guide—Fifth Edition-aligned)

- Planning Project Costs (PMBOK® Guide Fifth Edition)
- Controlling Project Costs (PMBOK® Guide Fifth Edition)

#### Project Quality Management (PMBOK® Guide—Fifth Edition-aligned)

- Plan Quality Management (PMBOK® Guide Fifth Edition)
- Quality Assurance and Quality Control (PMBOK® Guide Fifth Edition)
- Project Human Resource Management (PMBOK® Guide—Fifth Edition-aligned)
- Planning Project Human Resources (PMBOK® Guide Fifth Edition)
- Managing Project Human Resources (PMBOK® Guide Fifth Edition)

#### Project Communications Management (PMBOK® Guide—Fifth Edition-aligned)

- Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
- Control Project Communications (PMBOK® Guide Fifth Edition)

#### Project Risk Management (PMBOK® Guide—Fifth Edition-aligned)

- Risk Management Planning (PMBOK® Guide Fifth Edition)
- Identifying Project Risks (PMBOK® Guide Fifth Edition)
- Performing Risk Analysis (PMBOK® Guide Fifth Edition)
- Risk Response and Control (PMBOK® Guide Fifth Edition)

#### Project Procurement Management (PMBOK® Guide—Fifth Edition-aligned)

- Planning Project Procurement Management (PMBOK® Guide Fifth Edition)

- Managing Procurements (PMBOK® Guide Fifth Edition)

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### Project Stakeholder Management (PMBOK® Guide—Fifth Edition-aligned)

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- Project Stakeholder Management (PMBOK® Guide Fifth Edition)
- Managing and Controlling Stakeholder Engagement (PMBOK® Guide Fifth Edition)
- Program Management (PMI® Second Edition-aligned)
- Introduction to Program Management
- Program Life Cycle and Benefits Management

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### Code of Ethics and Professional Conduct (PMI® Standard-aligned)

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- The Role of Ethics in Project Management
- Core PMI® Values and Ethical Standards
- IT Project Management Essentials
- IT Project Management Essentials: Introduction to IT Project Management
- IT Project Management Essentials: Initiating and Planning IT Projects
- IT Project Management Essentials: Executing IT Projects
- IT Project Management Essentials: Monitoring and Controlling IT Projects
- IT Project Management Essentials: Managing Risks in an IT Project
- IT Project Management Essentials: Testing Deliverables and Closing IT Projects
- Managing Software Project Outsourcing
- Managing Software Project Outsourcing: Preparing to Manage an Outsourced Project
- Managing Software Project Outsourcing: Developing a Vendor Contract
- Managing Software Project Outsourcing: Working with the Outsourced Team
- Managing Software Project Outsourcing: Dealing with Risks

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### Agile Practitioner—(PMI-ACP & ScrumMaster aligned)

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- Agile Project Management Essentials
- Adopting an Agile Approach to Project Management
- An Overview of Agile Methodologies
- Overview of the Scrum Development Process
- Agile Planning: Project Initiating and Requirements Gathering
- Agile Planning: Doing Estimates and Completing the Release Plan
- Planning and Monitoring Iterations on an Agile Project
- Leading an Agile Team

- Managing Stakeholder Engagement on an Agile Project
- Ensuring Delivery of Value and Quality in Agile Projects
- Core PMI® Values and Ethical Standards

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### PRINCE2®: 2009 Foundation

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

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## Mentoring Assets

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- Mentoring PRINCE2: Foundation
- Mentoring Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
- Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

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## Test Preps

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- TestPrep PRINCE2: Foundation
- TestPrep Project Management Professional (PMP) PMBOK Guide 5th Edition Aligned
- TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

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## Team Building Curriculum

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### Optimizing Your Performance on a Team

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



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## Leading Teams

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

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## Business Analysis

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### **Certified Business Analysis Professional (CBAP™) – BABOK® Guide V2.0 aligned**

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- Introduction to Business Analysis and Essential Competencies
- Introduction to Business Analysis Planning
- Planning Business Analysis Communication and Monitoring
- Business Analysis Requirements Elicitation
- Business Analysis Requirements Management and Communication
- Business Analysis: Enterprise Analysis
- Business Analysis: Introduction to Requirements Analysis
- Business Analysis: Verify and Validate Requirements
- Business Analysis: Solution Assessment and Validation
- Final Exam: Certified Business Analysis Professional (CBAP) – BABOK V2.0 aligned