



SkillSoft Program Listing for US Army as of 7/12/2004

SkillSoft is an international producer and distributor of interactive server-based training solutions. The company offers thousands of hours of programming covering application development, system administration, office systems, business skills, interpersonal skills, etc. For information about any of the programs and curricula listed below visit <http://www.skillsoft.com> or email salesinfo@skillsoft.com

Notes And Legends

- > * = In development as of 7/12/2004. Subject, titles and estimated hours are subject to change/cancellation prior to release. The listing here of future programs is not a commitment to produce them. Text in green denotes changes since previous edition.
- > (#) = Special usage and ordering conditions apply.
- > (a) = program does not contain an assessment and does not export completion/certificate data.
- > (ACE=n) = The ACE college credit recommendation where n = semester hours.
- > (x) = program in original classic design architecture.
- > (e) = SkillSoft e³ advanced learning object format instructional architecture
- > (m) = mentoring is available
- > (tp) = practice TestPrep is available
- > (z) = This program remains available for usage as is. No maintenance, mentoring nor support is available.
- > tbd = to be determined.

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Access Information

-- To register for courseware access, log into AKO and select My Education > Army e-Learning > Link to Register

Help Desk Information

-- For assistance with AKO, access the web site FAQs/Help at www.us.army.mil, or call 1-877-256-8737 (DSN 654-4357)

-- For assistance with any difficulty in ATRRS, please logon to <http://www.atrrs.army.mil/help> or call 703-695-2060 (DSN 225-2060)

-- For assistance with Army e-Learning program registration or any other difficulty you are experiencing, call 1-800-275-2872 (DSN 826-3666) or email help@atsc.army.mil

-- For assistance with the Army e-Learning program or contract management, please contact the Army COR at cbt.help@secbmail.belvoir.army.mil (703-806-4907, DSN 656-4907 or 703-806-3557, DSN 656-3557).

-- For SkillSoft customer assistance with questions other than registration and password, logon to SkillPort and use the Help buttons throughout the site or email Army@skillsoft.com (attn: Chuck Schluter, COL, USA Ret)

-- SkillSoft Technical Support: 1-866-754-5435

Custom Curricula

Army Organization Custom Learning Paths

Organizations have the capability of creating custom learning paths that contain the courses required for their employees. These custom paths are created by the Army e-Learning Program Office and are posted in the SkillPort > "Custom Curricula" for easy access by the employees. If interested in creating a path for your organization, send an email to cbt.help@secbmail.belvoir.army.mil

Current Custom Paths

- > AMEDD DENCOM BLAST (Medical Dept Dental Command Basic Leadership and Supervisory Training)
- > CASCOM (Combined Arms Support Command) Ordnance BNCOC Computer Literacy Courses
- > CECOM (Communications and Electronics Command) SEC Belvoir Consideration of Others (CO2) 2004 Mandatory Training
- > DTS-Washington Required Courses
- > GS-2210 (IT Management) Job Standards
- > IMA (Installation Management Agency) POSH
- > NETCOM IA-I (Network Command Information Assurance Phase I)
- > NETCOM IA-II (Network Command Information Assurance Phase II)
- > Nevada National Guard Reference Learning
- > USAAC (Accessions Command) Webmaster Prerequisite Courses

Custom Courseware

The Army e-Learning Program now has the capability of publishing links to websites that contain required training as well as the capability of developing courses and posting organization developed courses on the MySmartForce site. Please contact cbt.help@secb.belvoir.army.mil for additional information.

Current Custom Courseware and Other Sites

- > Information Assurance Awareness Annual Training
- > University of Information Technology (UIT) Website for MOS Training – short cut link provided
- > Army Reserve Distance Learning Virtual University – short cut link provided

Curricula Mappings and Unique Courses

Additional mappings by competency are available upon request. Readily available mappings include:

- > OPM Executive Core Qualifications (ECQ)
- > Clinger-Cohen CIO Competencies
- > GS-2210 Information Technology Management
- > CP-50 Human Resource Management (Military) Specialist
- > 20 Job Generic Families

IT Certification Exams Supported

Over 80 IT exams are supported with full personal mentoring and Test Prep practice exams. See pages 29-32 for a listing of all exams.

College Credits

American Council on Education (ACE)

4 Series have been awarded a 2 credit recommendation each.

- > **Microsoft Windows 2000: Installation and Administration (70-210, 70-215)**
- > **Microsoft Windows 2000 Implementing a Network Infrastructure (70-216)**
- > **Microsoft Windows 2000 Active Directory Design (70-219)**
- > **Microsoft Windows 2000 Implementing an Active Directory Infrastructure (70-217)**

Academic Partnerships

<http://www.skillsoft.com/partners/academic.asp>

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<i>Internet Skills</i>	4
<i>E-Mail and Groupware</i>	4
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DESKTOP COMPUTER SKILLS

COMPUTING FUNDAMENTALS

INTERNATIONAL COMPUTER DRIVING LICENSE (ICDL) (SAME AS ECDL)

ICDL 4 (applies equally to ECDL)
(7 ICDL exams – Syllabus 4)

Module 1 - Basic Concepts of Information Technology

*tbd.....tbd

Module 2 - Using the Computer and Managing Files

*tbd.....tbd

Module 3 - Word Processing in Microsoft Word 2003

Microsoft Office 2003: Beginning Word (e)

Getting Started with Word 2003.....1.25

Working with Text and Paragraphs in Word 2003.....2.0

Structuring, Editing, Saving, and Opening Documents in

Word 2003

 Printing, Help, and Automated Formatting in Word 2003.....2.5

 Working with Documents in Word 2003

 Working with Tables and Media Features in Word 2003

Microsoft Office 2003: Advanced Word (e)

Advanced Formatting in Word 2003

Advanced Document Navigation in Word 2003.....

Advanced Data Manipulation Features in Word 2003.....

Using Tables, Charts, and Graphs in Word 2003

Advanced Documents Features in Word 2003

Collaborative Features in Word 2003.....

Module 4 - Spreadsheets in Microsoft Excel 2003

Microsoft Office 2003: Beginning Excel (e)

Basic Features of Excel 2003.....

Formatting Data in Excel 2003.....

Printing and Collaborating in Excel 2003

Excel 2003 Formulas and Functions.....

Excel 2003 Chart and Multimedia Features.....

Microsoft Office 2003: Advanced Excel (e)

Advanced Customization in Excel 2003.....

Advanced Formatting in Excel 2003

Advanced Data Management in Excel 2003

Advanced Data Analysis in Excel 2003.....

Advanced Validation and Collaboration in Excel 2003

Advanced Data Exchange in Excel 2003.....

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Module 5 - Database in Microsoft Access 2003

Microsoft Office 2003: Beginning Access (e)

Getting Started with Access 2003.....

Basic Access 2003 Tables.....

Basic Access 2003 Forms.....

Using Queries and Reports in Access 2003

Personalizing and Maintaining Access 2003

.....1

Program Title.....	Hrs
Microsoft Office 2003: Advanced Access (e)	
Enhancing Tables, Forms, and Reports in Access 2003.....	2.25
Advanced Querying in Access 2003	1.75
Working with Data and Presentation in Access 2003	2
Access 2003 and the Web	1.25
Access 2003 Programmability.....	1.25
Database Administration in Access 2003.....	2
Module 6 - Presentation in Microsoft PowerPoint 2003	
Microsoft Office 2003: Beginning PowerPoint (e)	
Creating Basic Presentations using PowerPoint 2003.....	2.75
Slide Layout and Design in PowerPoint 2003	1.5
Using Visuals in PowerPoint 2003 Presentations	2.0
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Running, Broadcasting, and Reviewing PowerPoint 2003	3
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Microsoft Windows XP Getting Started (e)	
Introducing Windows XP	1.25
Microsoft Windows XP – New Features (e)	
Windows XP: Fundamentals	3.5
Windows XP: Advanced.....	4.5
Microsoft Windows XP for Beginners (e)	
Getting Started with Microsoft Windows XP	4.5
Up and Running with Microsoft Windows XP	4.0
Microsoft Windows 2000 Professional for Users (e)	
Microsoft Windows 2000 Professional: Getting Started	4.0
Microsoft Windows 2000 Professional: Up and Running	4.5
Microsoft Windows NT 4.0 for Users (x)	
Windows NT 4.0: Getting Started	4
Windows NT 4.0: Up and Running	4
Palm OS (e)	
Getting Started with a Palm Handheld Device	1.75
Pocket PC 2002 (e)	
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Fundamentals of Internet Explorer 6	3.25
Moving On with Internet Explorer 6	2.5

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Netscape 6.2: Getting Started (e)	
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Netscape 6: Getting Started (e)	
Introduction to Netscape 6.....	1.75
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Personalizing Notes 6 Features.....	2.0
Using Notes 6 Mail Remotely.....	1.25
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New Features for Outlook Users.....	2.25
New Applications.....	1.0
New Features for Advanced Users	4.0
Microsoft Office 2003: Getting Started (e)	
*Introduction to Microsoft Office 2003	3
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Microsoft Office 2003: Beginning Word (e)	
Getting Started with Word 2003	1.25
Working with Text and Paragraphs in Word 2003.....	2.0
Structuring, Editing, Saving, and Opening Documents in Word 2003	2.5
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Working with Documents in Word 2003	2.25
Working with Tables and Media Features in Word 2003	3.75
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Formatting Data in Excel 2003.....	2.25
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Excel 2003 Formulas and Functions.....	2.75
Excel 2003 Chart and Multimedia Features.....	3.25

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Microsoft Office 2003: Advanced Excel (e)
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Finalizing PowerPoint 2003 Presentations2.0

Microsoft Office 2003: Advanced PowerPoint (e)
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Preparing Presentations for Effective Delivery2
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Microsoft Office 2003: Beginning Access (e)
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Basic Access 2003 Forms2
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Microsoft Office 2003: Advanced Access (e)
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Advanced Querying in Access 20031.75
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Outlook 20033
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Outlook 20033

Microsoft Office 2003: Advanced Outlook (e)
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Outlook 20033
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Outlook 20032
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Specifying and Assigning Resources 2.75

Microsoft Office 2003: Advanced Project Professional (e)
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Enterprise Project Management 2.0
Advanced Analysis of Your Project2.75

Microsoft Office 2003: Visio for Beginners (e)
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FrontPage 20033.0
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FrontPage 20032.0
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Macromedia Flash 5: Fundamentals (e)	
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Macromedia: FreeHand 10: Foundation (e)	
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Macromedia ColdFusion MX: Foundation (e) (exam 701a)	
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Macromedia ColdFusion 5: Foundation (e)	
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Making Content Dynamic with DHTML 3.0

JavaScript Client-Side Scripting (e)

JavaScript: Language Basics5.0
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Introduction to XML: Language Basics (e)

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Style Sheets and Links5.25

Advanced XML (e)

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Microsoft VBScript: Language Basics (e)

VBScript – Elements, Arrays, Procedures, and Program Flows3.25
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OTHER GRAPHIC DESIGN

Adobe Illustrator 9.0: Getting Started (e)

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Adobe Illustrator 9.0: Up and Running (e)

Up and Running with Illustrator 9.0..... 2.0

Adobe ImageReady 3 (e)

Optimizing File Sizes with ImageReady 3 2.0

Adobe Photoshop 7.0 (e)

Getting Started with Photoshop 7.0 2.5
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Adobe Photoshop 6.0 (e)

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OTHER RELATED CONTENT (Z)

Internetworking Foundations

(exam 1D0-410) (m) (tp)
Networking Essentials..... 4.5
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Web Site Design – Principles (e)

(exam 1D0-420a, part 1D0-532) (m) (tp)
Design Concepts for Web Sites 3.25
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Web Site Design – Tools (e)

(exam 1D0-420b) (m) (tp)
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Macromedia Flash 5 Web Design Tools 6.25
Enhancing and Completing Web Sites in FrontPage 2002..... 5.0
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PaintShop Pro 7: The Basics 4.0

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OPERATING SYSTEMS AND SERVER TECHNOLOGIES

OPERATING SYSTEM AND SERVER FUNDAMENTALS

A+ 2003

A+ 2003 Core Hardware

(CompTIA exam 220-301) (m) (tp)
Identifying, Adding, and Removing System Components3.25
System Resources and Installing and Configuring
IDE and SCSI Devices.....2.25
Installing, Configuring, and Optimizing Computers2.25
Diagnosing and Troubleshooting.....3.25
Memory, Motherboards, and Processors2.25
Printers, Maintenance, and Safety Issues.....2.75
Basic Networking.....2.75

A+ 2003 Operating System Technologies

(CompTIA exam 220-302) (m) (tp)
Concepts and Installation2.0
Configuration2.0
Operating System Technologies and the Networking
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Server+

(CompTIA exam SK0-001) (m) (tp)
Server Installation Planning for Server+3.0
Server Installation and Configuration for Server+2.25
Server Maintenance and Upgrading for Server+2.75
Server Troubleshooting and Disaster Recovery for Server+3.25

MICROSOFT (.NET) WINDOWS SERVER 2003

Microsoft Windows Server 2003: Introduction (e)

Getting Started with Windows Server 20032.5
Windows Server 2003 Administration and Support
Services4.5

Microsoft Windows Server 2003: Upgrading Support Skills for MCSE's on Windows 2000 (e)

(course 2297) (exam 70-296) (m) (*tp)
Express Guide is available with SkillPort v6
Planning, Implementing, and Maintaining Network
Infrastructure3.25
Network Infrastructure and Topologies for Windows 2003
Enterprise Networks.....3.0
Designing and Managing Internet Connectivity in
Windows 20032.0
Planning and Designing an Active Directory Infrastructure3.0
Implementing and Supporting Active Directory
Infrastructure3.0
Planning, Implementing and Maintaining User, Computer,
and Group Policies and Strategies2.0
Planning and Designing a Security Infrastructure.....3.0

Microsoft Windows Server 2003: Updating Support Skills for MCSA's on Windows 2000 (e)

(course 2299) (exam 70-292) (m) (tp)
Toolwire Hands-on Labs Recommended
Express Guide is available with SkillPort v6
Getting Started with Windows Server 20032
System Administration in Windows Server 20033
Managing Windows Server 2003 Internet Services2
Windows Server 2003 Terminal Services and System
Recovery.....2

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Microsoft Windows Server 2003: Managing and Maintaining the Server Environment (e)

(course 2273, 2274-2275) (exam 70-290) (m) (tp)
Toolwire Hands-on Labs Recommended
Express Guide is available with SkillPort v6

Basic Concepts	1
Managing Users, Groups, and Computers.....	3
Managing Resource Access	3
Managing Hardware, Disks, and Logical Devices	3
Managing the Server Environment	4
Managing Disaster Recovery	2

Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure (e)

(course 2276, 2277) (exam 70-291) (m) (*tp)
Express Guide is available with SkillPort v6

Implementing, Managing, and Maintaining TCP/IP	2
Implementing, Managing, and Maintaining DHCP	3
Implementing, Managing, and Maintaining Name Resolution	3

Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure (e) (Continued)

Implementing, Managing, and Maintaining Network Security and Software	3
Implementing, Managing, and Maintaining Remote Access	3
Implementing, Managing, and Maintaining Routing	3
Maintaining a Network Infrastructure	2

Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure (e)

(course 2278) (exam 70-293) (*m) (*tp)
Express Guide is available with SkillPort v6

Planning the Network Infrastructure.....	3.75
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Implementing Routing and Remote Access	3.0
Planning for Network Availability.....	2.0
Planning Server Roles and Server Security.....	2.75
Planning a Security Infrastructure	3.0

Microsoft Windows Server 2003: Planning, Implementing, and Maintaining the Active Directory Infrastructure (e)

(course 2279) (exam 70-294) (m) (*tp)
Express Guide is available with SkillPort v6

Planning and Implementing an Active Directory Infrastructure	4.0
Planning Active Directory Services.....	3.0
Active Directory Sites, Replication, and Trusts	3.0
Implementing Active Directory Users and Groups	3.0
Planning and Implementing Group Policy	2.0
Configuring and Troubleshooting Group Policy.....	2.0

Program Title..... Hrs

Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure (e)

(course 2282) (exam 70-297) (m) (tp)
Express Guide is available with SkillPort v6

Designing the Infrastructure.....	3.75
Creating the Design.....	2.75
The Network Services Infrastructure Conceptual and Logical Design	3.0
Designing RAS Services for the Network Infrastructure	3.25
Network Infrastructure and Active Directory Physical Design.....	4.0
Network Infrastructure Physical Design II – Internet Connectivity	2.0

Designing Security for a Microsoft Windows Server 2003 Network (e)

(course 2830) (exam 70-298) (*m) (*tp)
Express Guide is available with SkillPort v6

*Security Basics	tbd
*Logical Network Security	tbd
*Physical Network Security	tbd
*Securing Data and Server Roles	tbd
*Securing Clients	tbd
*IIS Security and Firewalls	tbd

Implementing and Administering Security in a Microsoft Windows Server 2003 Network (e)

(course 2823) (exam 70-299) (*m) (*tp)
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Microsoft Windows.NET Server: Migrating from NT Server 4.0 to .NET Directory Services (e)

Creating a Migration Plan in Windows.NET Server.....	3.25
Preparing and Deploying a Domain Upgrade in Windows.NET.....	2.25
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MICROSOFT WINDOWS XP

Microsoft Windows XP Professional: Installation and Configuration I (e)

(course 2272) (exam 70-270a) (m) (tp)

Installing Windows XP Professional	4.0
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Microsoft Windows XP Professional: Installation and Configuration II (e)

(course 2272) (exam 70-270b) (m) (tp)

Managing Files, Folders, and Devices in Microsoft Windows XP	5.75
System Reliability and the Desktop in Windows XP Professional	4.5

Microsoft Windows XP Professional: Installation and Configuration III (e)

(course 2272) (exam 70-270c) (m) (tp)

Networking Protocols and Services in Microsoft Windows XP5.0 Backup and Security Settings in Microsoft Windows XP	4.75
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MICROSOFT WINDOWS 2000

Microsoft Windows 2000 Script Host (e)

Automating Administration Tasks 4.25

Microsoft Windows 2000: Installation and Administration (e)

(course 2152) (exams 70-210, 70-215) (ACE=2) (m) (tp)
New Features and Architecture.....3.5
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Administration.....3.0
Users.....3.25
Groups and Terminal Services.....3.5
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Advanced File and Folder Management.....3.75
Hardware Configuration and Optimization.....6.25
Storage and Printing.....5.5
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Network Protocols and Remote Access.....5.25

Microsoft Windows 2000 Core Technologies (e)

(course 2151)
Network Fundamentals.....4.5
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Internet Fundamentals.....3.0

Managing Windows 2000 in a Network Environment (e)

(course 2126) (exam 70-218) (m) (tp)
Managing Resources, File Systems, Disks, and Web Services
In Windows 2000.....6.5
Managing and Monitoring Network Security, Routing, and
TCP/IP In Windows 2000.....4.25
Managing DHCP, DNS, and Name Resolution on a
Microsoft Windows 2000 Network.....4.25
Managing Windows 2000 Servers and Client Computers.....5.25
Managing Groups and Replication through the Active
Directory in Windows 2000.....3.25
Managing Group Policy in Windows 2000.....3.25
Managing Remote Access Solutions in Windows 2000.....5.5
Configuring and Troubleshooting IIS 5.0 in Windows 2000 ..2.75

Microsoft Windows 2000 Implementing a Network Infrastructure (e)

(course 2153) (exam 70-216)(ACE=2) (m) (tp)
Addressing.....6.0
IP Routing.....4.0
Security.....5.25
Remote Access and Network Protocols.....3.25

Microsoft Windows 2000 Network Design (e)

(course 1562) (exam 70-221) (m) (tp)
Addressing and Naming Services.....4.0
Remote Access Services.....3.0
Routing Technologies.....3.5
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Microsoft Windows 2000 Active Directory Design (e)

(course 1561) (exam 70-219) (ACE=2) (m) (tp)
Directory Services Infrastructure.....4.0
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Microsoft Windows 2000 Implementing an Active Directory Infrastructure (e)

(course 2154) (exam 70-217)(ACE=2) (m) (tp)
Installing and Configuring Active Directory.....5.0
Active Directory Replication and DNS.....3.75
Active Directory Security and Management.....4.0
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Microsoft Windows 2000 Security Design (e)

(course 2150) (exam 70-220) (m) (tp)
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Managing and Securing Resources.....5.75
Communication and Remote Access Security.....4.5
Internet and Extranet Security.....6.25

Microsoft Windows 2000 Migration Design (e)

(course 2010) (exam 70-222) (m) (tp)
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Microsoft Windows 2000 Server Technologies: Designing

Highly Available Web Solutions

(course 2088, 2115) (exam 70-226)
Highly Available Web Infrastructure Solutions in
Microsoft Windows 2000.....3.5
Technologies for Highly Available Solutions in a
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Solutions in Windows 2000.....4.25
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Implementing Microsoft Cluster Service on Windows 2000 Advanced Server (e)

(course 2087) exam 70-223) (m) (tp)
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Cluster Administration and Resource Management in
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Cluster Maintenance and Troubleshooting in Microsoft
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MICROSOFT EXCHANGE SERVER 2003

Microsoft Exchange Server 2003: Implementing and Managing a Messaging Infrastructure (e)

(course 2400) (exam 70-284) (*m) (*tp)
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*Planning for Active Directory and Designing a
Messaging Infrastructure.....tbd
*Designing Data Management and Fault Tolerancetbd
*Designing Server and Client Connectivitytbd
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MICROSOFT EXCHANGE SERVER 2000

Implementing and Administering Microsoft Exchange 2000 Server (e)

(course 1572) (exam 70-224) (m) (tp)
Introducing Microsoft Exchange 2000 Server (e)
Basic Concepts of Exchange 2000 Server.....3.5
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Implementing and Administering Microsoft Exchange 2000 Server (e)
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Designing and Deploying Microsoft Exchange 2000 Server (e)

(course 1573) (exam 70-225) (m) (tp)
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Exchange 2000 Server2.5
Designing an Exchange 2000 Model.....5.0
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MICROSOFT BIZTALK SERVER2000

Microsoft BizTalk Server 2000: Designing and Implementing Solutions I (e)

(course 2379) (exam 70-230a)
Planning for Deployment of Microsoft BizTalk 2000 3.0
Installing and Configuring BizTalk Server 2000 3.25

Microsoft BizTalk Server 2000: Designing and Implementing Solutions II (e)

(course 2379) (exam 70-230b)
Document Exchange in Microsoft BizTalk 2000..... 3.25
Administering BizTalk Server 2000..... 5.25

MICROSOFT COMMERCE SERVER 2000

Microsoft Commerce Server 2000: Designing and Implementing Solutions (e)

(course 2185) (exam 70-234)
Planning for Deployment of Microsoft Commerce
Server 20003.25
Deployment Tasks for Microsoft Commerce Server 2000.....5.0
Developing a Commerce Server 2000 Solution3.25
Data Management in Commerce Server 2000.....3.75

Program Title..... Hrs

MICROSOFT INTERNET SECURITY AND ACCELERATION SERVER 2000

Deploying and Administering Microsoft Internet Security and Acceleration Server (ISA) 2000 (e)
(course 2159) (exam 70-227) (m) (tp)
Installation of ISA Server 20003.75
Access Policies, Caching and VPNs in Microsoft ISA
Server 20004.5
Firewalls and Access to Internal Resources with
Microsoft ISA Server 2000.....3.75
Monitoring, Reporting, and ISA Server Enterprise Edition.....5.5

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Configuration4
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MICROSOFT APPLICATION CENTER 2000

Microsoft Application Center 2000: Implementing Highly Available Web Solutions (e)
(course 2203) (exam 70-232)
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Center 20003.25
High-Availability Concepts and Monitoring in
Microsoft Application Center 2000.....4.25
Configuring and Managing Microsoft Application
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MICROSOFT WINDOWS NT

Supporting and Maintaining a Microsoft Windows NT Server 4.0 Network (e)
(course 983) (exam 70-244)
Managing Servers in a Microsoft Windows NT 4.0
Environment.....3.5
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Windows NT 4.0.....4.0
Administering Security in a Microsoft Windows NT 4.0
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Configuring and Managing Access to Resources in
Microsoft Windows NT 4.02.5
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(courses 827) (exam 70-086) (tp)

- Overview3
- Installing a Site4
- Multiple Site Configuration4
- Software Distribution and Metering3
- Hardware and Software Inventory3
- Querying and Reporting Data3
- The Status System4
- Network and Diagnostic Tools3

SUN SOLARIS

Solaris 9

Sun Microsystems Solaris 9: Basic System Administration I (e)

(exam 310-014)

- Solaris 9 Installation and OpenBoot4.5
- Solaris 9 System Administration7.25
- Solaris 9 System Operations2.25
- Solaris 9 Device and File System Management4.0
- Solaris 9 Management Tools2.5
- Solaris 9 Security4.0

Sun Microsystems Solaris 9: Basic System Administration II (e)

(exam 310-015)

- Solaris 9 Advanced Installation2.5
- Solaris 9 Networking2.5
- Solaris 9 Solaris File Systems and Storage.....6.25
- Solaris 9 Naming Services3.25
- Solaris 9 Systems Supervision.....3.5

Solaris 8

Sun Microsystems Solaris 8: Administration and Installation Fundamentals (e)

(exam 310-011)

- Solaris 8 System Operations2.0
- Solaris 8 Installation.....1.0
- Solaris 8 User Administration.....4.0

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- System Operations6
- Backup and Restoration6
- User Setup and Security6
- Monitoring and Scheduling4
- System Configuration7
- Maintaining Filesystems6
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LINUX

Linux Basic System Administration

Linux Certification (exams 117-101, 117-102)

Linux: Basic System Administration I (e)

(LPI exam 117-101)

- Using the Shell in Linux4.75
- Managing the Filesystem in Linux4.25
- Administration Tasks in Linux5.25

Program Title..... Hrs

Linux: Basic System Administration II (e)

(LPI exam 117-102)

- Hardware Considerations for Linux Installations.....3.0
- Installation and Package Management for Linux4.25
- Updating the Kernel in Linux2.25

Linux: Basic System Administration III (e)

(LPI exam 117-102)

- Editing and Printing in Linux3.0
- Shell Scripting in Linux3.0

Linux: Basic System Administration IV (e)

(LPI exam 117-102)

- Networking Fundamentals for Linux Administrators3.25
- Networking Services in a Linux Environment4.5
- Security within a Linux Environment.....2.5

Linux+ (e)

(CompTIA exam XK0-001) (m) (tp)

- Installation and Basic Configuration of Linux5.5
- Administering the User Environment in Linux6.5
- Hardware and Troubleshooting in Linux.....7.5
- Planning a Linux Implementation1.5
- Network Configuration within a Linux Environment7.5
- Administering the System in a Linux Environment7.5

UNIX

UNIX: Operating System Fundamentals (e)

- Introduction to UNIX2.0
- UNIX System Architecture.....4.0

UNIX: Shell Programming (e)

- UNIX Shell Scripting Basics3.0
- UNIX Shell Scripting Tools3.0
- Writing UNIX Shell Programs3.75

UNIX: The User Environment (e)

- Customizing the UNIX User Environment4.0
- Working with UNIX Files and Directories4.25
- Working with UNIX Programs.....3.0
- Text Editing and Printing in UNIX2.5

UNIX Essentials (x)

- UNIX: Overview4
- UNIX: Exploring the Filesystem3
- UNIX: Working with Files4
- UNIX: Process and Data Utilities5
- UNIX: The User Environment4
- UNIX: Using Editors4
- UNIX: Using the Shell4
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Lotus Notes 6 Client	3.0
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IBM Lotus Sametime 3 and QuickPlace 3 (e)	
IBM Lotus: Collaboration using Sametime and QuickPlace	2.25
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*tbd	tbd
<u>INTERNET & NETWORK TECHNOLOGIES</u>	
INTERNETWORKING	
Networking Professional - Network Support (e) (Network+ exam N10-002) (m) (tp)	
Introduction to Networking	4.25
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Operating Systems and TCP/IP	3.75
Remote Access and Network Security	2.5
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Internetworking Professional – Internet Support (iNet+ exam IK0-002) (m) (tp)	
Networking Essentials	4.5
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Internet Fundamentals	3.75
Advanced Internet Concepts	5.75
Internetworking Architecture and Servers	3.75
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Introduction to Communications Methods and Equipment	3.0
Introduction to WAN Technologies	1.5
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Introduction to ISDN and DSL (e)	
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ATM and Broadband ISDN (e)	
Overview of ATM	2.5
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Lightweight Directory Access Protocol (LDAP) (e)	
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Getting Started with Wireless Home Networking	1.0
Wireless Networking Basics for the Home and Small Business (e) (a)	
Getting Started with Wireless Networking	1.0
INTERNET AND NETWORK SECURITY	
Security Principles	
Net Safety (e)	
Network Security Issues	3.5
Security Solutions	
Security+ (e)	
(CompTIA exam SY0-101) (m) (tp)	
General Security Concepts	6.0
Communications Security	6.0
Infrastructure Security	7.25
Encryption Technologies	5.0
Operational and Organizational Security	6.0
Information System Security (e)	
(ISC2 exam CISSP)	
Security Management and Operations Security Practices	5.0
Access Control and Physical Security	4.25
Cryptography and Network Security	7.5
Security Architecture and Applications Security	3.0
Business Continuity Planning, Law, and Ethics	3.75
Systems Security Certified Professional (e)	
(ISC2 exam SSCP)	
*Access Controls	tbd
*Administration	tbd
*Audit and Monitoring	tbd
*Risk, Response and Recovery	tbd
*Cryptography	tbd
*Data Communications	tbd
*Malicious Code	tbd
Information Systems Security Engineering Professional (e)	
(ISC2 exam ISSEP)	
*tbd	tbd
SANS GIAC (e)	
(SANS exam GSEC)	
Networking Concepts	3.0
TCP/IP, Routing and Host Security	3.75
Network Security Overview	3.0
Information Warfare and Web Security	3.0
Internet Security Technologies, Network Vulnerabilities	2.5
Intrusion Detection and Risk Management	3.5
Introducing Encryption and Cryptography	3.25
PKI and Steganography	2.25
Secure Communications	2.5
Wireless Security	2.25
Windows Security	3.5
Windows XP Security and IIS Security	2.5
Backing up Windows and UNIX	2.0
Managing Software, System Services and Auditing	3.75
UNIX Security	3.0

Program Title.....	Hrs
Security Procedures	
Securing Networked Information I (e)	
(CIW exam 1D0-470) (m) (tp)	
Introduction to Security in Networked Environments	3.25
Encryption Technologies	5.0
Firewalls and VPNs	3.25
Securing Networked Information II (e)	
(CIW exam 1D0-470) (m) (tp)	
Operating System and File Security Issues	4.25
Intrusion Detection and Response in Networked Environments	4.0
Security Analysis and Auditing in Networked Environments	5.0
Securing Access to Networks	2.50
CISCO	
Routing and Switching Implementation – CCNA/CCNP	
Cisco Certified Network Associate (CCNA)	
CCNA Basics (e)	
Introduction to Internetworking	4.25
OSI Lower Layers	5.5
OSI Layer 3	5.0
OSI Upper Layers	2.25
Cisco: Introduction to Cisco Networking Technologies (INTRO 1) (e)	
(exam 640-821, 640-801a) (m) (*tp)	
<i>Express Guide is available with SkillPort v6</i>	
Introduction to Networking	3.0
Network Types	2
Network Media	2
Switching Fundamentals	2
TCP/IP	2
IP Addressing and Routing	3
WAN Technologies	2
Operating and Configuring Cisco IOS Switches	2
Operating and Configuring Cisco IOS Routers	3
Network Discovery and Neighbor Device Connections	2
Managing a Network Environment	2
Cisco: Interconnecting Cisco Network Devices 2.1 (ICND 2) (e)	
(exam 640-811, 640-801b) (m) (*tp)	
<i>Express Guide is available with SkillPort v6</i>	
Configuring Cisco Catalyst Switch Operations	4.5
Routing in Cisco Networks	2.25
Implementing Routing Protocols on Cisco Networks	3.5
Managing IP Traffic on Cisco Networks	3.75
Extending a Cisco Network to a WAN	3.0
Completing ISDN Calls on Cisco Networks	3.0

Program Title..... Hrs

Cisco Certified Network Professional (CCNP)

Cisco: Building Scalable Cisco Internetworks 2 (BSCI 2) (e)
(exam 642-801, 642-891a) (m) (tp)

Express Guide is available with SkillPort v6

Advanced IP Addressing.....3.0
Working with IPv6 and Network Address Translation2.5
Routing Principles.....2.0
Implementing EIGRP.....1.25
Configuring EIGRP.....2.25
Configuring the Open Shortest Path First Protocol.....2.75
OSPF for Multiple Area Domains.....2.5
Configuring the IS-IS Protocol3.0
Manipulating IP Routing Protocols2.25
Influencing Route Selection.....1.75
Configuring Basic BGP.....2.75
BGP Path Selection Process.....2.25

Cisco: Building Cisco Multilayer Switched Networks 2 (BCMSN 2) (e)

(exam 642-811, 642-891b) (m) (tp)

Express Guide is available with SkillPort v6

Implementing Switching in the Network.....4.0
Configuring VLANs and VTP.....3.25
Implementing Spanning Tree Protocol.....2.0
Enhancing Spanning Tree Protocol.....3.25
Implementing Multilayer Switching in the Network.....3.0
Improving Availability on Multilayer Switched Networks.....2.75
Examining Cisco AVVID Services and Applications.....3.0
Implementing QoS in Multilayer Switched Networks.....3.0
Optimizing and Securing Multilayer Switched Networks.....2.25
Understanding Metro Ethernet2.0

Cisco: Building Cisco Remote Access Networks 2 (BCRAN 2) (e)

(exam 642-821) (m) (tp)

Express Guide is available with SkillPort v6

Defining WAN Connection Types and Securing Your Network.....2.75
Enabling On-demand Connections to a Central Site.....2.75
Using PPP and Controlling Network Access3.0
Enhancing On-demand Connectivity2.75
Enabling Permanent Connections to a Central Site.....2.75
Using Dialer Profiles.....1.75
Enabling Dial Backup for a Primary Connection.....1.25
Managing Network Performance2.75
Address Translation2.0
Broadband Technologies.....3.25
Virtual Private Networks.....1.75
Configuring IKE and IPSec2.75

Cisco: Internetwork Troubleshooting 5.0 (CIT 5.0) (e)

(exam 642-831) (m) (*tp)

Express Guide is available with SkillPort v6

Establishing a Baseline4
Determining an Effective Troubleshooting Strategy.....5
Addressing Problems at the Physical and Data Link Layers.....4
Resolving Problems at the Network Layer.....4
Resolving Problems at the Transport and Application Layers5

Program Title..... Hrs

Routing and Switching Design – CCDA/CCDP

Cisco Certified Design Associate (CCDA)

DESIGN 1: Designing for Cisco Internetwork Solutions (e)

(exam 640-861)

Express Guide is available with SkillPort v6

Cisco Design Principles..... 2.25
Examining Cisco Customer Requirements and Existing Network Topology Methodologies 3.0
Cisco Concepts for Structuring Networks 3.5
Basic Cisco Campus Switching Design Considerations 3.25
Basic Cisco WAN Design Considerations 3.0
Cisco IP Addressing Design Concepts 2.5
Cisco Routing Protocol Design Considerations..... 3.5
Introduction to Cisco Security Design Concepts 3.25
Introduction to Cisco Voice Design Concepts..... 5.0
Introduction to Cisco Network Management Design Concepts 3.25
Cisco Design Case Study..... 1.0

Cisco Certified Design Professional (CCDP)

Cisco: Building Scalable Cisco Internetworks 2 (BSCI 2) (e)

(exam 642-801, 642-891a) (m) (tp)

Express Guide is available with SkillPort v6

Advanced IP Addressing 3.0
Working with IPv6 and Network Address Translation 2.5
Routing Principles 2.0
Implementing EIGRP 1.25
Configuring EIGRP 2.25
Configuring the Open Shortest Path First Protocol 2.75
OSPF for Multiple Area Domains 2.5
Configuring the IS-IS Protocol..... 3.0
Manipulating IP Routing Protocols 2.25
Influencing Route Selection 1.75
Configuring Basic BGP 2.75
BGP Path Selection Process 2.25

Cisco: Building Cisco Multilayer Switched Networks 2 (BCMSN 2) (e)

(exam 642-811, 642-891b) (m) (tp)

Express Guide is available with SkillPort v6

Implementing Switching in the Network.....4.0
Configuring VLANs and VTP.....3.25
Implementing Spanning Tree Protocol.....2.0
Enhancing Spanning Tree Protocol.....3.25
Implementing Multilayer Switching in the Network.....3.0
Improving Availability on Multilayer Switched Networks.....2.75
Examining Cisco AVVID Services and Applications.....3.0
Implementing QoS in Multilayer Switched Networks3.0
Optimizing and Securing Multilayer Switched Networks.....2.25
Understanding Metro Ethernet2.0

Program Title..... Hrs

Designing Cisco Network Service Architectures (ARCH 1)

(e)

(exam 642-871)

Express Guide is available with SkillPort v6

Cisco AVVID Framework and Enterprise Design	2
Designing Cisco Enterprise Campus Networks	3
Designing Cisco Enterprise Edge Connectivity	4
Designing Cisco Network Management Services	2
Designing Cisco High Availability Services	2
Designing Cisco Security Services	3
Designing Cisco QoS Solutions	3
Designing Cisco IP Multicast Services.....	2
Designing Cisco Virtual Private Networks.....	3
Designing Cisco Enterprise Wireless Networks.....	2
Designing Cisco IP Telephony Solutions.....	4
Designing Content and Storage Networking Solutions.....	4

Cisco Certified Internetwork Expert (CCIE)

Cisco Certified Security Professional (CCSP)

Cisco SECUR: Securing Cisco IOS Networks 1.0

(exam 642-501) (*m) (*tp)

Express Guide is available with SkillPort v6

Security Fundamentals	2.0
Basic Cisco Router Security.....	3.75
Advanced AAA Security for Cisco Router Networks	3.0
Cisco Router Threat Mitigation	2.75
Cisco IOS Firewall Context-based Access Control Configuration	1.75
Cisco IOS Firewall Authentication Proxy and Intrusion Detection.....	2.0
An Overview of VPNs and IPsec	1.75
Building IPsec VPNs Using Cisco Routers.....	3
Building Advanced IPsec VPNs.....	2.25
Configuring IOS Remote Access Using Cisco Easy VPN	3.0
Security Device Manager.....	2.0
Managing Enterprise VPN Routers.....	4.0

Cisco CSVPN: Cisco Secure Virtual Private Networks

(exam 642-511)

Express Guide is available with SkillPort v6

Network Security	2.75
Cisco VPN 3000 Concentrator Series Hardware Overview	2.75
*Configuring the Cisco VPN 3000 Series Concentrator for Remote Access	3.0
*Configuring the Concentrator for Remote Access using Digital Certificates.....	3.75
*Cisco VPN Software Client Auto-initiation and Firewall Features.....	3.25
*Monitoring and Administering Cisco VPN 3000 Series Concentrator Remote-Access Networks	2.75
*Cisco VPN 3000 Concentrator Bandwidth Management... ..	1.75
*Configuring the Cisco VPN 3002 Hardware Client	3.75
*VPN Client Backup Servers, Load Balancing, and Software Auto-update	2.75
*Cisco VPN 3000 IPsec and LAN-to-LAN with Preshared Keys.....	2.75
*Cisco VPN 3000 Series Concentrator LAN-to-LAN with NAT and Digital Certificates	3.25

Program Title..... Hrs

Cisco CSPFA: Cisco Secure PIX Firewall Advanced

(exam 642-521)

Express Guide is available with SkillPort v6

*Security Fundamentals.....	tbid
*Cisco PIX Firewall Technology and Features.....	tbid
*Getting Started with the Cisco PIX Firewall.....	tbid
*Translations and Connections.....	tbid
*Access Control and Advanced Protocol Handling.....	tbid
*Network Protection and AAA.....	tbid
*Failover and PIX Firewall Switching and Routing	tbid
*PIX Firewall VPN and SOHO Support	tbid
*System Maintenance	tbid
*Cisco PIX Device Manager	tbid
*Enterprise PIX Firewall Maintenance.....	tbid
*Firewall Services Module Operation	tbid

Cisco CSIDS: Cisco Secure Intrusion Detection System

(exam 642-531)

Express Guide is available with SkillPort v6

*tbid.....	tbid
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Cisco SAFE Implementation v1.1

(exam 642-541)

Express Guide is available with SkillPort v6

No plans to develop courseware at this time

Cisco Firewall Specialist (CFS)

Cisco IDS Specialist (CIDSS)

Cisco VPN Specialist (CVPNS)

Note: The following Express Guides are now available with SkillPort v6

- 642-641 – CCIP – Implementing Cisco QoS v1.0
- 640-910 – CCIP – Implementing Cisco MPLS v1.0
- 642-661 – CCIP – Configuring BGP on Cisco Routers v3.0
- CCIE – Installation and Maintenance of Cisco Routers v11.3a
- CCIE – Implementing Cisco Multicast v1.0
- CCIE – Advanced MPLS VPN Solutions v1.0
- 9EO-431 – CCIE – Cisco Voice over IP v4.1
- 9EO-601 – CCIE – Deploying QoS for Enterprise Networks v1.0
- 9EO-412 – CCIE – Enterprise Voice Over Data Design v3.3
- 9EO-421 – CCIE – IP Telephony Troubleshooting v2.0
- 9EO-441 – CCIE – Cisco IP Telephony (CIPT) v3.3

OTHER CISCO PROGRAMS – NON-CERTIFICATION

Cisco: Installation and Maintenance of Cisco Routers

(IMCR) (x)

Fundamentals of Cisco Router Configuration	4
Installation and Maintenance Procedures	3
The 2500 and 3600 Series	4
Installing and Maintaining the 4000 Series	3
Installing and Maintaining the 7000 Series	4
Installing and Maintaining the 7500 Series	4
The 7200 Series and 7000 Family IPs	4
Installing and Maintaining the 12000 Series I	3
Installing and Maintaining the 12000 Series II	3
Router and Route Switch Modules	3

Program Title..... Hrs

SOFTWARE DEVELOPMENT

SOFTWARE DEVELOPMENT PRINCIPLES

Software Programming Fundamentals (e)

Getting Started with Programming3.0
Designing Programs.....3.0

Programming Basics

GUI Design Fundamentals (x).....4
Web-Based Interface Design (x).....4
ANSI C Programming: Introducing C (e).....4
Principles of OOP: I (x).....6
Principles of OOP: II (x).....6
Object-Oriented Analysis – Objects and Classes (x).....5
Object-Oriented Analysis - Dynamic Modeling (x).....6
Object-Oriented Design (x).....3
C++ Programming: Structured Programming (e).....4
Distributed Component Principles and Technologies (x).....3
Microsoft ActiveX Technologies (x).....3

Design Methodology

Object-Oriented Analysis and Design with UML (e)(tp)

(exams 1D0-538, IBM486) (tp)
Fundamentals2.75
Exploring System Behavior2.0
Finding Classes3.75
Analyzing the System5.0
System and Object Behavior4.0
Designing the System3.0
Design and Implementation Issues2.75

SOFTWARE DEVELOPMENT TOOLS

Rational Rose 2001 by Rational (e)

Fundamentals of Rational Rose 20013.75
Enhanced Features of Rational Rose 20014.0

Rational Rose 98 by Rational (x)

Rational Rose 98: Fundamentals4
Rational Rose 98: Enhanced Features4

Lotus Domino R6 - Application Update (e)

(exam 190-601)
Application Design Enhancement2.0
Programming Enhancement1.75
Application Implementation.....0.5

JAVA

Java 2 Programming (Platform 1.4)(e)

*tbd..... tbd

Java 2 Programming (Platform 1.3)(e)

(exams IBM155)
Java 2 Language Basics 4.25
Creating Classes in Java 2..... 4.0
Java 2 Language Features 2.5
Core Java 2 Utilities..... 3.75
Introduction to Creating GUIs in Java 2..... 3.5

Program Title..... Hrs

Java 2 Programming: : Overview of the J2EE Architecture (Platform 1.3)

(course OB74) (exam IBM483, 1D0-539)
J2EE Architecture 4.5

Java 2 Programming: Client Development, Application Development, and Security (Platform 1.3)

(course OB74) (exam IBM483, 1D0-539, 1D0-532)
Developing J2EE Clients 2.0
Packaging and Deploying J2EE Applications 1.75
Java 2 Security Features..... 3.0

Java 2 Programming: : Servlets and JSPs (Platform 1.3)

(course OB74) (exam IBM483, 1D0-539, 1D0-532)
Developing Servlets4.75
Developing JSPs2.50

Java 2 Programming: Enterprise JavaBeans (Platform 1.3)

(course OB74) (exam IBM483, 1D0-539, 1D0-532)
Developing EJBs..... 3.0
Persistence and Transactional Issues Affecting EJBs..... 2.75

Java 2 Programming: J2EE Support Technologies (Platform 1.3)

(course OB74) (exam IBM483, 1D0-539, 1D0-532)
Java Database Connectivity 5.5
RMI and the Java Message Service..... 5.0
CORBA and the Java IDL 5.5

Java 2 Programming: Java Web Services (Platform 1.3)

(exam 1D0-532)
Web Service Technologies 3.0
Java Technologies for Web Services2.75
Java Web Service Clients 1.5

Java Web Development: Application Display Logic And J2EE Services (Platform 1.3)

(exam ??)
*Web Technologies tbd
*J2EE Services tbd

MICROSOFT.NET SOFTWARE DEVELOPMENT TOOLS

Mentoring and TestPreps are available for 70-300, 70-305, 70-306, and 70-310)

Microsoft .NET for IT Professionals (e)

What Microsoft .NET Means for IT Professionals.....5.0

Microsoft .NET for Developers

(exam 70-305, 70-306, 70-315, 70-316, 70-310, 70-320)
Introducing Microsoft .NET 4.5

Microsoft .NET for Developers: C# for C++ Developer

(exam 70-315, 70-316, 70-320)
Inside C#6.5
Programming C# for the C++ Developer7.5

Program Title..... Hrs

Microsoft .NET: C# for the Visual Basic 6.0 Developer
(exam 70-315, 70-316, 70-320)
Beginning C#7.25
Programming C# for the VB6 Developer.....7.75

Microsoft .NET for Developers: Visual Basic .NET for the VB6 Developer
(exam 70-305, 70-306, 70-310)
Moving to Visual Basic .NET5.25
Advanced Language Features of Microsoft VB.NET5.25
Windows Forms and ASP.NET4.5

Microsoft .NET for Developers: Foundations of ASP.NET with VB.NET
(exam 70-305)
Introduction to ASP.NET2.5
Building ASP.NET Applications.....6.25
Optional ASP.NET Features and Finalizing ASP.NET Applications5.75

Microsoft .NET for Developers: Building XML Web Services
(exam 70-310)
XML Web Services and Microsoft.NET3.0
Building Web Services and Web Service Clients with Microsoft.NET2.5

Microsoft .NET for Developers: ADO.NET with VB.NET
(exam 70-305, 70-306, 70-310)
ADO.NET Connections and Commands.....4.25
Building ADO.NET DataSets.....4.0
Advanced ADO.NET Programming.....4.5

Microsoft .NET for Developers: ADO.NET with C#
(exam 70-306, 70-315, 70-316)
ADO.NET Connections and Commands.....3.75
Building ADO.NET DataSets.....2.25
Advanced ADO.NET Programming.....2.25
Managing Disconnected Data.....3.25

Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Applications in VB.NET
(exam 70-306)
Testing and Instrumenting VB.NET Applications5.0
Application Maintenance and Optimization in VB.NET2.25

Microsoft .NET for Developers: Testing, Debugging, and Maintaining Windows Applications in C# (e)
(exam 70-306, 70-315, 70-316)
Testing and Instrumenting Applications in C#.....5.0
Application Maintenance and Optimization in C#.....2.25

Microsoft .NET for Developers: Testing, Debugging, and Maintaining Web Applications in VB.NET
(exam 70-305, 70-310)
Testing and Instrumenting Web Applications in VB.NET3.0
Web Application Tracing and Debugging in VB.NET3.75
Web Application Maintenance in VB.NET3.25

Microsoft .NET for Developers: Testing, Debugging, and Maintaining Web Applications in C#
(exam 70-306, 70-316)
Testing and Instrumenting Web Applications in C#3.0
Web Application Tracing and Debugging in C#3.75
Web Application Maintenance in C#3.25

Program Title..... Hrs

Microsoft .NET for Developers: Creating User Services for Windows Applications with VB.NET (e)
(exam 70-306, 70-316)
Windows Forms and Controls in VB.NET3.25
Customizing Controls and Events in VB.NET.....2.25
Input Validation and Error Handling in VB.NET.....2.0
Adding Services and Components in VB.NET2.25
Printing, Reporting, User Assistance, Accessibility, Localization, and Globalization in VB.NET3.0

Microsoft .NET for Developers: Creating User Services for Windows Applications with C# (e)
(exam 70-315, 70-316)
Windows Forms and Controls in C#3.75
Customizing Controls and Events in C#2.25
Input Validation and Error Handling in C#.....2.0
Adding Services and Components in C#.....2.0
Printing, Help, Accessibility, Localization, and Globalization in C#2.75

Microsoft .NET for Developers: Building Server Components with VB.NET
(exam 70-310)
Windows Services in VB.NET2.0
Interoperability and Serviced Components3.25
.NET Remoting4.0
XML Data Access in VB.NET3.0

Microsoft .NET for Developers: Mastering ASP.NET with VB.NET
(exam 70-305)
ASP.NET User Interface Considerations2.5
Adding Professional Features to an ASP.NET User2.5
Globalizing ASP.NET Applications.....1.5
Advanced ASP.NET Topics3.75

Microsoft .NET for Developers: Configuration and Security with VB.NET
(exam 70-305, 70-306, 70-310)
Assemblies and Configuration in .NET.....3.25
Security with VB.NET5.5

Microsoft .NET for Developers: Configuration and Security with C# (e)
(exam 70-315, 70-316, 70-320)
Assemblies and Configuration with C# in .NET.....3.25
Security with C#.....5.5

Microsoft .NET for Developers: Windows-based Application Deployment
(exam 70-306, 70-315, 70-316, 70-310)
Application Deployment in .NET.....2.0
Deployment of Windows-based .NET Applications6.0

Microsoft .NET for Developers: Web-based Application Development
(exam 70-305)
Planning and Starting the Deployment of a .NET Web Application.....2.25
Using Visual Studio.NET to Deploy a Web-based Application2.75

Program Title..... Hrs

Microsoft .NET for Developers: Analyzing Requirements and Defining Solution Architectures (e)

(course 2710) (exam 70-300) (tp)
.NET Solution Vision and Requirements4.0
Developing .NET Specifications, Strategies and Conceptual Design3.5
Creating the .NET Logical Design.....2.0
Creating the .NET Physical Design2.5

MICROSOFT SOFTWARE DEVELOPMENT TOOLS

Microsoft Office 2000 Solution Development (x)

(course 1301)
Fundamentals4
Building Applications4
Developing Applications4
Developing Excel Applications4
Developing Word Applications4
Expanding Your Solution4
Advanced Solution Development4
Developing with FrontPage4
Designing and Deploying a Solution4

Microsoft Solution Architectures (x)

(courses 491, 1298) (exam 70-100 exp 6/2004) (tp)
Solutions Life-Cycle Analysis Phase5
Analysis and Design Techniques4
Conceptual and Logical Design4
Physical Design and User Interface4

Microsoft Visual C++ 5.0: Developing MFC Applications (x)

(course 789)
Fundamentals4
MFC Programming4
User Interface Programming I5
User Interface Programming II5
Viewing and Storing Data4
Database Applications4
The Internet and ISAPI4
ActiveX5
Internet Applications4
ATL COM5
Painting and Printing3
Application Deployment4

Microsoft Visual Basic 6.0: Desktop (x)

(course 1013) (exam 70-176 exp 6/2004) (tp)
Controls4
Forms, Controls, and Menus4
Validation, Error Handling, and Help4
Compilation and Debugging3
Introduction to Data Access4
Introduction to COM Components4
Creating COM Components 14
Creating COM Components 24
Creating ActiveX Controls4
Building Internet Applications3
Installation and Deployment4

Microsoft Visual Basic 6.0: Distributed (x)

(courses 1013, 1016, 1298) (exam 70-175 exp 6/2004) (tp)
Introduction to Enterprise Development4
Microsoft Transaction Server (MTS)4
Using MTS Services4
Middle-Tier Data Access4
Building SQL Stored Procedures4

Program Title..... Hrs

GENERIC LANGUAGES

ANSI C Programming (e)

Introducing C4.0
Data Representation3.25
Functions5.25
Expressions3.5
Flow Control2.75
Text Processing4.0
Processing Records4.0
Pointers3.25
The Standard Library and Preprocessor3.25

Principles of OOP: I (x)6
Principles of OOP: II (x)6

C++ Programming (e)

Structured Programming4
Classes and Data Abstraction4
Manipulating Objects3
Overloading4
Files and Streams3
Programming Techniques3

COBOL Programming (x)

Introducing COBOL4
Structured Program Development3
The DATA DIVISION4
Statements and Editing Characters3
Flow Control and Iteration4
File Handling4
Debugging and Testing3
Advanced Programming4
Report Writer3
IBM Enterprise Operating Systems4

ENTERPRISE DATABASE SYSTEMS

SYSTEMS AND DATABASE DESIGN

Systems and Database Design (x)

Systems Analysis Fundamentals4
Data Flow Diagrams3
Entity Relationship Diagrams5
Data Dictionaries3
Completing the Logical Model3
Web and Database Integration4

Database Technologies (x)

Data Warehousing: Fundamentals3
Data Warehousing: Building, Using, and Managing4
Object-Relational DBMSs: Characteristics4
Object-Relational DBMSs: Mechanisms and Implementation4

SQL-Based DBMSs (x)

SQL Programming: Database Queries4
SQL Programming: Data Handling Techniques4

Program Title..... Hrs

Database Fundamentals (e)
An Introduction to Database Systems.....3.25
Relational Databases3.25
Database Data Management2.0

Database Design (e)
An Overview of Database Design.....0.5
The Database Design Methodology.....4.0

ORACLE DATABASE SYSTEMS

***Oracle10g DBA: Associate Certification (e)**
(multiple exams)

Note: Express Guides are now in development for this topic to be available with SkillPort v6

***14 Express Guides are in development**

***Oracle10i DBA: Professional Certification (e)**
(multiple exams)

Oracle9i Database: Introduction to SQL (e)
(exam 1Z0-007) (m) (tp)
Introduction to Oracle and SQL in Oracle9i3.25
SQL Functions in Oracle9i5.0
Subqueries, Reporting, and User-Access Control
Using SQL in Oracle9i.....2.5
Defining and Manipulating Data in Oracle9i3.5

Oracle9i Database Administration
Oracle9i Database: New Features I (e)
(exam 1Z0-030)
Introducing Oracle9i Database.....2.25
Manageability Enhancements in Oracle9i.....5.0

Oracle9i Database: New Features II (e)
(exam 1Z0-030)
Availability Features in Oracle9i5.25
Scalability and Performance in Oracle9i4.5
Development Platform in Oracle9i.....2.5
Security Overview for Oracle9i Administrators1.0

Oracle9i Database Fundamentals: Managing Database Access (e)
(exam 1Z0-031a) (m) (tp)
Users and Profiles in Oracle9i.....3.0
Privileges and Roles in Oracle9i.....2.25
Globalization and Auditing in Oracle9i2.0

Oracle9i Database Fundamentals: Managing Data Storage (e)
(exam 1Z0-031b) (m) (tp)
Data Storage in Oracle9i3.25
Tables and Indexes in Oracle9i.....3.0
Data Integrity in Oracle9i.....1.25

Oracle9i Database Fundamentals: Architecture and Management (e)
(exam 1Z0-031c) (m) (tp)
Architecture and Administration Tools in Oracle9I.....2.5
Database and Instance Management in Oracle9I.....2.25
Database Structures in Oracle9I.....2.25

Program Title..... Hrs

Oracle9i Database Fundamentals: Backup and Recovery (e)
(exam 1Z0-032a) (m) (tp)
Backup and Recovery Overview and Configuration in Oracle9I4.75
User-Managed and RMAN Backup and Recovery in Oracle9I.....6.75
Recovery Manager Maintenance in Oracle9I.....2.5
Transporting and Loading Data in Oracle9I2.5

Oracle9i Database Fundamentals: Network Administration (e)
(exam 1Z0-032b) (m) (tp)
Networking Overview for Oracle9i Administrators.....1.5
Oracle Network Configuration in Oracle9i.....4.25

Oracle9i Database: Performance Tuning (e)
(exam 1Z1-033) (m) (tp)
Performance Tuning Methodology and Tools in Oracle9i...1.25
Tuning Memory Structures in Oracle9i3.25
Tuning Database Structures in Oracle9i3.0
Tuning Systems and Applications in Oracle9i.....2.5

MICROSOFT DATABASE SYSTEMS

Microsoft SQL Server 2000 Database Administration I (e)
(course 2072) (exam 70-228) (m) (tp)
Overview of SQL Server 20001.75
Installing, Configuring, and Upgrading SQL Server 20002.0

Microsoft SQL Server 2000 Database Administration II (e)
(course 2072) (exam 70-228) (m) (tp)
SQL Server 2000 Databases1.75
Transferring and Transforming Data in SQL Sever 20001.5
Security in a Microsoft SQL Server 2000 Environment2.0
Managing, SQL Server 2000 Databases.....2.25

Microsoft SQL Server 2000 Database Administration III (e)
(course 2072) (exam 70-228) (m) (tp)
Backing Up SQL Server 2000 Databases.....2.0
Restoring SQL Server 2000 Databases.....1.75
SQL Server 2000 Replication1.75
Monitoring SQL Server 2000 Performance1.5
SQL Server 2000 High Availability1.0
SQL Server 2000, XML, and the Web1.5

Microsoft SQL Server 2000 Database Implementation (e)
(course 2073) (exam 70-229) (m) (tp)
Overview of SQL Server 20001.75
SQL Server 2000 Databases1.75
Designing and Implementing Security in SQL Server 20001.0
The SQL Server 2000 Logical Data Model.....2.25
Using T-SQL in SQL Server 20003.0
SQL Server 2000 Indexes2.0
SQL Server 2000 Programming Business Logic.....2.75
SQL Server 2000 Transactions and Distributed Data1.5
Analyzing and Optimizing SQL Server 2000 Queries1.5
Transferring and Transforming Data in SQL Server 2000.....1.25
SQL Server 2000, XML, and the Web1.5

Program Title..... Hrs

Microsoft SQL Server 7.0 Database Implementation (x)
 (courses 832, 833, 1131) (exam 70-029 exp 6/2004) (tp)

- Architecture and Features4
- Fundamentals of Database Design4
- Normalization and Physical Database Design4
- Basic Transact-SQL4
- Creating Databases4
- Data Integrity and Loading Techniques4
- Indexes and Views4
- Advanced Transact-SQL3
- Stored Procedures and Triggers4
- Transactions and Distributed Data4
- Monitoring and Optimizing5

Microsoft SQL Server 7.0 System Administration (x)
 (courses 832, 833, 1131) (exam 70-028 exp 6/2004) (tp)

- Architecture and Features4
- Installation4
- Upgrading and Migration4
- Creating Databases4
- Data Integrity and Loading Techniques4
- Indexes and Views4
- Configuration and System Enhancement4
- Backing Up Data4
- Restoring and Managing Data3
- Automating Administration4
- Security4
- Replication4
- Monitoring and Optimizing5

IBM DATABASE SYSTEMS

IBM DB2 Universal Database Administration (e)
 *tbd.....tbd

SAP

SAP R/3 RELEASE 4.6

Moving to SAP R/3 Release 4.6 (e)

- Navigating SAP R/3 Release 4.61.75
- Using SAP R/3 Release 4.62.0

Overview of SAP R/3 Release 4.6 (e)

- SAP R/3 4.6 Fundamentals.....2.0

Program Title..... Hrs

BUSINESS SKILLS COURSE LIBRARY

BUSINESS STRATEGY AND OPERATIONS

BUSINESS LAW

Fundamentals of Business Law

- A Manager’s Introduction to Business Law3.0
- Contracts in Commercial Transactions4.0
- Employment in Labor Laws.....3.5
- American Business Formations in the 21st Century3.5
- Intellectual Property and Proprietary Rights4.0
- Lawsuits and Negotiations.....2.5

OPERATIONS

Managing Customer-Driven Process Improvement

- Why Customer Driven?2.5
- Identifying What the Customer Wants3.0
- Translating Requirements into Process Goals3.5
- Understanding Processes2.5
- Implementing Improvements2.5
- Managing Process Improvements.....3.0
- Managing Customer-Driven Process Improvement
Simulation0.5

Six Sigma Foundations

- Six Sigma Introduction3.5

Six Sigma Team Implementation (aligned with Green Belt Knowledge)

- Six Sigma: Reducing Variation to Improve Quality4.0
- Six Sigma: Listening to the Voice of the Customer5.5
- Six Sigma DMAIC: Defining the Problem.....4.0
- Six Sigma DMAIC: Measuring the Process5.0
- Six Sigma DMAIC: Analyzing the Data5.5
- Six Sigma DMAIC: Analyzing the Process.....3.0
- Six Sigma DMAIC: Improving the Process4.5
- Six Sigma DMAIC: Controlling the Improved Process.....4.0

Lean Manufacturing

- Lean Logic.....4.0
- Lean Value4.0
- Lean Techniques6.0
- Lean Strategies4.5

Logistics Management

- Overview of Logistics Management3.5
- Inventory Management3.0
- Supply Chain Management.....3.0

ISO 9000:2000 Overview

- The Who, What, & Why of ISO 9000:2000.....2.5
- Building a Quality Management System.....2.0
- Quality-minded Management2.5
- Customer Satisfaction Through Resource Management2.5
- Processes for Quality Products and Services.....4.0
- Continual Quality Improvement3.5
- Steps for Successful ISO Registration3.0
- Transitioning from ISO 9000:1994 to ISO 9001:20002.5

Program Title..... Hrs

Supply Chain Management

The Fundamentals of Supply Chain Management2.0
Supply Chain Management Strategies5.5
Supply Chain Planning and Inventory Management5.0
Supply Chain Management and e-Business4.0
Supply Chain Transportation and Facility Design4.5

STRATEGIC PLANNING

How to Write a Business Case

Fundamental Components of a Business Case3.5
Developing Target Market Strategy2.5
Understanding Positioning3.0
The Marketing and Sales Plan3.0
Pricing for Profitability2.5
Presenting Your Case2.5

Strategic IT Planning

Setting the Stage for IT Success2.5
Strategic Decision Making2.5
IT Challenges: Present and Future2.5

Strategic Management

Strategic Management – Planning2.5
Strategic Management – Analysis and Choice2.0
Strategic Management – Corporate Implementation2.5

Systems Thinking in the 21st Century

What is System Thinking?2.5
Building a Healthy System2.5
Systems-thinking Models and Thinking Skills2.5
Systems Archetypes3.0
Redesigning Your Organization: Part I3.0
Redesigning Your Organization: Part II3.0
Taking Systems Thinking into Your Personal Life3.0

E-BUSINESS

e-Business Foundations

The Fundamentals of e-Business2.5
Approaches to e-Business2.0
e-Business Opportunities2.5
e-Business Design2.5
Building a Successful Web Site2.5
e-Business Solutions2.5

e-Business for Customer Relationship Management

Introduction to Customer Relationship Management3.0
Electronic Customer Relationship Management3.0
Data Mining2.5

e-Commerce Series

Integrating e-Commerce with Traditional Business3.0
e-Commerce: B2C2.5
e-Commerce: B2B2.5
e-Marketplaces: B2B Exchanges2.0
Customer Relationship Management in e-Commerce2.5
Performance Measurement and e-Commerce Evaluation2.0

Program Title..... Hrs

MARKETING

Strategic Marketing in Action

Elements of Marketing Strategy3.0
Analyzing the Market2.5
Competitive Factors in Strategic Marketing2.5
Writing a Marketing Plan: Phase 13.0
Writing the Marketing Plan: Creative Strategy2.5
Creating a Marketing Campaign4.0
Marketing Management4.0
Financial Analysis for Successful Marketing4.5

FINANCE, HUMAN RESOURCES AND ADMINISTRATION

FINANCE & ACCOUNTING

Accounting 101

Accounting Fundamentals3.5
Accrual Accounting Procedures2.0
Accounting Systems and Closing Activities2.5
Accounting for Cash Control3.0
Accounting for Merchandising Businesses2.5

Using Financial Statements (Wharton)

Principles of Financial Statements3.5
Components of Financial Statements3.0
Analyzing the Income Statement and Balance Sheet2.0
The Income Statement and Balance Sheet Connection2.0
Analyzing Cash Flow4.5
Ratio Analysis for Financial Statements3.0
Credibility and Disclosure in an Annual Report2.5
Analyzing an Annual Report4.5

Business Finance for Managers

Introduction to Finance2.5
Making Budgets Work2.5
Cash Management2.5
Financial Statements and Analysis2.5
Sources of Funding2.5
The Manager's Performance Guide – Business Finance1.5

Finance Fundamentals for Non-financial Professionals

Principles of Financial Management4.0
Basics of Budgeting3.5
Managing Cash Flows2.5
Understanding Financial Statements3.5

Practical Budgeting Skills for Business

Creating and Analyzing an Operating Budget3.5
The Ins and Outs of Capital Budgeting3.5
*Effective Budget Managementtbd

Advanced Business Finance

Introduction to Advanced Finance3.0
Investment Project Analysis and Selection2.0
Raising Capital and Financing Decisions3.0
Managing Working Capital4.0
Corporate Restructuring2.5
Financial Risk Management1.5
International Finance2.0

Program Title..... Hrs

Accounting 102

Accounting for Partnerships3.5
Accounting for Corporations2.5
Analyzing Cash Flow Statements2.0
Master Budgets4.0

Auditing: A Practical Approach

Introduction to Auditing3.0
Introduction to Internal Auditing4.5
Principles of Internal Auditing3.0
Introduction to External Auditing3.5
Principles of External Auditing4.0

HUMAN RESOURCES

New Employee Orientation (Rapid Customization Product)

Health, Safety, and Security Challenges5.5
Laws and Ethics in the Workplace5.5
Understanding Employee Benefits5.0

Managing Diversity and Inclusiveness

Workplace Diversity4.0
Culture and Behavior3.0
Organizational Inclusion5.0
Corporate Culture and Diversity3.0
Management Skills for the Diverse Work Force5.5
Communication and Diversity Adoption5.0
Managing Diversity and Inclusiveness **simulation**0.5

Hostility and Aggression in the Workplace

Workplace Aggression: The Scope of the Problem4.5
The Three Stages of Aggressive Behavior3.5
Potential Powder Kegs: Identifying and Defusing Them3.5
How to Make Your Company Safer3.0
Keeping Your Company out of Legal Trouble3.5
Managing a Violent Crisis3.5

ADMINISTRATIVE SUPPORT

The Effective Administrative Support Professional

Getting Started – The Administrative Support Professional3.0
Overview to Effective Business Communication3.0
Using Effective Business Communication2.0
Administrative Functions3.0
Advancing Your Administrative Career3.0
Effective Administrative Support Professional **Simulation**0.5

Advanced Skills for Administrative Support Professionals

Behavior: Putting Your Best Foot Forward4.0
Managing Yourself and Those Around You3.5
Partnering with Your Boss3.0
Communicating with Power and Confidence3.0
Advanced Administrative Support **Simulation**0.5

KNOWLEDGE MANAGEMENT

Knowledge Management Fundamentals

The Art of Knowledge Management3.5
Knowledge as Capital3.0
Putting Knowledge to Work4.0
Managing Knowledge Workers2.0
Being a Knowledge Activist3.0

Program Title..... Hrs

The 21st Century Learning Curve

Knowledge as Strategy: Performance Improvement3.0
The Power of the Learning Organization3.0
The Potential of Self-directed Learning2.5
Implementing and Evaluating Self-directed Learning3.0
Performance Support3.0
Benchmarking for Best Practices3.0

Achieving Measurable Performance Impact from Training

Training for Business Results2.5

MANAGEMENT AND LEADERSHIP

MANAGEMENT

Moving into a Management Role

Becoming a Manager6.0
A New Manager’s Responsibilities and Fears6.0
Lead and Communicate Effectively as a New Manager6.0
A New Manager’s Role in the Company’s Future5.5
Moving into Management **Simulation**0.5
Leadership in Management **Simulation**0.5
Moving into a Management Role Blended Learning Toolkitx

Essential Skills for Tomorrow’s Managers

Competencies for Tomorrow’s Managers5.5
Development Tools for Tomorrow’s Managers5.0
The Manager as Coach and Counselor5.0
The Manager as Project Champion4.5
A Manager’s Primer for Ensuring Accountability6.0
Continuous Learning for Tomorrow’s Managers4.5
Essential Skills for Tomorrow’s Managers **Simulation**0.5
Essential People Management Skills **Simulation**0.5
Essential Skills for Tomorrow’s Managers Blended Learning Toolkitx

Moving from Technical Professional to Management

Management Development for Technical Professionals3.5
Communication Skills for Successful Management3.0
Process Management Skills4.5
Leadership Development for Technical Professionals3.0
Strategies for Transitioning into Management6.5
Transitioning from Technical Professional to Management **Simulation**0.5
From Technical Professional to Leadership **Simulation**0.5

Performance Appraisal

Continuous Performance Assessment3.5
Reviewing Performance4.0

360-Degree Performance Appraisal

About 360-Degree Performance Feedback2.5
Elements of a 360-Degree Performance Review2.0
Delivering 360-Degree Performance Feedback5.0
360-Degree Performance Appraisal **Simulation**0.5

Managing Problem Performance

Preventing Problem Performance4.5
Identifying Problem Performance4.0
Improving Problem Performance5.5
Dealing with Problem Performance4.0
Averting Problem Performance **Simulation**0.5
Addressing Problem Performance **Simulation**0.5

Program Title.....	Hrs
Supporting Employees Through the Change Process	
Beginning the Change Process	4.5
Managing Through the Change	4.0
Incorporating Change in Your Organization.....	3.0
The Successful Facilitator	
The Role of the Facilitator	5.0
Facilitative Fundamentals: Techniques and Tools	5.0
Facilitating Work Groups and Meetings.....	5.0
Facilitating Challenging Situations	5.0
Facilitative Formats and Tools: Offering Options.....	5.0
The Facilitative Leader	5.0
The Successful Facilitator Simulation	0.5
Mentoring Essentials	
Effective Mentoring	3.0
The Mentoring Manager	2.5
Implementing an Organization-wide Mentoring Program	2.5
Mentoring Strategies in the 21st Century	3.0
Achieving Success with the Help of a Mentor	3.5
e-Mentoring.....	3.5
Mentoring Essentials Simulation	0.5
Delegation Skills	
Delegation Basics.....	2.0
The Personal Approach in Delegation	2.5
Managing the Delegated Environment	5.0
Effective Delegation Simulation	0.5
Coach with Confidence	
Coaching for Business	4.0
Successful Coaching Relationships	7.5
Key Stages in Coaching	6.0
Coaching Skills	5.5
Mindsets, Emotions and Coaching	4.0
Coaching Trends	4.5
Coach with Confidence Simulation	0.5
Coach with Confidence Blended Learning Toolkit.....	x
Managing Technical Professionals	
Understanding Technical Professionals.....	2.5
Attracting, Motivating, and Retaining Technical Professionals	3.5
Models for Managing Technical Professionals	4.5
Developing Career Plans for Your Technical Professionals	3.5
How to Overcome Negativity in the Workplace	
The Path from Pessimism to Optimism	4.0
Proactive Approaches to Stop Negativity.....	2.0
Overcoming Organizational Negativity.....	2.0
Managing Contractors and Temporary Employees	
Doing Business with Independent Contractors	4.5
Hiring Temporary (Contingent) Employees	5.0
Managing Contingent Workers.....	4.5
Legal Pitfalls Regarding Independent Contractors.....	3.0
Working with Temporary Agencies.....	5.5
Hiring and Managing Contractors Simulation	0.5

Program Title.....	Hrs
LEADERSHIP	
Leading from the Front Line	
Challenges of the 21st Century	2.0
Organizational Culture and Leadership	2.5
Energizing and Empowering Employees.....	2.5
Leadership and the Knowledge Worker	2.5
Leading Change from the Front Line	2.5
Dynamics of Leadership	3.0
Leading from the Front Line Simulation	0.5
Leadership Skills for Women	
The Secrets of Female Leaders	2.5
Building Your Support System.....	3.5
Playing by the Rules	2.5
Groundbreaking: The Paradigm Shift toward Women.....	2.5
Establish and Maintain Authority.....	2.5
Leadership Skills for Women Simulation	0.5
Business Execution	
Foundations for Business Execution	7.0
Creating a Business Execution Culture	8.0
Business Execution in Action	5.0
Going from Management to Leadership	
The Mark of a Leader.....	4.5
Communicating a Shared Vision	4.5
The Enabling Leader	5.0
Removing Performance Barriers.....	4.0
Communicating as a Leader.....	4.5
Coaching for Performance	2.5
Leading through Change.....	3.0
The Leader as a Model.....	3.0
Going from Management to Leadership Simulation	0.5
Growing from a Manager to a Leader Simulation	0.5
Going from Management to Leadership Blended Learning Toolkit.....	x
Leading the Workforce Generations	
Introduction to Workforce Generations.....	2.5
Attracting, Developing, and Retaining Generations.....	3.0
Leading Silent Generation and Baby Boom Workers	3.0
Leading Generations X and Next.....	3.5
Making Cross-generational Teams Work	3.0
Cross-generational Workers in the 21st Century.....	3.0
Leading the Workforce Generations Simulation	0.5

Program Title..... Hrs

PROFESSIONAL EFFECTIVENESS

COMMUNICATION

Interpersonal Communication Skills for Business

The Process of Interpersonal Communications4.5
The Mechanics of Effective Communication5.0
Communication Skills for the Workplace4.5
Communicate for Results.....5.0
Communication Skills for Leadership5.5
Communication Skills for Resolving Conflict5.0
Communicate for Contacts4.5
Interpersonal Communication Skills for Business
 Simulation 0.5
Interpersonal Communication Skills for Teams
 Simulation 0.5
Interpersonal Communication Skills for Business
 Blended Learning Toolkitx

Business Writing Essentials

Writing with Intention.....4.0
Avoiding Errors in Usage and Punctuation4.5
Avoiding Grammatical Errors in Business Writing.....4.5
Crisp Composition4.5
Writing to Reach the Audience.....3.0
Getting the Most from Business Documents.....4.0
The Writing Process.....5.0
Business Writing Essentials Blended Learning Toolkit.....x

Emotional Intelligence in the Workplace

What is Emotional Intelligence?.....2.5
Emotional Intelligence at Work.....2.5
Teamwork and Emotional Intelligence.....2.5
Increasing Your Emotional Intelligence.....2.5
The Emotionally Intelligent Leader.....2.5
Emotional Intelligence in the Workplace **Simulation**.....0.5

Effective Listening Skills

The Basics of Listening.....2.5
Listening for Comprehension5.0
Listening for Higher Purposes3.0
Enhancing Your Listening Skills.....3.0
Effective Listening Skills **Simulation**0.5

Managing and Working with Difficult People

Difficult People in the Workplace3.5
Working with Aggressive People3.0
Working with Negative People and Procrastinators.....3.0
Working with Arrogant and Duplicitous People2.0
Managing and Working with Difficult People
 Simulation0.5
Communicating Effectively with Difficult Coworkers
 Simulation0.5

Assertive Communication

Professional Assertiveness.....3.0
Assertiveness from the Inside Out3.0
Assertive Communication **Simulation**0.5

Program Title..... Hrs

Business Etiquette and Professionalism

Everyday Business Etiquette.....3.0
Communication Etiquette2.5
Etiquette and the Business Meeting.....2.5
Etiquette for Supervisors.....3.0
Business Etiquette and Professionalism **Simulation**.....0.5

Building Better Work Relationships

Building Effective Interfunctional Relationships2.5
Building Effective Intercultural Relationships2.5
Building Effective Intergender Relationships2.5
Working Effectively with Customers2.5
Working Effectively with Business Partners3.0
Building Better Work Relationships **Simulation**0.5

Business Grammar Essentials

Foundations of Grammar2.5
Sentence Construction2.0
Understanding Writing Mechanics2.0
Punctuating with Skill.....2.0

Email Essentials

Essentials of Electronic Communication.....1.5
Optimizing Email at Work.....2.0
Email and Organizational Communication2.5
Email as a Marketing Tool.....2.0

Delivering Successful Presentations

Presenting to Succeed4.5
Delivering Your Message4.5
Presentation Resources Available to You5.0
Delivering Successful Presentations **Simulation**0.5
Presentation Skills Blended Learning Toolkit.....x

Effective Business Meetings

Planning Effective Business Meetings2.5
Leading Effective Business Meetings.....2.5
Participating Effectively in Business Meetings5.0
Effective Business Meetings **Simulation**0.5

Dealing with Conflict in the Workplace

Perspectives on Conflict5.5
Handling Conflict with Others.....6.0
Managing Conflict in the Organization6.0
Dealing with Conflict in the Workplace **Simulation**0.5
Managing Conflict in the Workplace **Simulation**0.5
Dealing with Conflict in the Workplace Blended
 Learning Toolkit.....x

Telephone Skills for Business Professionals

Effective Telephone Techniques.....5.0
Making Telephone Calls Count.....3.5

Negotiating to Win: Getting the Results You Want

Crafting a Deal3.0
Connect and Communicate2.5
The Negotiation Process2.5
The Dynamics of Interaction.....3.0
Inclusive Negotiating2.5
When the Going Gets Tough2.5
The Master Negotiator2.5
Negotiating to Win **Simulation**0.5

Program Title.....	Hrs
Getting Results Without Authority	
Building Relationships to Get Results.....	2.5
Teamwork and Results Without Authority.....	2.5
Leadership Without Authority.....	3.0
Gaining Allies, Creating Change.....	3.0
Getting Results through Communication.....	3.0
Getting Results from the Boss.....	3.0
Getting Results Without Authority Simulation	0.5
Anger Management in the Workplace	
Experiencing Anger.....	5.0
Managing Your Anger.....	5.5
Managing Anger in the Workplace Simulation	0.5
FOUNDATION SKILLS	
Basic Business Math Skills	
Whole Numbers, Fractions, and Equations.....	4.0
Decimals and Percents.....	2.0
Ratios, Averages and Graphs.....	2.0
PERSONAL DEVELOPMENT	
Creativity and Innovation in the Workplace	
The Foundations of Creativity and Innovations.....	4.5
Generating Creative and Innovative Ideas.....	3.5
Evaluating Creative and Innovative Ideas.....	3.5
Implementing Creative and Innovative Ideas.....	5.0
Creativity and Innovation in the Workplace Simulation	0.5
Taking Control of Your Workday	
Analyze Your Use of Time.....	2.0
Set Goals & Prioritize Your Use of Time.....	2.0
Major Time Management Challenges.....	3.0
Taking Control of Your Workday Simulation	0.5
Overcoming Overload – Managing Memory and Time	
Time as a Resource.....	2.5
Eliminate the Time Wasters.....	3.0
Organize to Remember.....	2.0
Create Your Time and Memory Management Program.....	2.0
Planning Your Personal Finances	
Managing Your Cash Flow and Credit.....	2.5
Homes and Vacation Homes.....	3.0
Tax Planning.....	5.5
Determining Your Insurance Needs.....	2.5
Financing Your Family’s Education.....	2.5
Investing Wisely.....	2.5
Planning for Retirement and Retirement Accounts.....	2.5
Separation and Divorce.....	2.0
Basic Estate Planning.....	2.5
Financial Planning for Couples Simulation	0.5
Planning Your Personal Finances Simulation	0.5
Working More Effectively – Taking Control of Your Time	
You and Your Time.....	5.0
Techniques for Better Time Management.....	4.5
Developing Good Time Management Habits.....	4.5
Working More Effectively Simulation	0.5
Time Management Blended Learning Toolkit.....	x

Program Title.....	Hrs
Ethics in Business	
Ethical Decision Making.....	3.5
Managerial Business Ethics.....	2.5
Organizational Ethics.....	3.5
Corporate Social Responsibility.....	3.0
Living a Balanced Life	
Finding Your Life Balance.....	4.5
Success Over Stress.....	4.5
Strategies for Better Balance.....	5.0
Dealing with Organizational Change	
Understanding Organizational Change.....	3.0
Being Prepared for Change.....	3.5
Communicating During Organizational Change.....	3.5
Breakthrough Strategies for a Web Economy	
Breakthrough Strategies.....	2.5
Solution Thinking for Breakthrough Decisions.....	2.5
Breakthrough Innovation.....	3.0
Enabling Breakthrough Creativity.....	2.5
Breakthrough Motivation.....	2.5
Different Intelligences for Business Breakthroughs.....	2.5
Problem-solving and Decision-making for Business	
Foundations for Effective Thinking.....	3.5
Framing the Problem.....	3.0
Generating Alternatives in Problem-solving.....	2.5
Dynamic Decision-making.....	2.5
Implementing and Evaluating a Decision.....	3.0
Problem-solving and Decision-making in Groups.....	2.5
Creative Problem-solving and Effective Thinking Simulation	0.8
Rational Problem-solving and Decision-making Simulation	0.8
Problem-solving and Decision-making for Business Blended Learning Toolkit.....	x
Working without a Net – The Business of Risk	
Risk Basics.....	2.0
Approaches to Risk Management.....	2.0
Decisions and Risk.....	2.0
Strategic Planning and Risk Management.....	2.5
Risk Strategies: The Cutting Edge.....	2.5
Working without a Net: Decisions Simulation	0.5
Achieving Organizational Excellence Through Critical Thinking	
The Role of Critical Thinking in Organizations.....	4.0
Developing Fundamental Critical Thinking Skills.....	3.0
Strategies for Facilitating Critical Thinking.....	4.5
Critical Thinking Skills for Managing.....	3.5
Organizational Scope of Critical Thinking.....	3.5
Critical Thinking Strategies Simulation	0.5

Program Title..... Hrs

PROJECT EFFECTIVENESS

PROJECT MANAGEMENT

Project Management Professional Exam PMP (m) (tp)

Project Management Essentials (PMBOK – Third Edition aligned)

- *An Introduction to Project Management2.0
- *Project Lifecycles and Stakeholders2.5
- *Project Management Process Groups and Initiating2.5
- *Project Planning2.5

Project Management Basics for Business Professionals

- Project Initiation.....6.5
- Project Planning5.0
- Project Execution6.0
- Project Controlling.....7.5
- Project Closing.....6.5
- Project Management Basics: Scheduling **Simulation**.....0.5
- Project Management Basics for Business Professionals Blended Learning Toolkitx

Project Management Professional Responsibility

- Ethics and Professional Knowledge3.0
- Stakeholder Interests and Cultural Diversity.....3.0

Project Management for IT Professionals

- Introduction to IT Project Management4.0
- Functions of IT Project Managers4.5
- The Life Cycle of an IT Project5.0
- Managing the Execution and Control of IT Projects.....5.5
- Managing Efficiencies of IT Projects4.5
- Project IT Management **Simulation** – The Early Stages0.5
- Project IT Management **Simulation** – Design to Rollout.....0.5

Strategic Project Management for IT Projects

- Strategic Planning and Positioning for IT Projects5.0
- Strategic Approaches to Managing IT Projects5.0
- Estimating the IT Project Work Effort.....5.5
- IT Project Leadership, Authority & Accountability.....6.0
- Managing Multiple IT Projects.....5.5
- Cost Management and IT Project Trade-offs4.5
- Strategic Project Management for IT Projects **Simulation**.....0.5

Project Integration Management – PMBOK 2000-aligned

- Project Plan Development3.5
- Project Plan Execution.....4.5
- Project Integrated Change Control4.5

Project Scope Management – PMBOK 2000-aligned

- Project Initiation and Planning3.5
- Project Scope Definition4.5
- Project Scope Verification and Change Control4.5

Project Time Management – PMBOK 2000-aligned

- Project Activity Planning4.0
- Project Activity Duration Estimating.....1.5
- Project Schedule Development.....3.0
- Project Schedule Control2.5

Project Cost Management – PMBOK 2000-aligned

- Project Resource Planning.....2.0
- Project Cost Estimating and Budgeting3.5
- Project Cost Control.....2.5

Program Title..... Hrs

Project Quality Management – PMBOK 2000-aligned

- Project Quality Planning2.0
- Project Quality Assurance.....3.5
- Project Quality Control2.5

Project Human Resources Management –PMBOK 2000-aligned

- Project Organizational Planning2.5
- Project Staff Acquisition.....2.5
- Project Team Development.....3.0

Project Communications Management – PMBOK 2000-aligned

- Project Communication Planning3.0
- Project Performance Reporting.....2.5
- Project Information Distribution and Closure2.0
- Project Communications Management **Simulation**0.5

Project Risk Management – PMBOK 2000-aligned

- Project Risk Planning & Identification.....5.0
- Project Qualitative Risk Analysis4.0
- Project Qualitative Risk Analysis4.0
- Project Risk Response Planning6.5
- Project Risk Monitoring and Control5.5
- Project Management: Risk Management **Simulation**0.5

Project Procurement Planning – PMBOK 2000-aligned

- Project Procurement Planning2.0
- Project Solicitation3.0
- Project Source Selection3.0
- Project Contract Management3.0

TEAM BUILDING

Participating in Teams

- Effective Team-building Strategies.....4.0
- Effectively Communicating in Teams3.0
- The Individual’s Role in a Team3.5

Creating High-performance On-site and Virtual Teams

- Launching Successful On-site and Virtual Teams5.5
- Leading Successful On-site Teams5.0
- Leading Virtual Teams.....5.0
- Facilitating On-Site and Virtual Teams4.5

SALES AND CUSTOMER FACING SKILLS

SALES

Selling at the Executive Level

- Prepare for Success3.0
- Strategic Planning3.5
- Progressing through the Complete Sale.....4.0
- Presenting Your Proposition.....4.0
- Negotiating to Mutual Benefit.....4.0
- From Executive-level Sale to Strategic Partnership.....4.0
- Preparing for the Executive-level Sale **Simulation**.....0.5
- Progressing through the Complex Sale **Simulation**.....0.5
- Closing Executive-level Sales **Simulation**0.5
- *Selling at the Executive Level Blended Learning Toolkit.....x

Program Title..... Hrs

CUSTOMER SERVICE

How to Excel at Customer Service

Building the Service Foundation: Corporate Culture.....	3.5
Fundamentals of Exceptional Customer Service.....	3.5
The Voice of the Customer.....	4.5
Advancing Your Service Expertise.....	4.5
Customers, Conflict and Confrontation.....	5.5
Overcoming Challenging Service Situations.....	6.0
Instilling Service Excellence: the EXCEL Acronym.....	7.5
Service Stars and Service Teams.....	5.5
Excelling at Customer Service Simulation	0.5
Customer Service Simulation	0.5
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Technical Support Agent Skills

The Contact Center and the Technical Support Agent.....	4.5
Technical Support Essentials.....	5.0
Assessing Customer Behavior.....	4.5
Technical Support Agent Survival Skills.....	3.5
Technical Support Agent Skills Simulation	0.5

Inbound Call Center Management

The Inbound Call Center.....	2.5
Inbound Call Center Management: Leadership.....	3.0
Inbound Call Centers: People Management.....	3.0
Inbound Call Center Technology.....	4.0
Performance Metrics for an Inbound Call Center.....	2.5

CONSULTING SKILLS

Consulting With the External Client

Essentials of External Consultancy.....	5.0
The Client-Consultant Relationship.....	5.0
Diagnosing and Planning.....	4.0
Managing Delivery.....	3.5
Evaluation and Review.....	4.0
Consulting with the External Client Simulation	0.5

WORKPLACE COMPLIANCE LIBRARY

Workplace Issue Fundamentals

Workplace Harassment.....	2.0
Diversity in the Workplace.....	3.5
Business Ethics.....	2.5
Family Medical Leave Act (FMLA).....	3.0
Equal Employment Opportunity (EEO).....	2.5
Americans with Disabilities Act (ADA).....	2.0
Rightful Termination.....	1.5
Email and Internet Use Policy.....	1.5
Questionable Interviewing Questions.....	1.5
Documenting Discipline.....	2.5
Conflicts of Interest.....	3.5
Drug Free Workplace.....	4.0
Understanding the Fair Labor Standards Act (FLSA).....	3.0
Record Retention Policy.....	2.0
Sarbanes-Oxley: Whistleblower Protection.....	1.5

Sexual Harassment

Sexual Harassment Awareness for Employees.....	1.0
Dealing with Sexual Harassment Claims.....	2.0
Sexual Harassment Training for Human Resource Professionals.....	2.0

Administrative Simplification Under HIPAA

HIPAA: Electronic Health Data Transactions.....	1.5
HIPAA: Evaluating the Impact of Privacy Rights.....	2.0
HIPAA: Implementing Privacy Rules.....	1.5
HIPAA: Securing Protected Health Information.....	2.0
Understanding Healthcare Rights under HIPAA.....	1.5

SkillSoft Client Community

For Training Administrators: additional marketing materials and e-learning information is available in our **Client Community** Web Site. The materials available range from papers and articles on e-Learning, Pilot and Implementation Tools, Marketing Templates, Competency Maps, Course Descriptions, and so much more. If you do not yet have a user ID and password, contact your Account Consultant.

OPM-EXECUTIVE CORE QUALIFICATIONS (OPM-ECO)

The URL is: <http://community.skillsoft.com>

- > Leading Change
- > Leading People
- > Results Driven
- > Business Acumen
- > Building Coalitions/Communication

CLINGER-COHEN CIO COMPETENCIES

The URL is: <http://community.skillsoft.com>

- > Policy and Organizational
- > Leadership/Managerial
- > Process/Change Management
- > Information Resources Strategy and Planning
- > IT Performance Assessment: Models and Methods
- > Project/Program Management
- > Capital Planning and Investment Assessment
- > Acquisition
- > E-Government/Electronic Business/Electronic Commerce
- > IT Security/Information Assurance
- > Enterprise Architecture
- > Technical

GS-2210: INFORMATION TECHNOLOGY MANAGEMENT

The URL is: <http://community.skillsoft.com>

- > Policy and Planning
- > Security (INFOSEC)
- > Systems Analysis
- > Applications Software
- > Operating Systems
- > Network Services
- > Data Management
- > Internet
- > Systems Administration
- > Customer Support

CP50: HUMAN RESOURCE MANAGEMENT (MILITARY) SPECIALIST

The URL is: <http://community.skillsoft.com>

IT CERTIFICATIONS SUPPORTED

For each IT Certification supported by SkillSoft content listed below you will find the exam number that is covered by available content. You can then search for the exam number within the content listing to find the specific content available. We have included all available options in our listings. We suggest you verify the latest requirement with the vendor certification requirements (web link provided below) to determine your specific learning path requirements/electives. We also provide an IT Certification Guide in the SkillSoft Client Community.

CHECK POINT

<http://www.checkpoint.com/services/education/certification/index.html>

Check Point Certified Security Administrator (CCSA)

Exam 156-210 – Referenceware ONLY

Check Point Certified Security Expert (CCSE)

Exam 156-310 – Referenceware ONLY

CITRIX

<http://www.citrix.com/site/SS/training/certification.asp>

Certified Citrix Administrator (CCA), etc.

Exams 1Y0-218, 1Y0-220, 1Y0-221, 1Y0-910, 1Y0-920, 1Y0-930, 1Y0-931, 1Y0-940, 1Y0-950 – Referenceware ONLY

CISCO

<http://www.cisco.com/>

Cisco Certified Network Associate (CCNA)

Exams 640-801, 640-811, 641-821

Cisco Certified Network Professional (CCNP)

Exams 642-801, 642-811, 642-821, 642-831, 642-891

Cisco Certified Design Associate (CCDA)

Exam 640-861

Cisco Certified Design Professional (CCDP)

Exams 642-801, 642-811, 642-871, 642-891

Cisco Certified Security Professional (CCSP)

Exams 642-501, 642-521, 642-511, 642-531

Exams 642-541 – Express Guide

Cisco Certified Internetwork Expert (CCIE)

Exam xxx (in development)

Cisco Firewall Specialist (CFS)

CCNA, Exam 642-501, 642-521 (in development)

Cisco IDS Specialist (CIDSS)
CCNA, Exam 642-501, 642-531 (in development)

Cisco VPN Specialist (CVPNS)
CCNA, Exam 642-501, 642-511 (in development)

CIW
<http://ciwcertified.com/>

Certified Internet Web Associate
Exam 1D0-410 or N10-002

Certified Internet Web site Designer
Exam 1D0-420

Certified Internet Web Security analyst
Exam 1D0-470

Certified Internet Web Developer
Exam 1D0-532

Certified Internet Web Professional
Exam 1D0-420, 470
Exams 1D0-425, 450, 460 – Referenceware ONLY

Master CIW Designer
Exams 1D0-410, 1D0-420
Exam 1D0-425 – Referenceware ONLY

Master CIW Administrator
Exams 1D0-410, 1D0-470
Exams 1D0-450, 1D0-460 – Referenceware ONLY

Master CIW Web Site Manager
Exams 1D0-410, 1D0-420
Exam 1D0-450, 1D0-437, 1D0-435 – Referenceware ONLY

COMPTIA
<http://www.comptia.org/>

A+ Certification
Exams 220-301, 220-302

Network+ Certification
Exam N10-002

iNet+ Certification
Exam 1K0-002

Security+ Certification
Exam SY0-101

Server+ Certification
Exam SK0-001

Linux+ Certification
Exam XK0-001

ECDL/ICDL

European Computer Drivers License
<http://www.ecdl.com/main/index.php>
Exam ECDL

IBM
<http://www-1.ibm.com/certify/index.shtml>

DB2
Exams 509, 512, 513 – Referenceware ONLY

IBM Certified Enterprise Developer
Exam 287 – Referenceware ONLY

INTERNATIONAL COMPUTER DRIVERS LICENSE
<http://www.icdlus.com/>

ECDL/ICDL
Exam ICDL

ISACA
<http://www.isaca.org/template.cfm?section=home>

Certified Information Security Manager (CISM)
Exam CISM – Referenceware ONLY

ISC2
<https://www.isc2.org/cgi-bin/index.cgi>

Certified Information Systems Security Professional (CISSP)
Exam CISSP

Systems Security Certified Professional (SSCP)
Exam SSCP

Information Systems Security Engineering Professional (ISSEP)
Exam ISSEP

JCERT
<http://www.jcert.org/>

Web Developer
Exam CIW 1D0-532

Java Programmer
Exam 310-025, IBM-155, 310-035

Solutions Developer
Exam CIW 1D0-532, 310-025, IBM-155, 310-035
Exam IBM-157 – Referenceware ONLY

Enterprise Developer
Exam 310-025, IBM-155, 310-035, IBM-486, CIW 1D0-538,
CIW 1D0-539, IBM-483
Exam OBO-100, IBM-158, 310-540 – Referenceware ONLY

JUNIPER NETWORKS

<http://www.juniper.net/training/certification/>

Juniper Networks Certified Internet Associate (JNCIA)

Exam JNO-201 – Referenceware ONLY

Juniper Networks Certified Internet Professional (JNCIP)

Exam CERT-JNCIP-M – Referenceware ONLY

Juniper Networks Certified Internet Expert (JNCIE)

Exam CERT-JNCIE-M – Referenceware ONLY

LINUX PROFESSIONAL INSTITUTE

<http://www.lpi.org/en/lpic.html>

Linux Professional Institute Level 1

Exam 117-101, 117-102

LOTUS NOTES

http://www.lotus.com/services/education.nsf/wdocs/certification_homepage

IBM RECertified Application Developer – Lotus Notes and Domino 6

Exam 190-601

IBM RECertified System Administrator - Lotus Notes and Domino 6

Exam 190-602

Certified Lotus Notes Specialist for R5 Administration

Exam 190-520

Certified Lotus Notes Professional for R5 Administration

Exams 190-520, 190-521, 190-522

Certified Lotus Notes Specialist for R5 Development

Exam 190-510

Certified Lotus Notes Professional for R5 Development

Exams 190-510, 190-511, 190-512

MACROMEDIA

http://www.macromedia.com/support/training/certified_professional_program/

Macromedia Professional Certifications

Exams 501, 601, 701, 801

MICROSOFT

<http://www.microsoft.com/learning/mcp/default.asp>

Microsoft Office Specialist Information

<http://www.microsoft.com/learning/mcp/officespecialist/default.asp>

Microsoft Office Specialist for Office 2000

Exams Word 2000, Excel 2000, PowerPoint 2000, Access 2000, Outlook 2000, Word 2000 Expert, Excel 2000 Expert

Microsoft Office Specialist for Office XP (2002)

Exams Word 2002, Excel 2002, PowerPoint 2002, Access 2002, Outlook 2002, Word 2002 Expert, Excel 2002 Expert

Microsoft Office Specialist for Office 2003

Exams Word 2003, Excel 2003, PowerPoint 2003, Access 2003, Outlook 2003, Word 2003 Expert, Excel 2003 Expert

Microsoft Certified Professional (MSP)

<http://www.microsoft.com/learning/mcp/mcp/default.asp>

Exams – any valid exam – read the web info.

Microsoft Certified Systems Administrator on Windows 2000 (MCSA 2000)

<http://www.microsoft.com/learning/mcp/mcsa/requirements.asp>

Exams 70-210, 70-270, 70-215, 70-218, 70-028 (exp 6/2004), 70-086, 70-216, 70-224, 70-227, 70-228, 70-244, 70-284

Exam 70-214 – Referenceware ONLY

Microsoft Certified Systems Administrator on Windows 2000: Security (MCSA-S 2000)

Exams 70-210, 70-270, 70-215, 70-218, 70-227, SY0-101

Exam 70-214 – Referenceware ONLY

Microsoft Certified Systems Administrator on Windows 2000: Messaging (MCSA-M 2000)

Exams 70-210, 70-270, 70-215, 70-218, 70-224, 70-284

Microsoft Certified Systems Administrator on Server 2003 (MCSA 2003)

Exams 70-292, 70-290, 70-291, 70-210, 70-270, 70-086, 70-227, 70-228, 70-284, 70-299

Microsoft Certified Systems Administrator on Server 2003: Security (MCSA-S 2003)

Exams 70-210, 70-270, 70-290, 70-291, 70-299, 70-227, SY0-101

Microsoft Certified Systems Administrator on Server 2003: Messaging (MCSA-M 2003)

Exams 70-210, 70-270, 70-290, 70-291, 70-284

Microsoft Certified Systems Administrator on Server 2003: Upgrade (MCSA-U 2003)

Exam 70-292

Microsoft Certified Systems Engineer on Windows 2000 (MCSE 2000)

Exams 70-210, 70-270, 70-215, 70-216, 70-217, 70-219, 70-220, 70-221, 70-226, 70-297, 70-298 70-019 (exp 6/2004), 70-028 (exp 6/2004), 70-029 (exp 6/2004), 70-086, 70-218, 70-222, 70-223, 70-224, 70-225, 70-226, 70-227, 70-228, 70-229, 70-230, 70-232, 70-234, 70-244, 70-284

Exam 70-214 – Referenceware ONLY

Microsoft Certified Systems Engineer on Windows 2000: Security (MCSE-S 2000)

Exams 70-210, 70-270, 70-215, 70-216, 70-217, 70-220, 70-227, SY0-101

Exam 70-214 – Referenceware ONLY

Microsoft Certified Systems Engineer on Windows 2000: Messaging (MCSE-M 2000)

Exams 70-210, 70-270, 70-215, 70-216, 70-217, 70-219, 70-220, 70-221, 70-226, 70-297, 70-298, 70-224, 70-225, 70-284, 70-285

Microsoft Certified Systems Engineer on Server 2003 (MCSE 2003)

Exams 70-292, 70-296, 70-290, 70-291, 70-293, 70-294, 70-270, 70-210, 70-297, 70-298, 70-086, 70-227, 70-228, 70-229, 70-232, 70-282, 70-284, 70-297, 70-298, 70-299

Microsoft Certified Systems Engineer on Server 2003: Security (MCSE-S 2003)

Exams 70-210, 70-270, 70-290, 70-291, 70-293, 70-294, 70-298, 70-299, 70-227, SY0-101

Microsoft Certified Systems Engineer on Server 2003: Messaging (MCSE-M 2003)

Exams 70-210, 70-270, 70-290, 70-291, 70-293, 70-294, 70-297, 70-298, 70-219, 70-220, 70-221, 70-222, 70-284, 70-285

Microsoft Certified Systems Engineer on Server 2003: Upgrade (MCSE-U 2003)

Exams 70-292, 70-296

Microsoft Certified Database Administrator (MCDBA)

Exam 70-028 (exp 6/2004), 70-228, 70-029 (exp 6/2004), 70-229, 70-290, 70-291, 70-215, 70-216, 70-293, 70-305, 70-306, 70-310, 70-315, 70-316, 70-320, 70-019 (exp 6/2004), 70-175 (exp 6/2004)

Microsoft Certified Applications Developer (MCAD)

Exams 70-305, 70-306, 70-315, 70-316, 70-310, 70-320, 70-229, 70-230, 70-234

Microsoft Certified Solutions Developer Visual Studio 6 (MCSD)

Exams 70-176 (exp 6/2004), 70-175 (exp 6/2004), 70-100 (exp 6/2004), 70-019 (exp 6/2004), 70-029 (exp 6/2004), 70-229, 70-230, 70-234
Exam 70-156 (exp 6/2004), 70-155 (exp 6/2004) – Referenceware ONLY

Microsoft Certified Solutions Developer .Net (MCSD .NET)

Exams 70-305, 70-315, 70-306, 70-316, 70-310, 70-320, 70-300, 70-229, 70-230, 70-234

NORTEL

<http://www.nortelnetworks.com/index.html>

NNCSS, NNCSE, NNCNA

Exams NNCSS, NNCSE, NNCNA – Referenceware ONLY

NOVELL

<http://www.novell.com/training/certinfo/cna/index.html>

Certified Network Administrator (cNa) 5.1

Exam 050-653 – Referenceware ONLY

ORACLE

<http://education.oracle.com/>

8i Oracle Certified Professional (8i OCP DBA)

Exams 1Z0-023, 1Z0-024, 1Z0-025, 1Z0-026

9i Oracle Certified Associate (9i OCA DBA)

Exams 1Z0-007, 1Z0-001, 1Z0-031

9i Oracle Certified Professional (9i OCP DBA)

Exams 1Z0-032, 1Z0-033 plus one Oracle University course

PROJECT MANAGEMENT

http://www.pmi.org/info/PDC_CertificationsOverview.asp

Project Management Body of Knowledge 2000 (PMBOK 2000)

Exam PMI-001, annual study requirements

RED HAT

<http://www.redhat.com/training/>

Red Hat Certified Engineer (RHCE)

Exam RH302 – Referenceware ONLY

SAIR LINUX

<http://www.linuxcertification.org/>

GNU Level 1

Exam GNU – Referenceware ONLY

SANS GIAC

<http://www.giac.org/>

GIAC Security Essentials Certification (GSEC)

Exam GSEC

SUN MICROSYSTEMS

<http://suned.sun.com/US/certification/>

Sun Certified Systems Administrator (CSA)

Exams 310-011, 310-014, 310-015
Exam 310-012 – Referenceware ONLY

Sun Certified Programmer for the Java 2 Platform (SCP)

Exams 310-025
Exams 310-035, 310-036 310-051 – Referenceware ONLY

Sun Certified Java Developer SCJD)

Exam 310-027

UNIQUE COURSES

The following courses are offered by SkillSoft but are NOT part of the Army course catalog. If your organization is interested in purchasing this training separately for your requirements, please contact the Army e-Learning Program Office at cbt.help@secbmail.belvoir.army.mil

TOOLWIRE HANDS-ON LABS

(#) These hands-on labs are recommended for those pursuing Industry Certification in related Cisco and Microsoft content. They are available to be licensed as an add-on to normal content.

Cisco Labs: Hands-on Labs Available for CCNA and CCNP

Microsoft Labs: Hands-on Labs Available for MCSA and MCSE

Program Title..... Hrs

GOTRAIN ENVIRONMENTAL, SAFETY AND HEALTH LIBRARY

(#) The following content is developed in partnership with GoTrain.net. These courses are not part of the current contract. Please let us know if you have a training requirement as unique licensing and pricing applies to this curricula. Courses marked with & are not available in Snowbird format.

Alphabetical Listing

Access to Medical and Exposure Records 1
 Accident Investigation and Reporting 1
 Asbestos Awareness 2
 Back Safety 1
 Behavior-Based Safety for Supervisors 1
 Bloodborne Pathogens 1
 Carcinogen Safety 1
 Centrifugal Pumps – Types and Components 1
 Chemical Process Safety Program 1
 Cold Stress 1
 Compressed Gas Safety Program 1
 Computer Ergonomics 1
 Confined Space Entry 1
 Construction Safety Orientation 2
 DC Circuit Theory 1
 Defensive Driving 1
 Defensive Driving Techniques 1
 DOT 1: Hazardous Materials Table 1.5
 DOT 2: Packaging and Labeling 2
 DOT 3: Shipping Papers 1
 DOT 4: Loading and Storage 1
 &Drug Free Workplace..... 1
 Electrical Safety Awareness 1
 Emergency Disaster Preparedness 1
 Emergency Response 1
 Environmental Regulations Overview 1
 Ergonomics Awareness 1
 Fall Protection Awareness 1
 Fire Prevention and Safety 1
 First Aid: AED 5
 First Aid: Basic 1
 First Aid: CPR..... 5
 First Aid: Medical Emergency..... 1
 Forklift Safety 1
 Hand and Power Tool Safety 1
 Hazard Communication 1
 &Hazardous Material Management 1
 HAZWOPER Annual 8 hour Refresher 8
 HAZWOPER Module 01: Decontamination
 HAZWOPER Module 02: Emergency Response and
 Spill Control
 HAZWOPER Module 03: Fire and Explosion Hazards

Program Title..... Hrs

HAZWOPER Module 04: Hazard Communication
 HAZWOPER Module 05: Heat and Cold
 Exposure Management
 HAZWOPER Module 06: PPE/Respiratory Protection
 HAZWOPER Module 07: Regulatory Overview
 HAZWOPER Module 08: Site Control
 HAZWOPER Module 09: Site Safety and Health
 Plan Procedures
 HAZWOPER Module 10: Toxicology
 Hazardous Waste Generator (Awareness) 1
 Hearing Conservation 1
 Heat Stress..... 1
 &Hot Work Permits 5
 Hydrogen Sulfide 1
 IATA 1: Hazard Class Identification/Classification 1.5
 IATA 2: Marking and Labeling 1
 IATA 3: Packaging 1.5
 IATA 4: Shipping Papers (Documentation) 1
 IATA 5: Carrier Requirements (State and Operator
 Variations and Limitations) 1
 Indoor Hoisting and Rigging 1
 Industrial Ergonomics 1
 Job Hazard Analysis 1
 Laboratory Safety 1
 Ladder and Scaffolding Safety 1
 Ladder Safety 5
 Laser Safety Training 1
 Lead Awareness 1
 Lockout/Tagout 1
 LP Gas Safety..... 1
 Machine Guarding 1
 Material Handling and Storage 2
 Material Safety Data Sheets 1
 Office Ergonomics 1
 Office Safety 1
 OSHA 300 Recordkeeping 2
 Personal Protective Equipment 2
 Positive Displacement Pumps..... 1
 Portable Fire Extinguishers 1
 Powered Industrial Truck Safety 1
 PPE: Body Protection 1
 PPE: Eye and Face Protection 5
 PPE: Foot Protection 5
 PPE: Hand Protection 5
 PPE: Head Protection 1
 Radiation Safety 1
 Regulatory Information 1
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 &Sexual Harassment..... 1
 Signs and Tags 5
 Slips, Trips, and Falls 1
 Spill Prevention and Control 1
 SPCC: Spill Prevention Control and Countermeasure..... 5
 Storm Water Pollution Prevention..... 1
 &Stress Management 1
 Trenching and Excavation Safety 1
 Tuberculosis Prevention and Control 5
 Universal Waste Rule..... 1
 Used Oil Management 1
 Welding, Cutting, and Brazing 1
 &Workplace Diversity 1
 Workplace Safety Orientation..... 1
 Workplace Security Awareness 1
 &Workplace Violence 1