

Detailed Course Catalogue & Summaries (June 2012)

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End User Business Skills Development Library

Improve your business management, time management, and negotiating skills. Learn more effective business communication techniques. Develop other key business skills such as methods to improve customer service and build motivation.

Agile Project Management Strategy and Analysis (2 hours) NEW!

This series is designed to assist project managers in understanding how to fit agile methodologies into an overall strategy that provides the right balance of control and agility. Doing that effectively requires analysis and planning. These courses focus on the principles behind agile approaches in order to see how to develop an appropriate strategy for integrating agile practices into the way they do business.

Basics of Business Math (16 hours)

This series is designed for users who want to improve their basic math skills. It covers basic mathematical calculations commonly used in business settings. Courses cover computing fractions and decimals, the order of operations for combined computations, and solving equations and word problems. It includes the use of proportions, ratios, and percentages, and also provides instruction on the use of a calculator for business applications.

Building Relationships (5 hours)

How do you build strong networks within your company and among industry peers? How do you communicate effectively with different types of people in the workplace and get your point across clearly? This series will help you build bridges and improve your business relationships.

Business Ethics (6 hours)

This series provides a common sense, practical approach to good working, emphasizing the need for people to prepare in advance for ethical dilemmas. The series takes an honest, realistic view of how managers can help improve ethical behaviour in the rushed, output-driven business environment.

Certified Business Analysis Professional (CBAP v2) (28 hours)

Prepare for your Certified Business Analysis Professional™ certification and learn everything you need to pass the exam on your first try! This study guide series is based on the BABOK® Guide v2.0, and topics include requirement planning, management, elicitation and analysis, solution assessment and validation, and underlying fundamentals. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Communicating in the World of Social Media (6 hours)

Every day social media assumes a more prominent role as a preferred channel of communication. The more you know about social media platforms and how to use them effectively, the more you will benefit. This social media series provides a strong foundation for understanding and using social media in the workplace.

Communicating with Power (9 hours)

Most people's jobs include working with a lot of people who are co-workers from across the company (or even from other companies). Many times, doing your job properly depends upon other people doing the things or having the information you need. How can you persuade, influence, and inform other people in ways that will make things happen? This series will talk about how to spark action and motivation from others, especially ones who are not in a direct line of command with you.

Communication Fundamentals (11 hours)

This series teaches the writing skills learners will need to effectively communicate in a business setting. They'll learn how to prepare for a writing task, and about strategies and skills for effective word choice, sentence building, and paragraph design.

Communication in the Workplace (5 hours)

Effective communication is at the heart of your success in the workplace. By acquiring and using valuable communication skills, you increase your ability perform to your highest potential. This communication series focuses on a variety of ways to help you communicate more effectively in the workplace.

Customer Service (23 hours)

This series is designed to help users create and maintain good customer services. Concepts covered include defining company-wide customer service and standards, strategies for effective communication, and effective problem resolution. The series also provides an overview of creating a customer service department that useful tools for providing excellent customer service.

Customer Service for Managers (7 hours)

Increasing the number of repeat customers by five percent can double the profits of most businesses. This series illustrates the key role of customer service in building a loyal base of customers. It explains how to achieve consistent high quality service by implementing service standards, how to motivate employees to provide their best service, and how to use rewards and recognitions to build customer loyalty.

Customer Service Fundamentals (3 hours)

Inadequate customer service is the number one reason consumers stop patronizing one company and take their business to another. This series illustrates the importance of providing quality service, and it provides specific guidelines for delivering service in-person, by phone, by e-mail, and through instant message. It also illustrates the popular CLEAR method of handling customer complaints.

Dealing with Difficult People (9 hours)

This series presents strategies for handling interpersonal tension in the workplace. In each course, learners will gain insight into analysing situations, determining the best courses of action, and resolving problems. Scenarios and examples include working with difficult people in any organisational situation – supervisors, peers and subordinates.

Doing Business in China (3 hours)

In everyday business, it's more and more common to meet, hold conference calls, and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? Our Doing Business In... courses will quickly give you the background to confidently reach across any cultural divide. In the Doing Business in China course, you will be introduced to the culture of China, including greetings, business meetings, and dining. Each lesson includes a video overview to quickly present the most important facts.

Doing Business in India (4 hours)

In everyday business, it's more and more common to meet, hold conference calls, and travel overseas. When you're working with people from an unfamiliar country, how can you gain the knowledge to ensure smooth communication and to avoid an offensive faux pas? Our Doing Business In... courses will quickly give you the background to confidently reach across any cultural divide. In the Doing Business in India course, you will be introduced to the culture of India, including greetings, business meetings, and dining. Each lesson includes a video overview to quickly present the most important facts.

E-Mailing Your Way to the Top (8 hours)

E-mail has become so prevalent in the workplace that we seldom think about it, and yet it is the medium co-workers see you through most often. How can your e-mails speak for you clearly, effectively, and potently? This series will walk you through building e-mail subject lines and messages that are effective and respect office etiquette. You'll also learn about e-mail safety by avoiding threats like viruses and phishing, and how to think about email confidentiality and legal security.

Grammar (10 hours)

This series is designed for users who want to improve their grammar skills in a business setting. It examines sentence structure in detail, including parts of speech, subject/verb agreement, use of pronouns, and irregular verbs. Punctuation is discussed, including the proper use of apostrophes, quotation marks, capital letters, numbers, and abbreviations. Advanced topics include pronoun types, adjectives and adverbs, colons and semicolons, other punctuation, and modifiers.

Innovation in the Workplace (7 hours)

Creativity can do more than just spark the next Big Idea for your organization. It's also a critical skill for finding unique solutions to problems and new ways to improve on old processes. This series will help you to build your creativity and encourage it in others in productive ways that help your organization's bottom line.

Instructional Design (17 hours)

This series will teach the learner the basics of the instructional design process. Learners will discover how to identify the need for instruction and analyze the content to be taught. Best practices for designing, planning, implementing, and evaluating instruction will help prepare the learner to create instructional programs.

Management Skills Introduction (7 hours)

The Management Skills Introduction series teaches learners core management skills. Learners will be able to apply their knowledge to the successful management of projects, people, and time.

Managing Change (5 hours)

Change is an undeniable aspect of today's business world. The leaders of an organization are called upon to guide their teams through the change process and to provide a critical bridge between the old way of doing things and new work practices. This series shows managers the three major elements of leadership in times of significant change - the need to refocus yourself, to lead the team, and to work effectively with individual team members.

Managing with an HR Perspective (5 hours) NEW!

There are a myriad of laws and regulations governing workplace issues such as employee rights, discrimination, harassment, and the hiring and dismissal of employees. This series will help protect you and your employees by educating you about the laws that must guide policy and behaviour in the workplace.

Motivation (11 hours)

This series presents the concepts of providing motivation for employees. It discusses developing a vision, a common goal, and direction for workers. Topics covered include using effective communication, conducting effective meetings, and encouraging creative problem-solving. The series also discusses rewarding effort and correcting mistakes without damaging motivation. Other topics examined include time and stress management, training and education and motivation, and building trust. This series is designed for those interested in improving their skills in coaching and motivating employees.

Motivation Methods and Strategies (1 hour)

This series provides insight for motivating team members in the workplace. Learners will understand principles for leading and coaching employees and will discover methods of motivating a team through rewarding top performers, correcting weaker performers, and building trust. Learners will also become familiar with established psychological theories that support these motivational strategies.

Negotiating (19 hours)

This series presents strategies for negotiating in business and daily situations. It covers techniques for developing a negotiation plan, evaluating the opposition, and taking advantage of body language, props, timing, questions, and correspondence. It presents strategies for gaining control in negotiation situations, and effective methods of getting past obstacles and closing a negotiation. Several everyday negotiation scenarios are explored, with tips for effective negotiation techniques to apply to these situations.

Negotiation (19 hours) NEW!

When you think of negotiation, you may imagine a tense room full of stressed-out business people carving out a deal. But the truth is, negotiation is for anyone who attempts to get what they want, and this includes just about all of us. This series addresses the fundamentals of effective negotiations, such as how to prepare for a negotiation, communicating effectively, understanding your opponent, and managing the variety of circumstances that can arise in the midst of a negotiation.

Presentation Fundamentals (10 hours)

Public speaking is a frightening task to many people, but it's also a crucial tool in career success. This series offers tips to help you prepare and deliver more powerful presentations.

Problem Solving Through Productive Thinking (7 hours)

One of the greatest abilities of leaders - whether in management positions or on the front line - is the ability to see the root of problems and quickly enact effective solutions. This series will pass on some of the skills and tips that will help you to better identify problems, find their causes, and get their solutions under way.

Project Management (22 hours)

This series provides a detailed examination of project management concepts and strategies. It discusses the seven components of a management system and the five phases of the project life cycle, and looks at factors that affect cost and quality. The project manager's role is explored in detail, and strategies for defining the project are examined. Tasks such as developing the Work Breakdown Structure, estimating and scheduling resources, scheduling computations, and tracking project activities are discussed. The close-out phase of a project is also covered. Other topics include formalizing project management standards, developing a project team, and strategies for becoming a more effective project manager.

Project Management from a People Perspective (12 hours)

This series goes beyond the basic mechanics of project management and focuses on the people side of getting projects accomplished. It helps you develop a deeper understanding of interpersonal dynamics that can make you more effective in leading a project team. Look to this series for topics such as building a team, leading a team, influencing team members across departments, communicating, documenting, and balancing multiple projects.

Project Management Professional Certification 2005 (12 hours)

This series complements the Project Management Body of Knowledge (PMBOK) in preparing a learner for the Project Management Professional (PMP) certification exam. This series will provide the learner with an understanding of the exam and how the Project Management Institute (PMI) views the topical areas associated with the initiation, planning, execution, monitoring and control, and closeout of projects.

Project Management Professional Certification 2009 (10 hours)

The more important a project, the more it needs a standardized system to plan and organize it to be completed efficiently. The Project Management Institute's PMP (Project Management Professional) certification is the industry-leading standard for verifying a project manager's ability to successfully shepherd projects from beginning to end. This study guide will prepare you to initiate, plan, execute, monitor, control, and close a project using project quality standards as laid out in the fourth edition of the Guide to the Project Management Body of Knowledge (PMBOK). This series of courses will address all the objectives needed to pass the Project Management Professional Certification 2009.

Project Management Professional Certification 2011 (12 hours)

The more important a project, the more it needs a standardized system to plan and organize it to be completed efficiently. The Project Management Institute's PMP (Project Management Professional) certification is the industry-leading standard for verifying a project manager's ability to successfully shepherd projects from beginning to end. This study guide will prepare you to initiate, plan, execute, monitor, control, and close a project using project quality standards as laid out in the fourth edition of the Guide to the Project Management Body of Knowledge (PMBOK). This series of courses will address all the objectives needed to pass the updated Project Management Professional Certification 2011.

Sarbanes-Oxley Act (6 hours)

The Sarbanes Oxley Act of 2002 will have a long lasting impact on the governance and financial accountability of publicly held companies, particularly in America. This series will provide the learner with an overview of the Act. Learners will master guidelines for making company policies, procedures, systems and controls Sarbanes-Oxley compliant. Learners will also examine management certification responsibilities and non-compliance penalties under the Act.

Sexual Harassment (1.5 hours)

The Sexual Harassment series is a broadly-focused introduction to sexual harassment designed for employees in non-management roles. It covers the definition of harassment under the law, including the two major varieties (quid-pro-quo and hostile work environment). It also describes the strategies you can use to prevent harassment and the tools most companies provide for responding to harassment. The series includes a variety of advanced media and interactive elements, including testimonial videos with individuals describing their experiences and You Be the Judge video-based activities that allow the learner to assess the facts of real court cases to determine if they meet the legal definition of harassment.

Sexual Harassment Awareness for Managers (3 hours)

The Sexual Harassment Awareness for Managers series provides sexual harassment training tailored for employees in management or supervisory roles. It covers the definition of harassment under the law, including the two major varieties (quid-pro-quo and hostile work environment). It also covers the triggering events that should lead to a sexual harassment investigation and the steps to follow when a complaint arises. Finally, it describes strategies you can use to prevent harassment. The series includes a variety of advanced media and interactive elements, including testimonial videos with individuals describing their experiences and You Be the Judge video-based activities that allow the learner to assess the facts of real court cases to determine if they meet the legal definition of harassment.

Sexual Harassment in the Workplace (4 hours)

This series works to educate employees about the causes and effects of sexual harassment in the work environment, It looks at the elements that define behaviour as harassment, methods that can be used to prevent it from occurring, as well as ways to deal with the situation if it happens.

Stress Management (4 hours)

Stress is among the most common and harmful issues facing people in the working world. The information, practices, and exercises in this series will help you understand, control, and reduce stress.

Teams That Work (4 hours)

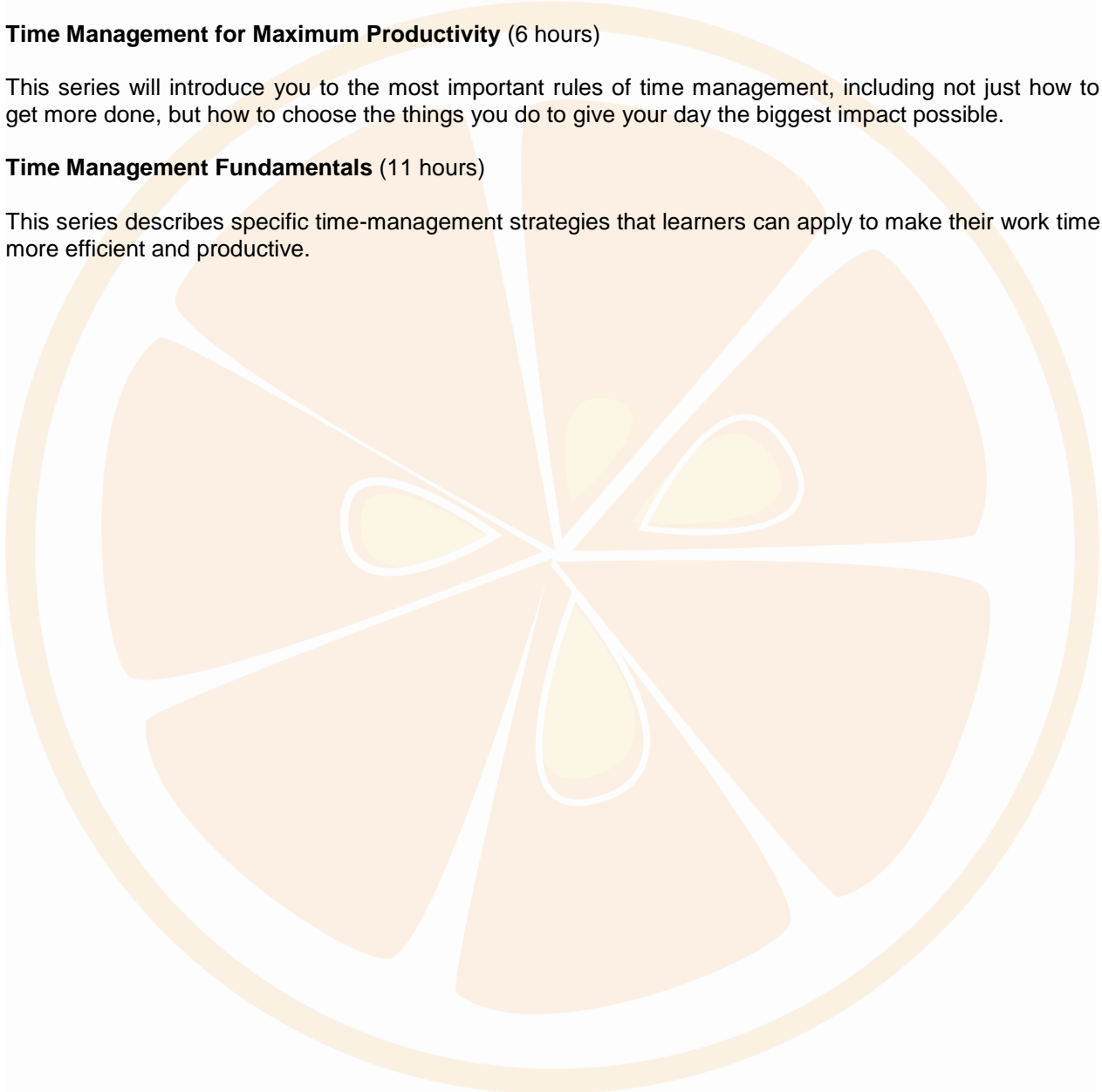
This series teaches the learner practical methods for establishing and maintaining teams that maximize the collective strengths of their members. Learners will also acquire valuable team leadership skills.

Time Management for Maximum Productivity (6 hours)

This series will introduce you to the most important rules of time management, including not just how to get more done, but how to choose the things you do to give your day the biggest impact possible.

Time Management Fundamentals (11 hours)

This series describes specific time-management strategies that learners can apply to make their work time more efficient and productive.





End User Desktop Computing Library

Want to learn computer basics? Find out how to use common desktop computing applications like Microsoft Word, Excel, PowerPoint, Access, and Outlook. Learn about operating systems, the Internet, and more. Even prepare for Microsoft Office Specialist certification exams!

Access 2000 MOS (22 hours)

This series is designed to help users prepare for Microsoft Access 2000 MOS certification. It shows how to create, plan, and modify databases and tables in Access 2000. It also covers sorting and filtering, creating queries, forms and reports, and advanced tasks such as saving Access objects as Web pages, importing data, and adding hyperlinks.

Access 2002 (22 hours)

This series shows how to create, plan, and modify databases and database objects in Access 2002. Courses cover the following topics: understanding relational databases, creating and planning databases, selecting and printing database objects, creating tables, entering records, modifying tables and field properties, using advanced sorts, finding records, applying and removing filters, establishing and managing table relationships, specifying query criteria, creating calculated fields, running multi-table queries, creating forms and reports, implementing standard and calculated controls in both forms and reports, importing data, saving Access objects as Web pages, and performing administrative tasks. This course is procedure focused and assumes that the student is familiar with the mechanics of getting around in a Microsoft Office application.

Access 2003 (22 hours)

The Access 2003 series of courses starts off with an overview of both database concepts in general and Access in particular. Learners then find out how to design, build, and use Access tables. Further topics include using queries, find, filter, and sort to unearth answers from data. Learners finally move on to the Access report system and delve into wizards, timesaving tips, and even a bit of programming.

Access 2003 to 2010 Upgrade (10 hours)

This series will guide you through the numerous updates and enhancements released for Microsoft Access. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.

Access 2007 (9 hours)

This series covers how to use Access 2007 to create, modify, and access databases. It shows the learner how to use the Ribbon-based Access 2007 interface, as well as how to build tables, forms, and reports. Learners will also be able to use queries and filters to sort through data.

Access 2007 Advanced (9 hours)

Access 2007 offers many more powerful features than a beginning user first touches. This series will explore some of the more powerful abilities of Access, including pivot tables and charts, graphs, forms, security, multi-table and crosstab queries, macros, and more.

Access 2010 (3 hours)

This series explores the many new and enhanced features found in Microsoft Access 2010.

Computer Basics (4 hours)

This series introduces general computer use and terminology. It describes the basic hardware components of a PC and introduces basic skills for using software programs in a Windows environment.

Computing Concepts (23 hours)

This series examines several basic computing concepts. Security issues are discussed, including administrative, physical, logical, and network security, and how to plan for security risks. The basic concepts of database functionality and selection are also discussed. Data processing and management is examined in detail, including teleprocessing, data transmission, and messages.

Crystal Reports 8 (28 hours)

This series introduces users to Crystal Reports 8, a popular database reporting program. In this series, you will learn how to create standard and custom reports. You will also learn how to filter, summarize, sort, group, and manipulate data by inserting formulas and functions.

Crystal Reports XI (21 hours)

Do you need to know the foundations of Crystal Reports XI? Do you want to create reports that sizzle from one or more data sources ASAP? This series will show you how to create, format, and deliver reports that get results in no time. You will learn everything from the basics of getting around in Crystal's report design environment to the subtle nuances of effective report formatting and data visualization through charting and mapping.

Excel 2000 MOS (21 hours)

This series is designed to help users prepare for the MOS Excel Core examination. The series begins with basic Excel tasks, such as entering and editing data, using Find, Replace, and AutoFill, and creating hyperlinks. It also covers locating, opening, and saving files, and using the help function, Office Assistant. Formatting worksheets is covered in detail, including cell and number formatting, adjusting rows and columns, and the use of AutoFormat, styles, and Format Painter. More advanced topics covered include page setup, managing worksheets and data, and creating formulas and functions. An overview of charts and objects, including the Chart Wizard, is also provided.

Excel 2000 MOS Expert (22 hours)

This series is designed to help users prepare for the MOS Excel 2000 Expert examination. It covers expert-level Excel topics such as importing and exporting data, working with templates, linking workbooks, and using the Report Manager. It also covers advanced worksheet formatting, including page setup and printing, and sorting and filtering data. More advanced topics covered include ranges, macros and customization, validating and auditing data, and creating and using charts, graphs, and pivot tables. Data analysis, file sharing, and security issues are also discussed.

Excel 2002 (22 hours)

This series is intended as preparation for the Excel 2002 Microsoft Office User Specialist (MOUS) Core Proficiency exam. It introduces Excel's newest enhancements such as task panes for New Documents, Clipboard, Search, and Insert Clip Art; the Ask a Question box; enhancements to Find and Replace; and additional options for pasting and for inserting columns and rows. These new features, along with the productivity tools of previous versions, are taught within the context of working with cells and files, page setup and printing, worksheets and workbooks, formulas and functions, and charts and objects.

Excel 2003 (26 hours)

This series is designed for beginning and intermediate Excel users. This series teaches learners about creating and editing spreadsheets, what's new in the 2003 version, the Excel interface, navigating, editing,

and working with text, values, and formulas, printing, formatting, creating charts and databases, and using images and hypertext in a spreadsheet.

Excel 2003 to 2010 Upgrade (10 hours)

This series will guide you through the numerous updates and enhancements released for Microsoft Excel. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.

Excel 2007 (11 hours)

The Excel 2007 series introduces learners to the newly designed Ribbon interface of Microsoft Excel 2007. It provides a basic introduction to Excel including entering and editing cell data, selecting cell ranges, and formatting worksheet data. Learners will also be able to print worksheets, add comments, complete basic calculations and formulas, and create charts using Excel 2007.

Excel 2007 Advanced (12 hours)

The Excel 2007 Advanced series teaches you to apply filters, use formulas and analyze data. You will be able to apply your knowledge to create complex business applications and analyses in Microsoft Excel.

Excel 2010 (2 hours) **NEW!**

This series explores the many new and enhanced features found in Microsoft Excel 2010.

Excel 2010 MOS (28 hours) **NEW!**

Microsoft Excel 2010 is a financial tool for performing calculations and other tasks automatically. It lets you accomplish a variety of business or personal tasks in a fraction of the time it would take using pen and paper. This series shows you how to work efficiently with Excel, and prepares you for the Microsoft Office Specialist 77-882 exam and Microsoft Office Specialist (MOS) certification.

GroupWise 5.5 (16 hours)

This series introduces you to Novell's GroupWise 5.5. In this series, you will learn how to use the features of GroupWise to send and receive e-mail, set up appointments and discussion groups, create task lists and manage your schedule.

GroupWise 6.5 (26 hours)

This series introduces you to the capabilities of Novell Groupwise 6.5. Groupwise is a collaboration tool that helps manage email communications, calendars, tasks and documents within a group of people.

Internet Explorer 6 (6 hours)

The courses in this series teach students to use Microsoft Internet Explorer 6 to browse the Internet and to send and receive electronic mail using Microsoft Outlook Express.

Internet Explorer 7 (2 hours)

This series introduces the new look and features of Internet Explorer 7. Learners will be able to securely use this updated web browser to perform searches, print documents, and access streaming content.

Internet Explorer 8 (1 hour) **NEW!**

This series will introduce the features and enhancements that accompany the latest version of the popular Internet Explorer browser.

Introduction to PCs (35 hours)

This series is designed to introduce users to personal computers. Users will learn what a PC is and what an operating system is. They will learn basic computer skills such as turning a computer on, logging on to Windows, and working with files. Users will also learn to identify and use the major components of a PC, both externally and internally, including: disk drives, monitors, mice, keyboards, and printers.

Lotus Notes 6.5 (20 hours)

This series focuses on the major components of Lotus Notes 6.5. It introduces basic concepts such as navigation, views, databases, and security. Use of mail with Lotus Notes 6.5 is covered in detail, along with using the calendar, to do lists, and address books. This series also discusses editing, formatting, and managing Notes documents, and linking and attaching files to documents. Advanced topics include using Lotus Notes 6.5 with the Web, replication, and using Notes remotely.

Lotus Notes 8.5 (8 hours)

Almost every user knows that Lotus Notes allows them to send and receive e-mail. But Lotus Notes also offers many more services, including calendar management, instant messages, a browser, and more. Learn how to use and make the most of all of these features with this series.

Lotus Notes R5 (43 hours)

This series provides a comprehensive overview of Lotus Notes R5. It introduces basic concepts such as navigation, views, databases, and security. Use of mail with Lotus Notes R5 is covered in detail, along with using the calendar and Address Books. This series also discusses using Lotus Notes to surf the Web, editing, formatting, and managing documents, and linking and attaching files to Notes documents. Advanced topics include finding and viewing data, replication, and using Notes remotely.

Office 2000 (27 hours)

This series introduces users to the Microsoft Office 2000 environment, including several Office applications. It covers basic tasks common across Office applications, such as navigation, starting and exiting programs, and working with files, and covers text editing and printing functions. An in-depth exploration of document formatting is also provided. This series also provides an introduction to Word (word processing), Excel (spreadsheet), Outlook (electronic mail), PowerPoint (presentation), and Access (database), covering the basic functions of each application.

Office 2003 (2 hours)

This series describes products and features that are new in this version of Office and common to each of the applications in the suite. InfoPath and OneNote are new products introduced in this version of Office. The new features include XML support, Smart Documents, the Research task pane, new collaboration tools, and improved developer tools. The series also covers new features in each Office application.

Office 2007 (17 hours)

The new Office package is changing the old interface with new features on an interface now known as the Ribbon. How do you find the commands you already know? What new commands are available in Word, Excel, Outlook, PowerPoint, and Access? Take a look at the changes in Office 2007 and learn how to make the most of them.

Office 2010 (14 hours) NEW!

Microsoft Office 2010 improves on Office 2007 to make your working day even more efficient and effective. New image-editing tools help you design documents that stand out from the crowd. New social networking tools help you connect with colleagues. You can post documents to the Internet, and then view or edit those documents through a Web browser or mobile phone. You can embed and edit videos within

slide presentations, and turn slide presentations into videos themselves. You can track trends in spreadsheet data with new filtering and visualization tools.

Office XP (10 hours)

This series explains and introduces new and changed features in Office XP applications. Targeted for experienced Office users, the courses in this series highlight the new features of Office XP including task panes, smart tags, and SharePoint Team Services. Additionally, a course is devoted to discussing the most important changes to Word, Excel, Outlook, PowerPoint, Access, and FrontPage. The entire series features the XP interface in the screen captures.

Outlook 2002 (18 hours)

This series teaches users how to use the major components of Outlook: Outlook Today, Contacts, Inbox, Calendar, Notes, and Tasks. Topics include navigating between components in Outlook; adding and using information about contacts; reading, sending, customizing, and organizing e-mail messages; scheduling appointments, events, and meetings; and creating tasks and notes.

Outlook 2003 (25 hours)

The Outlook 2003 series of courses teaches learners how to use the major components of the Outlook 2003 program: Mail, Calendar, Contacts, Tasks, and Notes. Topics include navigating between Outlook modules and reading, sending, customizing, and organizing e-mail messages. Learners will also find out how to schedule appointments, add and use information about contacts, and create tasks and notes. In addition, the courses will delve into the collaboration, security, and personalization features of Outlook 2003.

Outlook 2003 to 2010 Upgrade (9 hours) NEW!

This series will guide you through the numerous updates and enhancements released for Microsoft Outlook. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.

Outlook 2007 (15 hours)

Outlook is the most common email application in the world. And it includes many features beyond just email, including the calendar, meeting management, tasks, and contact information, that can all interact with each other. This series will examine all of these features and more in the latest version of Outlook that has been released with the Office 2007 package. This series has more courses coming soon. Please check back later for even more information on this topic.

Outlook 2010 (2 hours)

This series explores the many new and enhanced features found in Microsoft Outlook 2010.

Paint Shop Pro 5 (9 hours)

This series provides an introduction to using Paint Shop Pro 5 to create graphics. It describes how to create, open, and save files, and how to perform basic manipulations such as cropping, resizing, changing colours, and rotating images. Advanced topics presented include using the Image Browser, adjusting an image's brightness, contrast, hue, saturation, and lightness, working with layers, text, and drop shadows, and printing images.

PC Applications (40 hours)

This series is designed for computer users who have limited or no computer experience. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and

various PC applications including word processing, spreadsheet, database, presentation, browser, as well as electronic mail applications.

PowerPoint 2000 MOS (16 hours)

This series shows users how to create presentations using PowerPoint 2000. The series is designed to help users prepare for the MOS PowerPoint 2000 Core examination. The basics of PowerPoint, including navigation, templates, copying and deleting slides, and modifying the Slide Master, are presented. Detailed information on layout concepts and inserting text is provided, as well as how to integrate graphics and tables in presentations. Advanced topics covered include adding custom features and formatting, producing notes and handouts, running a slide show, and Web-based features such as hyperlinks, emailing slides, and publishing to the Web.

PowerPoint 2002 (17 hours)

This series teaches the user how to create presentations and edit page layouts. The user will learn how to add text, graphics and tables to slides. The series also discusses customizing individual slides as well as the entire slide presentation. This course is designed for anyone who is interested in learning about the features of PowerPoint 2002.

PowerPoint 2003 (25 hours)

The PowerPoint 2003 series is designed for beginning and intermediate PowerPoint users. This series teaches learners about creating and editing presentations and individual slides, outlining presentations, and printing presentations. The courses also detail topics such as formatting presentations and slides and using masters, colour schemes, and templates. Learners will find out how to incorporate pictures, clip art, sound, video, and animation into a presentation. Finally, the courses cover how learners can use PowerPoint with the Internet and when collaborating with others.

PowerPoint 2003 to 2010 Upgrade (11 hours) NEW!

This series will guide you through the numerous updates and enhancements released for Microsoft PowerPoint. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.

PowerPoint 2007 (19 hours)

Office 2007 includes the latest version of PowerPoint, the presentation creation package that helps add visual impact and dynamic information to your presentations. This series will walk you through creating your own presentations.

PowerPoint 2010 (4 hours)

This series explores the many new and enhanced features found in Microsoft PowerPoint 2010.

Project 2000 MOS (21 hours)

This series teaches users to manage projects using Microsoft Project 2000, and is intended as preparation for the Project 2000 Microsoft Office Specialist (MOS) Core Proficiency exam. Topics include starting projects and customizing settings; organizing and scheduling tasks; assigning resources and managing workloads; tracking and reporting progress; and communicating with the project team using Project Central.

Project 2003 (30 hours)

The Project 2003 series is designed to help learners with the basics of Microsoft Office Project 2003. This series explains how to set up a project; manage project files; create a task list; schedule tasks; view a schedule; define and assign resources and costs; track a project; and analyze progress and revise a schedule.

Project 2007 (16 hours)

Get projects under control with Microsoft Project's latest version, 2007. Build schedules, communicate effectively with everyone involved, chart your progress, and keep track of budget and project materials. This series will show you how to use this complex tool to save time and maximize your projects' success.

Project 2010 (4 hours) **NEW!**

Microsoft Project 2010 is a powerful tool for managing resources, costs, and deadlines. New features like the Team Planner, user-controlled manual scheduling, inactive tasks, and the Timeline make designing and managing projects easy and intuitive. Project 2010 also incorporates the Ribbon interface that's familiar to anyone who uses Office 2010 applications.

SAP R/3 Release 4.6 (11 hours)

This series provides an overview of SAP R/3 Release 4.6. It examines the new features of Release 4.6, using the interface, and working with the User Menu. Using the task screen is covered in detail, including how to use the tool bar and menu bar with tasks. Users are shown how to enter a basic task, how to search for and modify previously-entered tasks, and how to print tasks. Additional topics covered include methods for optimizing your installation of R/3 by adding shortcuts and favorites and configuring the GUI, using multiple sessions, and using R/3 help functions. The series also discusses how to create and use reports.

SharePoint 2003 (16 hours)

This series provides learners with the information they need to use SharePoint 2003 to help their organization manage their documents and files, as well as to enable their users to collaborate with one another. In addition to teaching the every-day user how to manage documents, lists and tasks, it also teaches Site Administrators how to setup and manage SharePoint sites and libraries.

SharePoint 2007 (14 hours)

SharePoint 2007 is a content and information management system for your organization. This series will help you use your SharePoint 2007 sites to share documents, collaborate on processes and materials, and find and share data throughout your organization. This series has more courses coming soon. Please check back later for even more information on this topic.

SharePoint 2010 (4 hours)

This series explores the many new and enhanced features found in Microsoft SharePoint 2010.

Visio 2002 (36 hours)

This series introduces users to Microsoft Visio 2002, a powerful diagramming and drawing application that can be used to create business and technical diagrams. Learners will study the basics of the Visio 2002 interface and tools, explore the templates, stencils, and pre-defined shapes provided with Visio, and construct simple Visio diagrams.

Visio 2007 (16 hours)

If you need to explain a complicated process, flowchart, organizational chart, or other diagram, Visio is the tool to help you. This series will walk you through using Visio to build visual information that easily communicates complex topics.

Windows 2000 Basics – Client Series (3 hours)

This series introduces you to the new features of Windows 2000 Professional that enhance reliability, manageability, and mobility.

Windows 7 (6 hours)

Learn what's new in Microsoft's latest, highly anticipated operating system, starting with the stunningly modern user interface that you can personalize to suit your taste and needs. You'll become familiar with new features such as Windows Live and Internet Explorer 8 (IE 8), be able to search your PC and the Internet using Bing, and discover the ease and fun of working with digital media. You'll also find more technically oriented information about essential topics including deployment, administration, and security.

Windows Vista (2 hours)

This series teaches you about the new Vista interface, features, and applications.

Windows XP Upgrade (6 hours)

This series provides an overview of the features available in Windows XP Home Edition and Windows XP Professional. Users will be introduced to the new interface of Windows XP, the multimedia and reliability features of the Home Edition, and the advanced networking and system administration functions of the Professional version.

Word 2000 MOS (19 hours)

This series covers the basic features and capabilities of Microsoft Word 2000. It is designed to help users prepare for the MOS Word 2000 Core Exam. It discusses document management techniques, including document creation and display, creating document folders, sending documents through email, and adding hyperlinks. The series also examines how to add, delete, and format text, and various paragraph formatting techniques. Additional topics covered in this series include page formatting, printing, creating tables, and inserting objects into Word documents.

Word 2000 MOS Expert (20 hours)

This series presents advanced topics and tasks for Microsoft Word 2000, and is designed to help users prepare for the Word 2000 MOS Expert Exam. Topics covered include page formatting, including sorting, Find and Replace, and using footnotes, document management, including inserting references, a table of contents, and indexes, Mail Merge, and inserting and embedding Excel worksheets, graphics, and charts. Advanced features are discussed, including macros, customized toolbars, forms, and fields. This series also discusses workgroup features such as tracking document changes, inserting comments, using document protection, and Round Trip documents.

Word 2002 (19 hours)

This series of courses is designed to teach the student how to use Word 2002 in the Windows XP operating system. This series covers the basics of Word 2002 and continues into the advanced features and procedures. This series teaches all objectives for the Microsoft Word 2002 Core Exam and includes a complete list of these objectives, which the student can print to hard copy.

Word 2003 (32 hours)

This series is designed for beginning and intermediate Word users. This series teaches users about creating and editing documents, what's new in the 2003 version, the Word interface, navigating, editing, and working with text, spell checking, printing, formatting, styles, templates, borders, tables, columns, lists, and using images in a document.

Word 2003 to 2010 Upgrade (11 hours) NEW!

This series will guide you through the numerous updates and enhancements released for Microsoft Word. Presented in a streamlined format to maximize training time, these courses are geared toward users who are upgrading from the 2003 to the 2010 version.

Word 2007 (14 hours)

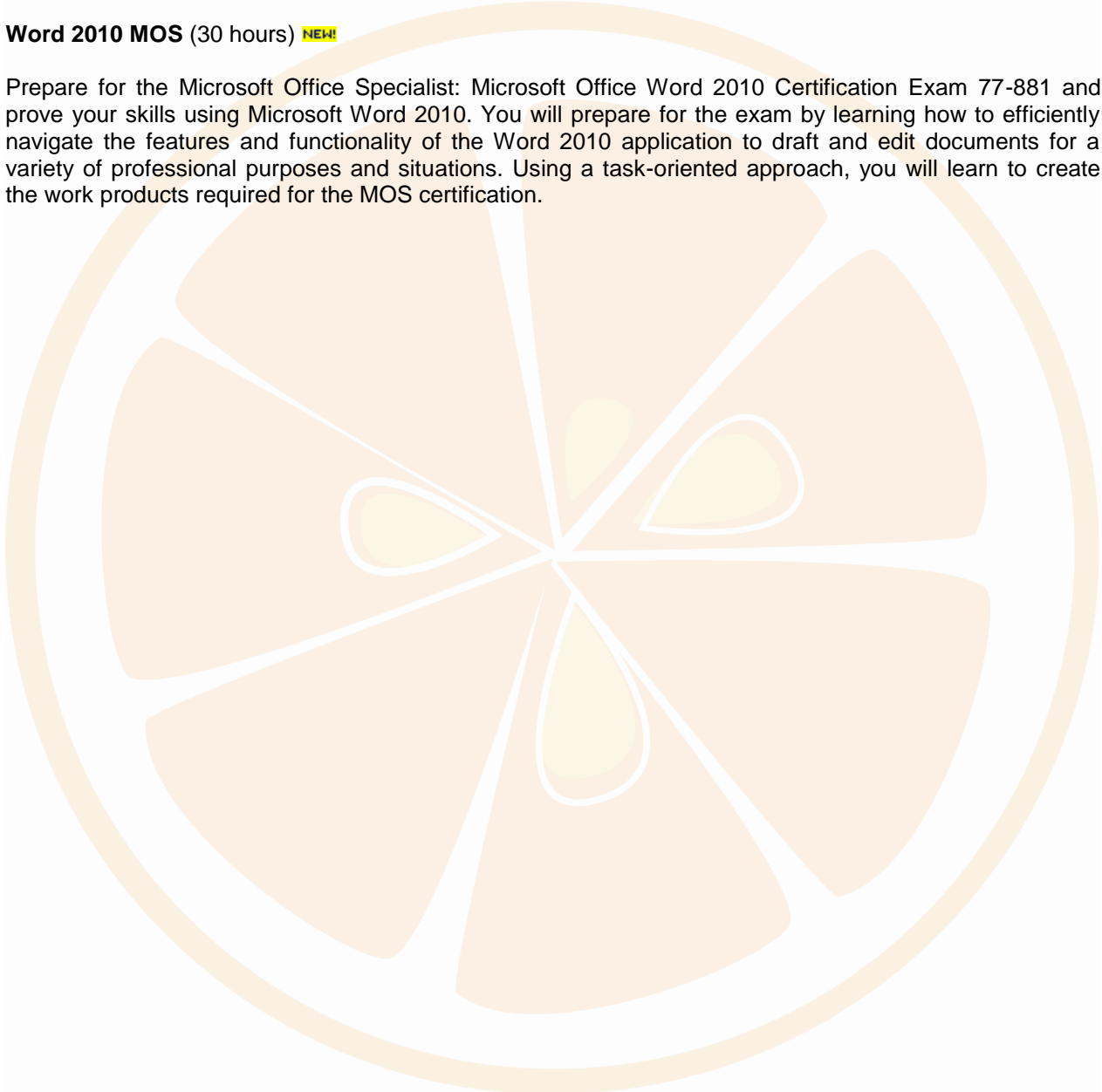
This series shows you how to use Word 2007 to create word processing documents. It shows you how to use the Ribbon-based Word 2007 interface, how to create and format documents, and how to add lists, tables, and images to your documents.

Word 2010 (3 hours)

This series explores the many new and enhanced features found in Microsoft Word 2010.

Word 2010 MOS (30 hours) **NEW!**

Prepare for the Microsoft Office Specialist: Microsoft Office Word 2010 Certification Exam 77-881 and prove your skills using Microsoft Word 2010. You will prepare for the exam by learning how to efficiently navigate the features and functionality of the Word 2010 application to draft and edit documents for a variety of professional purposes and situations. Using a task-oriented approach, you will learn to create the work products required for the MOS certification.



End User Home and Small Business Library

Do you want to run your own business? Are you trying to manage your finances or prepare for retirement? Are you looking for a new job and need to update your resume and gain valuable interviewing skills? Small Office Home Office (SOHO) workers and individuals alike benefit from the powerful courses in this package.

401(k) Plans (3 hours)

This series is for those who are thinking about participating in a 401(k) plan, or who already are participating, and want basic information presented in a clear manner on how such a plan functions. In concise fashion, the series explains essential 401(k) rules and covers the important features and benefits of a 401(k) plan, how to enrol in a 401(k) plan, and even some points to keep in mind about protecting investments.

Budgeting and Saving (21 hours)

This series is designed to teach money management and investing skills to help the average consumer get the greatest return for his or her money. The series is for users who wish to learn how to control debt, choose credit and banking accounts wisely, and create a solid plan for retirement.

Estate Planning (25 hours)

This series helps users understand the various considerations in planning an estate. It provides an overview of the terms and resources needed to prepare an estate plan, and explains how to determine assets, will preparation strategies and considerations, trusts, and retirement issues. Also covered are tax strategies to implement in your estate planning. This series also offers guidance on revising an estate plan throughout life changes.

Home Business (20 hours)

This series offers guidance on starting and managing a home-based business. It provides an overview of the options available in creating a home-based business and how to evaluate these options. Topics related to financing are examined, including writing a business plan and preparing financial statements, evaluating financing options, planning for personal expenses, and preparing for the loan application process. Office management considerations are covered, including equipment and insurance, hiring others, keeping the books and other tax considerations, and maintaining a professional image.

Interview Skills (27 hours)

This series examines the interview process, from obtaining an invitation to an interview to follow-up after the interview. The employer's perspective is discussed, and interview preparation is covered in detail. Proper interview demeanour, including listening and answering, asking questions, effective communication, and negotiating is discussed. Strategies for getting past screening interviews, navigating tough interviews, resolving objections, and managing the follow-up process are also provided.

Investing Fundamentals (22 hours)

This series covers basic investing information and strategies. Fundamental topics covered include planning your financial goals, budgeting, managing diversification and risk, and options for retirement savings. Organization of finances is covered in detail, including analyzing net worth, putting aside emergency funds, and proper record keeping. An in-depth examination of investment options, including stocks, bonds, and mutual funds, is provided. The series concludes with a thorough discussion of planning for the future with solid investment strategies, retirement planning, and insurance coverage.

QuickBooks (30 hours)

This series is designed for users who want to use QuickBooks 6.0 as a business accounting system. An overview of the application is presented, including using the EasyStep Interview process to enter basic company information and set up accounts. Tasks covered include setting up company records, entering historical data, managing accounts, and creating lists, reports, and graphs. Managing invoices, sales tax information, bills, and assets is also covered. Additional topics covered include managing payroll and employee data, managing taxes, online banking, and creating budgets.

QuickBooks 2004 (33 hours)

This series is designed for learners who want to use QuickBooks 2004 as a business accounting system. Tasks covered include using the EasyStep Interview to set up QuickBooks; adding accounts and customers; setting up security; tracking invoices, purchases, and payments; using timesaving features; recording inventory and assets; and working with taxes, equity, and liabilities.

Retirement Planning (10 hours)

This series is designed to help users plan for a financially secure retirement. Basic concepts of financial planning, goal setting, and maximizing assets are discussed. Also covered are strategies for finding good professional financial advisers. An in-depth discussion of investing strategies is provided, including company retirement plans, stocks, bonds, mutual funds, allocation and diversification of funds, and tax strategies.

Works (21 hours)

This series provides a comprehensive look at Microsoft Works. It discusses basic tasks for getting started with Works, including operating the Works Task Launcher, using Task Wizards and help, managing documents, printing files, and working with multiple windows and applications. It explains how to use the Works word processor to create and edit documents, and how to format Works documents. It also covers how to use the Works spreadsheet, including entering, selecting, and manipulating data, using formulas and functions, formatting the spreadsheet, and creating charts. Additional topics include using the Works database for basic organization and presentation tasks, using the Calendar, and Works functions that can be used across multiple applications in Works.

Technical General Library

Study the latest technical topics from CompTIA to Oracle to Novell. Gain training on the latest programming languages and other technical computing subjects. Even prepare for various technical certification exams!

C (38 hours)

This series is for programmers who want to learn ANSI C. It covers the use of numeric variables, constants, and operators to manipulate C expressions, writing, compiling, and testing programs, arrays, and control statements. The series also covers pointers and variable scope concepts. Advanced topics include the function library, memory management, and pre-processor directives.

Cisco Related Series by MindLeaders BCMSN 642-811 (25 hours)

The Cisco BCMSN 640-811 series is designed to help learners prepare and take the qualifying exam for the Cisco Certified Network Professional CCNP® as well as the Cisco Certified Design Professional CCDP® certifications. The BCMSN exam (642-811) will test materials covered under the new Building Cisco Multilayer Switched Networks (BCMSN) CCNP course. The exam will certify that the successful candidate has important knowledge and skills necessary to build scalable multilayer switched networks; create and deploy a global intranet, and implement basic troubleshooting techniques in environments that use Cisco multilayer switches for client hosts and services. The exam covers topics on switching technology, implementation and operation, planning and design, and troubleshooting.

Cisco Related Series by MindLeaders BCMSN 642-812 (10 hours)

The Building Converged Cisco Multilayer Switched Networks exam is one of the required tests for the Cisco Certified Network Professional (CCNP) certification. This study guide will prepare you to implement scalable multilayer switched networks. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders BCRAN 642-821 (13 hours)

The Cisco BCRAN 642-821 series is designed to help learners prepare and take the qualifying exam for the Cisco Certified Network Professional CCNP® certification. The BCRAN exam certifies that students have acquired the understanding and skills necessary to successfully design, develop, configure, operate and troubleshoot remote access solutions.

Cisco Related Series by MindLeaders BSCI 642-801 (17 hours)

This series is designed to help learners prepare and take the Cisco Certified Network professional exam 642-801: Building Scalable Cisco Internetworks. The series explains how to install, configure and monitor LANS and WANS from 100 to 500 nodes. Learners are taught the principles of routing, how to extend IP addresses, and how to implement OSPF in a single area and interconnect OSPF area. The series also covers how to apply integrated IS-IS, how to employ enhanced IGRP, how to configure BGP protocol and scale BGP networks, and how to optimise routing updates and implement successful route redistribution.

Cisco Related Series by MindLeaders BSCI 642-901 (11 hours)

The Building Scalable Cisco Internetworks exam is one of the required tests for the Cisco Certified Network Professional (CCNP) certification. This study guide will prepare you to handle advanced IP addressing and routing. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders CCDA 640-863 (14 hours)

This study guide will prepare you for the 640-863 DESGN test, which is the required exam to gain the Cisco Certified Design Associate (CCDA) certification. This study guide will prepare you to design LAN, WAN, and broadband networks using Cisco technology. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders CCNA 640-801 (15 hours)

This series is designed to help learners prepare and take the Cisco Certified Network Associate exams 640-821: Introduction to Cisco Networking Technologies, 640-811: Interconnecting Cisco Networking Devices, and the combined exam, 640-801: Cisco Certified Network Associate. This series explains how to install, configure, and monitor Cisco switches and routers. Learners are taught the functions of each layer in the Open Systems Interconnect Model, LAN protocols and switching methods, IP Addressing, and WAN protocols. Finally, learners are taught how to configure VLANs, establish Point-to-Point connections, configure ISDN, establish Frame Relay connections, and manage IP traffic with Access Lists.

Cisco Related Series by MindLeaders CCNA 640-802 (19 hours)

The Cisco Certified Network Associate (CCNA) certification is Cisco's popular networking certification that tests a network administrator's ability to set up and maintain network systems. Candidates for the CCNA can qualify for the certification by passing one test, 640-802, or two tests, 640-816 and 640-822. This study guide prepares you for the 640-802 test. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders CIT 642-831 (18 hours)

The Cisco Related Series by MindLeaders CIT 642-831 is designed to help learners prepare for Cisco's Internet Troubleshooting Support Exam (CIT 642-831). This series provides a general overview of establishing a baseline, determining an effective troubleshooting strategy, resolving problems at the physical and data link layers, resolving problems at the network layer, and resolving problems at the transport and application layers.

Cisco Related Series by MindLeaders ICND1 640-822 (11 hours)

The Cisco Certified Network Associate (CCNA) certification is Cisco's popular networking certification that tests an network administrator's ability to set up and maintain network systems. Candidates for the CCNA can qualify for the certification by passing one test, 640-822, or two tests, 640-816 and 640-822. This study guide prepares you for the 640-822 test.

Cisco Related Series by MindLeaders ICND2 640-816 (5 hours)

The Cisco Certified Network Associate (CCNA) certification is Cisco's popular networking certification that tests an network administrator's ability to set up and maintain network systems. Candidates for the CCNA can qualify for the certification by passing one test, 640-816, or two tests, 640-816 and 640-822. This study guide prepares you for the 640-816 test.

Cisco Related Series by MindLeaders ISCW 642-825 (11 hours)

The Implementing Secure Converged Wide Area Networks exam is one of the required tests for the Cisco Certified Network Professional (CCNP) certification. This study guide will prepare you to manage and secure remote access to networks. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders ONT 642-845 (9 hours)

The Optimizing Converged Cisco Networks exam is one of the required tests for the Cisco Certified Network Professional (CCNP) certification. This study guide will prepare you to maximize the effectiveness of converged networks. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Cisco Related Series by MindLeaders ROUTE 642-902 (32 hours)

This series is designed to help users prepare for the Cisco Certified Network Professional ROUTE 642-902 exam. The courses in this series provide a broad range of technical details on topics related to routing. Each course presents configuration examples and sample verification outputs to demonstrate troubleshooting techniques and critical issues surrounding network operation.

Cisco Related Series by MindLeaders SWITCH 642-813 (20 hours)

As enterprises, service providers, and consumers deploy multilayer switching, the need for experienced and knowledgeable professionals to design, configure, and support multilayer switched networks has grown significantly. Switching is no longer a part of the network infrastructure; it is now the network infrastructure, with wireless as the latest evolution. This series discusses working with various switching technologies, and prepares you for the Cisco Certified Network Professional SWITCH 642-813 certification exam.

Cisco Related Series by MindLeaders TSHOOT 642-832 (20 hours)

This series is designed to help you prepare for the Cisco Certified Network Professional TSHOOT 642-832 exam. The courses in this series present common models and methodologies for network maintenance and troubleshooting. It features information on commonly used tools and techniques to help you troubleshoot network issues.

Cisco ROUTE 642-902 Practice Exams (6 hours) NEW!

This series is designed to help users prepare for the Cisco Certified Network Professional ROUTE 642-902 exam. It provides practice exams that include questions in a format similar to the certification exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.

Cisco SWITCH 642-813 Practice Exams (5 hours) NEW!

This series is designed to help users prepare for the Cisco Certified Network Professional SWITCH 642-813 exam. It provides practice exams that include questions in a format similar to the certification exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.

Cisco TSHOOT 642-832 Practice Exams (1 hour) NEW!

This series is designed to help users prepare for the Cisco Certified Network Professional TSHOOT 642-832 exam. It provides a practice exam that includes questions in a format similar to the certification exam. The feedback for each question provides in-depth background on the topic, including why each incorrect option was wrong and what to look for in correct answers.

CISSP Security Professional Series (24 hours)

This series helps a learner prepare to take and pass the Certified Information Systems Security Professional (CISSP) exam. This course, like the exam, covers ten domains of information system security knowledge including access control systems and methodology, network and telecommunications



security, security management and practices, applications and systems development security, cryptography, security and architecture models, operations security, business continuity and disaster recovery planning, law, investigation, and ethics, as well as physical security.

Client/Server Technology for Managers (7 hours)

This series is an executive briefing on client/server technology. It provides a conceptual framework to help make decisions about client/server computing.

CompTIA A+ 2009 Essentials 220-701 (32 hours)

This is the first of two exams required towards earning CompTIA A+ 2009 certification. Vendor neutral, the CompTIA A+ certification confirms a technician's ability to understand the fundamentals of computer technology, networking, and security. Additionally, certification ensures an understanding of the basic functionality of the operating system and basic troubleshooting methodology along with the ability to effectively interact with customers and peers.

CompTIA A+ 2009 Practical Application 220-702 (19 hours)

The second of two exams required towards earning CompTIA A+ 2009 certification. Vendor neutral, the CompTIA A+ certification confirms a technician's ability to install, configure, upgrade, and maintain PC workstations, the Windows OS and SOHO networks. Additionally, certification ensures an understanding of troubleshooting techniques and tools to effectively and efficiently resolve PC, OS, and network connectivity issues and implement security practices.

CompTIA A+ Depot Technician 220-604 (15 hours)

This series provides extensive practice for the CompTIA A+ Depot Technician 220-604 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

CompTIA A+ Essentials 220-601 (24 hours)

This series provides extensive practice for the CompTIA A+ Essentials 220-601 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

CompTIA A+ IT Technician 220-602 (21 hours)

This series provides extensive practice for the CompTIA A+ IT Technician 220-602 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

CompTIA A+ Remote Support Technician 220-603 (20 hours)

This series provides extensive practice for the CompTIA A+ Remote Support Technician 220-603 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

CompTIA Network+ 2005 (N10-003) (38 hours)

This series provides both theoretical and practical information about the topics covered on the CompTIA Network+ 2005 exam. Learners will learn the layers of the OSI model, features and functions of network



components and the skills needed to install, configure, and troubleshoot basic networking hardware peripherals and protocols.

CompTIA Network+ 2009 (N10-004) (31 hours)

This series will prepare you for the CompTIA Network+ 2009 N10-004 certification exam. CompTIA Network+ certification ensures that a technician is proficient in configuring, installing, maintaining, troubleshooting, and managing basic network infrastructure.

CompTIA Security+ SY0-101 (24 hours)

This series helps prepare the learner for the Security+ exam. It teaches the learner about general security concepts, communication security, infrastructure security, some basics of cryptography, and operational and organizational security. It also provides the learner with a practice exam that includes questions in a format similar to what the learner will encounter when taking the exam.

CompTIA Security+ 2008 SY0-201 (33 hours)

Keeping computer data secure is one of the keystone needs of any organization. This certification validates the information security knowledge and skills of any IT professional. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. This study guide will prepare you to perform system and network security assessments and respond to security weaknesses and breaches. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

CompTIA Server+ 2005 (SK0-002) (46 hours)

CompTIA's Server+ certification offers industry recognition of server administration, troubleshooting, and management. This series equips you with all you need to know in order to pass the 2005 edition of the Server+ test (SK0-002). Learners will be presented with an up-to-date look at current server networking strategies from both the installation and servicing perspectives.

Data Warehousing (5 hours)

This series provides an overview of the use and administration of data warehouses. It covers the components of data warehouses and explains data models and optimization. It also examines the different roles in a data warehouse, and covers how to effectively design, implement, and manage a data warehouse.

DB2 Universal Database (32 hours)

This series provides a practical approach to learning how to use DB2 Universal Database and helps prepare learners for the DB2 Certification Exam (Exam 700). Learners will explore how to use various applications to access DB2 data and how to use tools to administer the database.

FOCUS (55 hours)

This series is designed for both FOCUS end users and application developers. It covers basic FOCUS concepts and terminology, its file structure, and the Master File Description. It details application developer facilities, and covers using FOCUS with TED, creating reports, graphs, and file definitions, and looks at data manipulation and screening techniques. Additional topics include accessing file definitions, using MODIFY requests, and the Dialogue Manager, FIDEL, and MAINTAIN facilities.

ITIL Version 2 Foundation Certificate EX0-100 (3 hours)

This series provides extensive practice for the ITIL Version 2 Foundation Certificate in IT Service Management (EX0-100) exam. Questions are presented in the same style and cover the same topics as

the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

ITIL Version 3 Foundation Certificate EX0-101 (13 hours)

The Information Technology Infrastructure Library (ITIL) is a standard for IT services best practices that is widely adopted across the globe. This study guide series will cover all of the knowledge needed for the exam for the ITIL Foundation Certificate, which demonstrates your knowledge and mastery of the ITIL system. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Linux (27 hours)

This series provides a general overview of the Linux operating system. Topics include partitioning and the boot process, basic system configuration, file management, and text stream processing. The series also covers user management, group management, and file permissions. Administrative tasks covered in this series include basic job scheduling utilities, as well as system backup strategies and strategies for system documentation and user support.

Linux Red Hat Technician RHCT RH202 (24 hours)

This series provides both theoretical and practical information about the topics covered on the Red Hat Certified Technician exam. Learners will learn how to install and configure Linux Red Hat, as well as how to perform routine administrative and maintenance tasks.

Notes 5 Programming (22 hours)

This series provides an in-depth study of Lotus Notes R5. It provides an introduction to the application's interface and navigation, and covers personal organization utilities such as email, calendars, meetings and appointments, and Address Books in detail. Also covered is the use of Lotus Notes to browse the Web and manage documents. Advanced topics include searching databases, folder creation and management, views, agents, and database replication. An overview of using Notes remotely is also provided in this series.

Novell 560 CNE (28 hours)

This series is designed to help users prepare for the Novell CNE 5 Test 050-639 or CNI Test 050-839. It introduces networking concepts and provides an overview of the administration of NetWare 5. Topics covered include Novell Directory Services, protocol configurations, installation of Novell client software, and the file system. Also covered in this series is NDS and file security, including controlling access to objects, rights, and user context and resource access. Additional topics include application distribution and management using ZENworks and Novell Application Launcher, policy packages, the Help Requester, and distributed printing.

Novell 570 CNE Advanced Administration (18 hours)

This series teaches users how to administer NetWare 5 and also prepares users to take the Novell CNE 5 Test #050-640 or CNI Test #050-840. Users will learn about upgrading and migrating to NetWare 5, managing the server, optimizing performance, and using IP. In addition, they will learn about file systems, storage, queue-based printing, remote access, the FastTrack Internet server, and other topics related to NetWare 5.

Object-Oriented Analysis and Design (6 hours)

This series provides an overview of object orientation and describes the process for developing object-oriented programming. It explains the development stages of object-oriented programming and how to manage the relationships and hierarchies between objects. It also explains the creation of object-oriented design and analysis systems, including the functions of the object-class, structure, subject, attribute, and

service layers. It discusses the concepts of moving from analysis to design, and designing an object-oriented system using the Problem Domain component, the Human Interaction component, and the Data Management component.

OOP Using C++ (38 hours)

This series is designed for programmers who want to learn C++ to develop object-oriented programs. It covers the parts of a C++ program, variables, constants, expressions, statements, and functions, and examines classes and objects and how these components work in the program flow. The series also discusses pointers, references, arrays, inheritance, and functions. Advanced topics covered include streams, templates, exceptions and error handling, libraries, and object-oriented analysis and design.

Oracle (36 hours)

This series presents the common features shared by the Oracle Developer/2000 suite of tools, including Forms 4.5, Reports 2.5, Graphics 2.5, and Procedure Builder 1.5. It covers navigation of the development environment and describes editing and debugging features, as well as features that provide object orientation, integration, and OLE2 support. The series covers each tool in greater detail, examining the capabilities and functions of each. Advanced topics covered include the development of applications using Forms and Reports, and the integration of Oracle applications through a single point of entry for the user.

Oracle 10g Administration (15 hours)

Oracle's new 10g database leverages the power of grid computing to spread tasks across multiple low-cost machines. Learners will be able to install and maintain an Oracle 10g database in an effective, efficient manner. Topics such as the interaction among Oracle components, an understanding of Oracle's architecture, performance monitoring, database security, user management, and backup and recovery techniques are covered.

Oracle 10g Database Administration II 1ZO-043 (19 hours)

The Oracle Database 10g: Administration II study guide will prepare you for the test to be certified as an Oracle Certified Professional, Oracle Database 10g Administrator. This series will cover some of the more in-depth database administration topics, such as troubleshooting, problem recovery, and managing storage and memory. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Oracle Database 11g Administration I 1ZO-052 (22 hours)

The Oracle Database 11g: Administration I study guide will prepare you to become certified as an Oracle Database 11g Administrator Certified Associate as well as laying the foundation for the Oracle Database 11g Administrator Certified Professional certification. This series will cover some of the more in-depth database administration topics, such as configuration, security, backups, and recovery. These topics, along with a strong emphasis on database management, will prepare you for the exam.

Oracle Database 11g Administration II 1ZO-053 (26 hours)

Prepare for the Oracle Database 11g Administration II exam and learn everything you need to pass it on your first try! This study guide series covers some of the more in-depth database administration topics, such as database structure and Oracle Automatic Storage Management, Oracle Recovery Manager (RMAN), Oracle Flashback, disk space and resource management, and database globalization. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Oracle Database 11g SQL Fundamentals I 1ZO-051 (15 hours)

The Oracle Database 11g: Fundamentals I study guide will prepare you to become certified as an Oracle Database 11g Administrator Certified Associate. This series will cover both basic and in-depth database

administration topics, such as using SQL to retrieve, restrict, and sort data, along with using functions, subqueries, and reporting.

Oracle8 (30 hours)

This series introduces users to the Oracle 8 relational database management system. It examines its main components and installation, and discusses concepts related to database design, creation, and management, including creating, modifying, and managing tablespaces. Management of files and user accounts is also examined, along with table views and indexes. Advanced topics covered in this series include Oracle processes, job queues, and security monitoring. Data backup and recovery and database replication are also discussed in detail.

Oracle9i Database Fundamentals 1Z0-031 (29 hours)

This series is designed to help users who have experience with relational databases, SQL, and networking prepare for the Oracle 9i 1Z1-031 exam. Users will be introduced to the major components of an Oracle server and the database structure, and will learn how to create and manage such components as databases, instances, tablespaces, tables, datafiles, storage units, undo data, tables, indexes, data integrity, users, profiles, privileges, and roles.

Oracle9i Database Fundamentals II 1Z0-032 (24 hours)

This study guide will prepare you to take one of the two required Oracle9i tests to be certified as an Oracle Certified Professional, Oracle9i Database Administrator. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Oracle9i Database Performance Tuning 1Z0-033 (18 hours)

This study guide will prepare you to take one of the two required Oracle9i tests to be certified as an Oracle Certified Professional, Oracle9i Database Administrator. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Oracle9i SQL 1Z0-007 (24 hours)

This series is designed to help those who have some experience with relational databases to prepare for the Oracle9i 1Z0-007 exam.

PowerBuilder 9 Advanced Development (12 hours)

This series describes the changes and additions learners will encounter when they move from earlier versions to PowerBuilder. It addresses the use of tools such as OrcaScript, InfoMaker, and DataWindows.

Rational Unified Process (18 hours)

The Rational Unified Process series is designed to provide learners with an introduction to the RUP software engineering process and framework. The series explains the software development principles behind the RUP and shows learners how to apply the RUP in their own organizations.

RDBMS (4 hours)

This series provides an introduction to relational database management systems. The series covers basic types of databases, data integrity, the relational model, entity relationship modelling, normalization, and performance measurement.

RPG IV Programming (38 hours)

This series introduces the users to RPG IV, the popular AS/400 and iSeries programming language. The users will learn about the history.

SAS 6 (39 hours)

This series introduces users to the SAS system, the basic data concepts and the structure of the SAS programming language. It discusses the basic statements used when coding SAS programs, using the SAS log to troubleshoot coding errors, and the different modes for executing SAS. The series also covers optional statements used to modify data, and statements and options available to program features in the DATA step. Creating specialized output and basic statistical procedures are also covered. Additional topics examined include using Display Manager to run SAS jobs interactively, SAS data libraries, using SQL in SAS, and combining and updating SAS data sets.

SAS 8 (38 hours)

This series introduces users to the SAS 8 system, the basic data concepts and the structure of the SAS programming language. It discusses the basic statements used when coding SAS programs, using the SAS log to troubleshoot coding errors, and the different modes for executing SAS. The series also covers optional statements used to modify data, and statements and options available to program features in the DATA step. Creating specialized output and basic statistical procedures are also covered. Additional topics examined include using Display Manager to run SAS jobs interactively, SAS data libraries, using SQL in SAS, and combining and updating SAS data sets.

Solaris 8 System Administrator 310-011 (31 hours)

This series provides comprehensive coverage of Solaris 8 system administration; it is designed to help users prepare for the Sun Certified System Administrator for Solaris 8 Operating Environment, Part I exam. It covers basic topics such as installation methods, the boot process, and system shut down. The OpenBoot environment and architecture are discussed, along with the use of user and group logon accounts, and software package administration. System security and protection of data is covered, including remote connection. An introduction to Solaris processes and their management is provided, and file systems, files, and directories are covered in detail. Additional topics covered in this series include disk configuration, backup and recovery, the viEditor, shell programming, and print administration. The series concludes with a practice exam that helps the user self-assess readiness for the certification exam.

Solaris 9 System Administrator 310-014 / 310-015 (17 hours)

This series helps the learner prepare for the two exams required to obtain the Sun Certified System Administrator for Solaris 9 certification (310-014 and 310-015). After taking the series, learners will be able to perform essential system administration procedures and administer a networked server running on the Solaris operating system.

SQL for the Windows Environment (21 hours)

SQL is the most widely-used database language. Acquiring a good working knowledge of SQL is an important skill for anyone who interacts with databases. Short, focused lessons start with simple data retrieval and progress to complex topics such as using joins, subqueries, stored procedures, and table constraints.

Sybase (23 hours)

This series is designed to introduce database administrators to using and managing Sybase System 11. It covers an overview of Sybase SQL Server, the client/server system model, and the tools and components of Sybase System 11. It discusses using SQL Server to create, manage, and access database information, and the tasks and commands of a system administrator.

UML 2.0 Series (9 hours)

The UML 2.0 series is designed to provide learners with an introduction to the Unified Modeling Language. This series teaches learners how to illustrate object-oriented systems by using various types of UML diagrams, such as class diagrams, sequence diagrams, state machine diagrams, and activity diagrams.

UNIX (39 hours)

This series presents the features of UNIX that are most useful to new users, as well as system administration tasks and process management. Basic features discussed include logging in and out, file administration, command processing, displaying text, and using mail. UNIX shells - Bourne, Korn, and C - are presented, including a comparison of their advantages and disadvantages, and writing basic shell programs that include repetitions, conditional statements, and functions. Many system administration tasks are discussed, including installation, file systems, user accounts, system accounting, performance monitoring, device management, and security. Advanced topics covered in the series include how to control UNIX programs, how to start and kill programs, and prioritizing processes.

Visual Basic 2005 (8 hours)

Visual Basic 2005 programming language, leveraging your existing knowledge of Visual Basic and applying that knowledge to the .NET environment.

Visual Basic 6 (33 hours)

This series provides an in-depth look at Visual Basic 6.0. Introductory topics covered include the Visual Basic programming process, development environment, and program structure, and creating controls and setting properties. Creating controls and coding are covered in detail, including a discussion of datatypes, literals, variables, and storing and calculating data. Coding tools and other supplied tools such as subroutines, arguments, and various functions are explored, and manipulation of data files and printing from an application is discussed. Advanced topics covered in this series including tuning your program with additional Visual Basic tools, and preparing a Visual Basic program for distribution.

Windows 2000 Basics – Server (3 hours)

This series introduces the features of Windows 2000 Server that enhance reliability, manageability, and Internet capabilities.

Windows 7 Upgrade (5 hours)

This study guide series will help you assess your skills and maximize your performance in the following areas: Installation, deployment, and upgrading to Windows 7. Also covered is the configuration of pre-installation and post-installation system settings, Windows security features, network connectivity, applications included with Windows 7, and mobile computing.

Windows Vista Upgrade (3 hours)

This series teaches you about the new Vista interface, features, and applications. You will also gain an understanding of important topics to consider when deploying the new software.

Access training on the most common legacy applications used by major enterprises. Learn from our courses designed to develop the skills necessary to run a mainframe operation using CICS, COBOL, JCL, ISPF, MVS, VSAM, and related technologies.

CICS/ESA (15 hours)

This series is designed to help users optimize their knowledge of CICS. It covers the capabilities and requirements of CICS, CICS transactions, operations, terms, and commands. The series also discusses the compilation process and data interfaces and storage. Advanced topics include unformatted data, conditions, and BMS data mapping.

CMS (Conversational Monitor System) (7 hours)

This series introduces IBM's Conversational Monitoring System and basic VM/ESA concepts, including virtual machines and the Shared File System. Topics include timesharing concepts, various environments, and commands. Advanced functions covered include XEDIT, EXECs, scrolling and saving files, and communicating with other users.

COBOL (20 hours)

This series introduces users to the basics of COBOL. It examines the program structure, specifications, and instructions. Coding, compiling procedures, and compiler output are also covered. The program structure, including its divisions, is examined in greater detail, and procedures for numeric and arithmetic statements are explained.

COBOL (New) (11 hours)

This series discusses concepts concerning the migration from OS/VS COBOL programs to CICS. It defines key terms in COBOL that relate to CICS programming, and considerations in migrating programs. It discusses functions in the new COBOL, and how to compile and debug code.

COBOL (OS/VS) (19 hours)

This series provides an introduction to COBOL (OS/VS) concepts, including program structure, specifications, and programming considerations. It goes into further detail about the program structure, examining the requirements for the different divisions. It also covers numeric and arithmetic fields, operators, and statements.

DB2 (8 hours)

This series is designed for COBOL programmers who want to implement SQL into programs to access data in DB2 tables. It provides an overview of embedding SQL in a program, including coding requirements and stored procedure functions. An overview of the interactive tools for program development is provided. The series also examines the use of DB2 to change and manipulate data in DB2 rows and tables.

EASYTRIEVE (4 hours)

This series provides an introduction to EASYTRIEVE PLUS. It examines the different EASYTRIEVE program sections, including Library, JOB Activity, and Report, and provides a basic overview of EASYTRIEVE PLUS coding. It also covers how to use EASYTRIEVE to enhance programs, including the use of REPORT statement parameters and procedures, the virtual file manager, macros, and other processing statements.

ISPF (11 hours)

This series provides an introduction to ISPF. It explains the components of ISPF, container objects, navigation, and customization. Basic program development is discussed, including the use of data sets and commands. Advanced topics include the CANCEL, SAVE, VIEW, and BROWSE commands, edit features, and program development utilities.

JCL (27 hours)

This series provides an overview of the MVS Job Control Language and how to use JCL to code jobstreams. It explains how to build jobstreams and code data sets and procedures, specifying job information, and controlling the job process. Detail information on data sets is provided. Additional topics covered include coding, modifying, and executing procedures.

Micro Focus COBOL Workbench 4 (19 hours)

This series covers the concepts necessary to understanding the role of the Workbench in the development process and presents some of the tools used to manage files, including GUI File Transfer, File Converter, and Data File Editor. This series also covers how to use the Animator V2 tool to develop and maintain COBOL programs quickly and efficiently.

MVS (12 hours)

This series provides an introduction to MVS and JES. It covers basic hardware components, MVS functional areas, and the JES2 and JES3 Job Entry Subsystems. It also describes the many IBM tools and facilities available to use with the MVS operating system, including System Managed Storage. MVS utilities are covered in detail. Also covered are basic operations, including using consoles to issue commands, system messages, console display, and job failures and ABENDS. Advanced operations examined include the START and MODIFY commands, job and task management, troubleshooting device management problems, and making PF key assignments.

QMF (8 hours)

This series describes how to use IBM's Query Management Facility to retrieve data from relational databases. It identifies the parts of a database table, and explains how to use Prompted Query and its various dialog panels. Prompted Query and QBE are covered in further detail. The elements of QMF reports, including formatting techniques, are also covered.

REXX Programming (6 hours)

This series provides an introduction to REXX programming. It discusses variables, expressions, and operators used in REXX, and how to write instructions to and read information from the REXX terminal. Use of selection techniques and creating DO loops and stacks is also covered. Advanced topics covered in this series include conditional instructions, subroutines, REXX functions, and compound variables.

SQL (11 hours)

This series provides an overview of SQL, including basic concepts and terms related to database and table design. The basic tasks of creating a new table in a database, using the INSERT statement, and managing and deleting SQL tables and table data are covered, as well as a comprehensive discussion of database objects, which includes creating, changing, and deleting table views, table spaces, storage groups, indexes, index spaces, and databases. An introduction to basic query techniques is provided, along with an overview of using SQL to join tables.

SQL for the Mainframe Environment (21 hours)

SQL is the most widely-used database language. Acquiring a good working knowledge of SQL is an important skill for anyone who interacts with databases. Short, focused lessons start with simple data retrieval and progress to complex topics such as using joins, subqueries, stored procedures, and table constraints.

TSO/E (5 hours)

This series presents general concepts and specific techniques for designing, writing, and testing CLISTS in TSO/E, including TSO commands, program execution, datasets, and customization of procedures. Advanced features of TSO/E are also covered, including using the control variables and built-in functions of CLISTS.

VSAM (5 hours)

This series provides an overview of the fundamentals of VSAM. The internal structure and processing of VSAM data sets is covered, including basic terminology, data set structure, data CI internal structure, and KSDS internal structure. Advanced features are also discussed, including KSDS updates and insertion techniques, updates with CI/CA splits, VSAM alternate indexes, key compression, and index processing and access.

XEDIT (5 hours)

This series provides an introduction to XEDIT and its functions. It explains basic XEDIT concepts, CMS files and naming conventions, XEDIT messages, and XEDIT commands and function keys. Advanced functions covered in this series include file protection, power typing mode, creating a ring of files, editing files simultaneously, and creating a profile xedit file.



Technical Microsoft Library (MCSE, MCAD, MSP etc.)

Learn the latest in technical Microsoft topics and help prepare for the MCSE core and elective exams required to earn Microsoft certifications.

IIS 6 (37 hours)

This series will provide you with the basic knowledge needed to administer IIS 6.

Microsoft .NET 2.0 App Development MCTS 70-536 (19 hours)

The Microsoft .NET Framework 2.0—Application Development Foundation test is a required exam for the three Microsoft Certified Technology Specialist (MCTS) .NET Framework 2.0 certifications. This study guide will prepare you to demonstrate your ability to build applications in .NET 2.0 through the use of Visual Basic code examples. You'll then take the test 70-528, 70-526, or 70-529 to complete your certification as a Web, Windows, or Distributed Applications (respectively) specialist.

Microsoft .NET 2.0 Distributed Apps MCTS 70-529 (12 hours)

The Microsoft .NET Framework 2.0 - Distributed Application Development test is the second required exam to become a Microsoft Certified Technology Specialist (MCTS) in .NET Framework 2.0 Distributed Applications. This study guide will prepare you to demonstrate your skills in building web services and distributed applications in Visual Studio 2005 and .NET technologies using Visual Basic code examples. Practice exams are also included, for both Visual Basic and C#, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft .NET 2.0 Web Development MCTS 70-528 (16 hours)

This series presents questions that will help Visual Basic and C# developers prepare for the Microsoft .NET 2.0 Web Development MCTS 70-528 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

Microsoft .NET 2.0 Windows Development MCTS 70-526 (16 hours)

This study guide will prepare you for the MCTS 70-526 exam, which is the second required exam for the MCTS Microsoft Certified Technology Specialist: .NET Framework 2.0 Windows Applications certification. This study guide will prepare you to demonstrate your skills in building Windows applications in the .NET environment using Visual Basic code examples. Practice exams are also included, for both Visual Basic and C#, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft .NET 3.5 ASP.NET Apps MCPD 70-564 (13 hours)

Prepare for the Pro: Designing and Developing ASP.NET Applications Using the Microsoft .NET Framework 3.5 exam and learn everything you need to pass it on your first try! The exam, which counts as credit toward the MCPD: ASP.NET Developer 3.5 certification, assesses your skills in applying security principles, accessing data and services, leveraging and extending ASP.NET architecture, and designing the presentation and layout of an application. This study guide series prepares you to develop applications using ASP.NET in an environment that uses the .NET Framework 3.5 and Visual Studio 2008. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Microsoft .NET 3.5 ASP.NET Apps MCTS 70-562 (20 hours)

Prepare for the MCTS: Microsoft.NET Framework 3.5, ASP.NET Application Development certification exam and learn everything you need to pass it on your first try! The exam, which counts as credit toward several other Microsoft certifications, assesses your skills in consuming and creating server controls, working with data and services, and programming, troubleshooting, and debugging Web applications. This study guide series prepares you to develop applications using ASP.NET in an environment that uses the .NET Framework 3.5 and Visual Studio 2008. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Microsoft .NET 3.5 Enterprise Apps MCPD 70-565 (16 hours)

Prepare for the Pro: Designing and Developing Enterprise Applications Using the Microsoft .NET Framework 3.5 certification exam and prove your skills using Visual Studio 2008 and the .NET Framework 3.5. You will prepare for the exam by learning how to efficiently follow an application through all of its stages. Planning and designing applications, application frameworks, and components will be covered. You will also learn how to stabilize and test an application and how to migrate, deploy, and maintain the application once it is in use. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Microsoft .NET 3.5 Forms Development MCTS 70-505 (17 hours)

Prepare for the TS: Microsoft .Net Framework 3.5 Windows Forms Application Development exam, which counts as credit toward the MCTS: .Net Framework 3.5, Windows Forms Applications certification, assesses your skills using Microsoft Visual Studio .Net 2008 and the Microsoft .Net Framework 3.5 to build Windows-based applications in a development environment. This study guide series prepares you to create and deploy GUI applications and data-driven user interfaces in the context of the .NET Framework 3.5 solution stack. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Microsoft .NET 3.5 Windows Apps MCPD 70-563 (18 hours)

Prepare for the Pro: Designing and Developing Windows Applications Using the Microsoft.NET Framework 3.5 exam and learn everything you need to pass it on your first try! Prepare The exam, which counts as credit toward the MCPD: Windows Developer 3.5 certification, assesses your skills in planning user interaction and presentation strategy, planning data management, designing the application architecture, and designing security implementation. This study guide series prepares you to develop applications using ASP.NET in an environment that uses the .NET Framework 3.5 and Visual Studio 2008. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Microsoft .NET 4.0 Development (14 hours) NEW!

The Microsoft .NET 4.0 Development series provides an overview of the 4.0 version of .NET Framework. Topics include Windows Presentation Foundation, Silverlight, Windows Communication Framework, .NET Core Framework, .NET Data Framework, .NET Communications Framework, and .NET Workflow Framework.

Microsoft .NET Implementing Applications (16 hours)

This series provides the learner with an overview of the .NET framework with Visual C# .NET and Visual Studio .NET. It also covers how to use the framework to build applications with forms, components, assemblies, and Web Services. In addition to covering these foundational elements, the series of courses also includes information on data access, manipulation, and binding, along with user assistance and accessibility to complete a .NET application. The final steps of the development process, testing and deployment, are covered, including tracing, debugging code, Setup project, installation of components, and security measures.

Microsoft .NET Solution Architectures (16 hours)

This series helps a learner prepare for the MCP/MCSD 70-300 exam by covering how to break down a case study to expose pertinent facts, create meaningful requirements and specifications for a solution, and develop a .NET solution architecture that is secure and stable. It teaches the development of a solid database model, including normalization, relationships, and Object Role Modeling (ORM). It also covers the tradeoffs between a Windows application, a Web application, and a Web Service-based application.

Microsoft Exchange Server 2003 MCSA/MCSE 70-284 (16 hours)

This series helps a learner prepare for the MCSA/MCSE 70-284 exam by covering installation, configuration, and troubleshooting techniques for Exchange Server 2003. The series covers, among other topics, managing, monitoring and troubleshooting Exchange computers and organization, as well as managing address lists, security, and the technologies that support Exchange Server 2003.

Microsoft Exchange Server 2007 MCTS 70-236 (15 hours)

This series will prepare you for the TS: Exchange Server 2007 Configuring exam. This exam is the only requirement to apply for the MCTS: Microsoft Exchange Server 2007 – Configuration certification. This series will cover installing, managing, monitoring, and troubleshooting Exchange Server 2007. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft Exchange Server 2010 MCTS 70-662 (18 hours) NEW!

The Microsoft Exchange Server 2010 MCTS 70-662 series covers the administrative tasks that a messaging administrator needs to know how to perform, such as preparing Active Directory, deploying Exchange roles, managing Exchange objects, and configuring Exchange features. A practice exam is also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide feedback to help you understand the background of the topic.

Microsoft Lync Server 2010 Configuring MCTS 70-664 (18 hours) NEW!

Microsoft Lync Server 2010 represents a fundamental shift in the way businesses handle telephony. Lync Server is a Web, video, and audio conferencing server. It acts as a Unified Communications integration point for platforms such as Office, SharePoint, and Exchange. Lync Server removes telephony processes from dedicated Private Branch Exchanges and places them in a software-based infrastructure which can easily adapt to changing needs and technologies.

Microsoft Project Server 2003 (17 hours)

This series presents information on planning, installing and implementing Project Server 2003. Topics include outlining an implementation strategy, installing and configuring Project Server and peripheral software, managing users, groups, and projects, customizing PWA, creating projects, and working with project tasks and documents.

Microsoft SharePoint 2010 Configuring MCTS 70-667 (22 hours) NEW!

This series is designed to help you prepare for the 70-667 TS: Microsoft SharePoint 2010, Configuring certification exam. It will prepare you to upgrade to SharePoint 2010 or create a new deployment, with a focus on the new hardware and software requirements for SharePoint 2010. It also covers managing the various features of SharePoint, including user accounts, Web applications and site collections, and optimizing and monitoring your environment.

Microsoft SharePoint Server 2007 MCTS 70-542 (9 hours)

This series will prepare you for the MCTS 70-542: Microsoft Office SharePoint Server 2007 – Application Development exam. This exam is the only requirement to apply for the Technology Specialist: Microsoft Office SharePoint Server 2007, Application Development certification. This study guide will prepare you build SharePoint Server applications, with a focus on managing business intelligence data.

Microsoft SharePoint Server 2007 MCTS 70-630 (20 hours)

This series will prepare you for the TS: Microsoft Office SharePoint Server 2007, Configuring exam. This exam is the only requirement to apply for the Microsoft Certified Technology Specialist: SharePoint Server 2007, Configuring certification. This study guide will cover configuring all aspects of SharePoint Server 2007, including Portal, search, content management, and business intelligence. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2005 Admin MCITP 70-444 (13 hours)

This series provides you with a study guide to prepare to become certified as a Microsoft Certified IT Professional: Database Administrator. PRO: Optimizing and Maintaining a Database Administration Solution by Using Microsoft SQL Server 2005 (70-444), will cover your ability to maintain everyday operations of enterprise Microsoft SQL Server 2005 databases. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2005 Data Access MCITP 70-442 (14 hours)

This series provides you with a study guide to prepare to become certified as a Microsoft Certified IT Professional: Database Developer. PRO: Designing and Optimizing Data Access by Using Microsoft SQL Server 2005 (70-442), will cover your ability to build efficient, effective enterprise Microsoft SQL Server 2005 database solutions. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2005 Design MCITP 70-443 (16 hours)

This series provides you with a study guide to prepare to become certified as a Microsoft Certified IT Professional: Database Administrator. PRO: Designing a Database Server Infrastructure by Using Microsoft SQL Server 2005 (70-443), will cover your ability to maintain everyday operations of enterprise Microsoft SQL Server 2005 databases. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2005 Solutions MCITP 70-441 (12 hours)

This series provides you with a study guide to prepare to become certified as a Microsoft Certified IT Professional: Database Developer. PRO: Designing Database Solutions by Using Microsoft SQL Server 2005 (70-441), will cover your ability to build efficient, effective enterprise Microsoft SQL Server 2005 database solutions. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2005 Upgrade MCITP 70-447 (5 hours)

This series provides extensive practice for the Microsoft SQL Server 2005 Upgrade MCITP 70-447 exam. Questions are presented in the same style and cover the same topics as the actual exam. Students will test their knowledge, then receive comprehensive information about the question topic and the possible answers that were presented.

Microsoft SQL Server 2008 Database MCTS 70-433 (22 hours) NEW!

The Microsoft SQL Server 2008 Database Design MCTS 70-433 series prepares the student for Microsoft's MCTS SQL Server 2008 Database Development exam. The topics covered in this series include implementing and programming objects, using the CLR, implementing error handling and transactions, and working with DML and multiple-source queries. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Microsoft SQL Server 2008 Maintenance MCTS 70-432 (9 hours) NEW!

This series will prepare you for the TS: Microsoft SQL Server 2008, Implementation and Maintenance exam. This exam is the only requirement to apply for the Microsoft Certified Technology Specialist (MCTS): Microsoft SQL Server 2008, Implementation and Maintenance certification. This series will cover all aspects of running SQL Server 2008, including installing, maintaining, managing security, monitoring, troubleshooting, and optimizing performance. Practice exams will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

MS SQL Server 6.5 Admin, Config, Install (46 hours)

This series provides an overview of Microsoft SQL Server 6.5. The SQL Enterprise Manager and its use for creation and management of database objects is explained in detail. Instructions for installing SQL Server 6.5 and setting up physical and mirror devices is provided, along with instructions on implementing security, user administration, and configuring replication. Database administration is covered in detail, including creating and maintaining databases and database logs, and using OBCC for maintenance. Advanced topics covered include system management, remote and distributed management options, and performance tuning.

MS SQL Server 7 Admin, Config, Install (46 hours)

This series is designed to help users understand a comprehensive array of topics, including planning a security strategy, SQL Server 7.0 system requirements, planning for system migration and replication, and server installation. System configuration, management of security, accounts, permissions, and the database, and backup and restores are also covered. Additional topics covered include the management of a variety of tasks, including replication, server jobs, events, alerts, linked servers, and remote servers; monitoring events, system optimization, and tuning resource usage. Server repair and troubleshooting strategies are also discussed.

Project 2007 MCTS 70-632 (9 hours)

This series will prepare you for the MCTS: Microsoft Office Project 2007, Managing Projects exam. This exam is the only requirement to apply for the Technology Specialist: Managing Projects with Microsoft Office Project 2007 certification and will give you credit toward a Microsoft Certified IT Professional: Enterprise Project Management with Microsoft Office Project Server 2007 certification. This study guide will prepare you to create, manage, and report on projects. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Server 2003 Security Admin MCSA/MCSE 70-299 (11 hours)

This series prepares learners for the MCSA/MCSE 70-299 exam. It covers implementing, managing, and troubleshooting Windows Server 2003 security policies, remote access, PKI, IPsec, and wireless networks.



SharePoint 2010 Application Development (11 hours) NEW!

This series teaches users how to develop applications for SharePoint 2010. It covers both SharePoint Foundation and SharePoint Server. It also provides information about lists, libraries, Web parts, using search, and managing forms and records.

TCP/IP (40 hours)

This series introduces TCP/IP concepts and is designed to help users prepare for the MCSE Exam 70-59. An overview of using TCP/IP with several different operating systems is provided, including a discussion of the OSI reference model, networking, and TCP/IP models. A detailed explanation of the TCP/IP Application layer and how data is processed is also provided, including discussion of data delivery and routing. The installation, configuration, and management of Microsoft TCP/IP, IIS, and other network services is explored, along with printing services and DHCP. NetBIOS name resolution methods are examined, as well as the DNS Server. Advanced topics covered in this series include managing DNS and TCP/IP, file transfer, interactive and printing utilities, Network Monitor, SNMP, Performance Monitor, RAS hardware, PPTP, and various troubleshooting strategies.

Visual Basic .NET for Web MCSD/MCAD 70-305 (19 hours)

This series explains how to develop and implement Web-based applications with Web forms, ASP.NET, and the Microsoft .NET Framework. Specific topics presented are web forms, controls, user interface navigation, data binding and manipulation, error handling, components, assemblies, web services, globalization, legacy code, as well as deploying and maintaining web applications.

Visual Basic .NET for XML Web MCSD/MCAD 70-310 (15 hours)

This series explains how to use Visual Basic .NET to create Web-based applications that manipulate XML data. Courses in this series cover accessing and manipulate data, creating distributed applications and services, as well as testing, debugging, and deploying the completed application.

Visual Basic .NET Windows Apps MCSD/MCAD 70-306 (14 hours)

This series, in an effort to help a learner prepare for the MCSD/MCAD 70-306 exam, covers creating forms, handling exceptions, developing .NET components and assemblies, and consuming and manipulating data. It also covers using web services, managing globalization, working with legacy code, implementing user assistance and accessibility, and working with components and controls. The series also details topics such as application testing, debugging, deployment, maintenance, support, and configuration.

Visual C# Web Applications MCAD 70-315 (48 hours)

This series is designed for anyone who's preparing for the MCAD 70-315 exam or who simply wants an introduction to designing Web applications with Visual C# .NET. This series teaches users how to use Visual C# .NET to develop, test, deploy, and configure ASP.NET applications that run on the Internet.

Visual C# XML MCAD 70-320 (53 hours)

This series prepares users for the MCAD-320 exam. The series is designed to cover all the objectives that Microsoft has created for this exam. The user will be presented with skills need to develop and implement middle-tier components, server components, and XML Web services by using Visual Studio .NET, Microsoft .NET Framework, and the Visual C# .NET programming language. The series helps the user develop the specific core competencies to design and develop distributed applications.

Visual Studio .NET Advanced Topics (28 hours)

This series shows developers how to create more powerful applications using Microsoft Visual Studio.NET. The series focuses heavily on creating and deploying Web-based applications. Users explore ASP.NET Web server controls in greater detail, and also learn how to implement data binding to pull data

into a Web page from external data sources. Users will also learn how Visual Studio.NET facilitates XML development, and how to use Visual Studio to build and configure an XML-based Web application or a Web service client. Additionally, users will learn about what happens after the code is written - debugging, deployment, and security for Web based applications, as well as the process for upgrading existing ASP-based Web sites to ASP.NET

Visual Studio .NET and ASP.NET (8 hours)

This series introduces students to the ASP.NET platform, and gets students started using ASP.NET features such as server controls, validation controls and composite controls in their Visual Studio .NET projects.

Visual Studio .NET Overview (6 hours)

This series gives students a thorough overview of the .NET initiative and prepares them to begin developing applications using Visual Studio .NET.

Visual Studio .NET Programming with Visual C# (10 hours)

This series introduces students to the ASP.NET platform, and gets students started using ASP.NET features such as server controls, validation controls and composite controls in their Visual Studio .NET projects.

Visual Studio 2010 (8 hours) NEW!

The Microsoft Visual Studio 2010 series provides an overview of the Visual Studio 2010 Integrated Development Environment, a toolset that helps you write .NET applications. Topics include UI enhancements, code snippets, templates, IDE customization, and extending the capabilities of the program.

Windows 2000 Active Directory MCSE 70-217 (30 hours)

Microsoft's Active Directory is a new approach in administering users, computers, applications, and resources by treating them as objects in a large network environment. Active Directory is responsible for storing, managing, and replicating information about network objects. This series demonstrates how the Active Directory can be implemented, integrated with existing network technology, and used for efficient administration. The goal of this series is to prepare the student for the MCSE 70-217 exam.

Windows 2000 Directory Design MCSE 70-219 (35 hours)

This series prepares students for the MCSE 70-219 exam. Users review how to plan for the implementation of Windows 2000 and Active Directory, focusing on matching business requirements with Windows 2000 features. Some of the features examined include security, DNS, group policies, and workstation management. Users also learn to design the Active Directory's domains, Organizational Units, sites, and service locations.

Windows 2000 Network Administration MCSE 70-216 (22 hours)

The goal of this series is to prepare students for the MCSE 70-221 certification exam (Windows 2000 Network Infrastructure Design). Courses in this series are primarily theoretical in nature. Topics include analyzing existing, as well as planning, business and technical requirements; modifying and designing network topologies and protocols; designing DHCP and name resolution services; creating Internet and extranet access solutions; designing a WAN; and creating strategies for monitoring/managing Windows 2000 network services.

Windows 2000 Network Design MCSE 70-221 (26 hours)

This series is designed to help users prepare for the MCSE Exam 70-221 for Windows 2000 certification. Strategies for analyzing business needs such as the company model, geographic scope, organizational



structure, company strategies, and IT structure; and technical needs such as the technical environment, infrastructure design, network requirements, and disaster recovery, are covered in depth. Detailed discussion is provided on network design with respect to topologies and protocols, DHCP and name resolution services, and multiprotocol networks. Design techniques for the Internet and WANs are also presented. Also discussed is how to design a strategy for monitoring and managing Windows 2000 network services.

Windows 2000 Network Management MCSA 70-218 (44 hours)

This series teaches the information that is required to meet the objectives in Microsoft's exam 70-218: Managing a Microsoft Windows 2000 Network Environment. This exam is one of the core tests that are required to gain a Microsoft Certified Systems Administrator (MCSA) certification. Users will learn network administration skills including how to configure and troubleshoot client computers, network printing, Active Directory, file sharing, Internet connection and services, remote access, and network security.

Windows 2000 Professional MCSE 70-210 (42 hours)

This series provides comprehensive discussion of topics related to the Windows 2000 Professional operating system. It is designed to help users prepare for the MCSE Exam 70-210. Topics covered include installation, including remote installations and upgrades, administering resources and shared resources, managing disks and hardware, and monitoring and optimizing your Windows 2000 Professional system. Also covered are desktop configuration, networking, using TCP/IP, managing users and groups, and system security.

Windows 2000 Security Design 70-220 (40 hours)

This series provides a detailed look at network security, and is intended as preparation for the MCSE 70-220 Exam: Designing Security for a Microsoft Windows 2000 Network. Topics include analyzing business and technical requirements, planning a strategy, and designing and implementing security using the templates, objects, and services provided in Windows 2000. Students taking this course should be advanced Windows administrators, with MCSE certifications 70-210, 70-215, 70-216, and 70-217 or equivalent experience.

Windows 2000 Server 70-215 (46 hours)

Windows 2000 Server is the server version of the Windows 2000 family of products. There are many differences between this version of Windows and older versions, including the addition of Active Directory, which drastically changes how the operating system stores and retrieves data. The goal of this series is to prepare student for the MCSE 70-215 exam. Courses in this series show users how to perform installations and upgrades, add and configure hardware, configure network services, recover from disaster, configure disks, and work with security features.

Windows 7 Configuration MCTS 70-680 (46 hours)

Prepare for certification in Windows 7 Configuration and learn everything you need to pass the exam on your first try! This study guide series will help you assess your skills and maximize your performance on the 70-680 exam in the following areas: Installation, deployment, and upgrading to Windows 7. Also covered is the configuration of pre-installation and post-installation system settings, Windows security features, network connectivity, applications included with Windows 7, and mobile computing. Practice exams are part of the series, containing questions using the same format as the exam and including in-depth instructional feedback.

Windows Server 2003 (18 hours)

This series shows users how to install and configure Windows Server 2003 software, as well as how to install and configure Active Directory. The series covers how to install and manage print services, how to handle TCP/IP addresses, and how to set up and manage directory services, domains, and trust relationships in a Windows 2003-based environment. It discusses how to manage users and groups, including details on profiles, policies, and groups, and covers how Windows 2003 controls access to NTFS



files and directories, and how to manage shares. The series concludes by covering strategies for backing up and restoring a Windows Server 2003 machine and discussing security strategies for Windows Server 2003.

Windows Server 2003 Active Directory MCSE 70-294 (37 hours)

Microsoft's Active Directory is the foundation of an enterprise-level Windows network, and Windows Server 2003 includes a number of improvements and enhancements to its directory services that will make a network administrator's job easier. This series will teach learners the basics of how directory services work and the role they play in the network, and specifically how the directory services concept is implemented in Microsoft's Active Directory. The goal of this series is to prepare the learner for the MCSE 70-294 exam.

Windows Server 2003 Administration MCSE 70-290 (54 hours)

The Windows Server 2003 Administration MCSA/MCSE 70-290 series is designed to help learners prepare for Microsoft exam number 70-290: Managing and Maintaining a Windows Server 2003 Environment. This series explains how to license, install, and configure Windows Server 2003. Learners are taught how to manage disks and server hardware, how to configure and control resource access, and how to manage Terminal Services and Web services. In addition, the series of courses covers how to use server management tools and how to monitor performance and security. Finally, learners are taught how to create and implement a disaster recovery plan. Courses in this series introduce learners to graphical tools and command-line utilities for managing users, groups, workstations, and server hardware.

Windows Server 2003 Infrastructure MCSE 70-297 (22 hours)

This series is designed to help learners prepare for the qualifying exam for the Microsoft Certified Systems Engineer (MCSE) and the Microsoft Certified Professional (MCP) certifications.

Windows Server 2003 Network Management MCSE 70-291 (54 hours)

The Windows Server 2003 Network Management MCSA/MCSE 70-291 series is designed to help learners prepare for Microsoft exam number 70-291: Implementing, Managing, and Maintaining a Microsoft Windows Server 2003 Network Infrastructure. This series covers topics such as networking models, IP addressing and routing, classless subnet masking and client address configuration, and Dynamic Host Configuration Protocol (DHCP). In addition, the informative courses detail Windows Internet Name Server (WINS), Domain Naming System (DNS), Routing and Remote Access Service (RRAS), and Virtual Private Networking (VPN) Services. Finally, learners are taught to understand security templates and software updates, monitoring and troubleshooting network activity, and LAN routing.

Windows Server 2003 Network Planning MCSE 70-293 (51 hours)

This series is designed to help learners prepare for and pass Microsoft's exam number 70-293: Planning and Maintaining a Windows Server 2003 Network Infrastructure. The series teaches learners how to plan and implement server roles, server security, network infrastructure, routing, remote access, server availability, network security and security infrastructure. The series also teaches learners how to maintain the network infrastructure once it is in place.

Windows Server 2003 Security MCSE 70-298 (33 hours)

This series explains how to analyze requirements and design a secure Windows Server 2003 network in a medium to large environment. Specific aspects presented are public key infrastructure, Internet Information Services (IIS), IP Security (IPSec), wireless LAN, VPN, Active Directory, Encrypted File System (EFS), and backup and recovery processes.

Windows Server 2008 Active Directory MCTS 70-640 (9 hours)

This series will prepare you for the MCTS: Windows Server 2008 Active Directory, Configuring exam. This exam is the only requirement to apply for the Microsoft Certified Technology Specialist: Active Directory



Configuration certification, and will also count toward the Microsoft Certified IT Professional (MCITP): Enterprise Administrator or Server Administrator. This study guide will prepare you to configure Active Directory infrastructure and objects, and maintain the Active Directory environment, services, and Domain Name System. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Windows Server 2008 Applications MCTS 70-643 (8 hours)

This series will prepare you for the MCTS: Windows Server 2008 Applications Infrastructure, Configuring exam. This exam is the only requirement to apply for the Microsoft Certified Technology Specialist: Windows Server 2008 Applications Infrastructure Configuration certification. This study guide will prepare you to deploy Windows Server 2008 and to configure terminal services, web services infrastructures, and network application services. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Windows Server 2008 Networking MCTS 70-642 (8 hours)

This series will prepare you for the MCTS: Windows Server 2008 Network Infrastructure, Configuring exam. This exam is the only requirement to apply for the Microsoft Certified Technology Specialist: Windows Server 2008 Network Infrastructure Configuration certification. This study guide will prepare you to monitor a Windows Server 2008 system, as well as configure IP addressing, name resolution, network access, and file and print services. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Windows SharePoint Services 3.0 MCTS 70-541 (6 hours)

This series will prepare you for the MCTS: Microsoft Windows SharePoint Services 3.0 - Application Development exam. This exam is the only requirement to apply for the Technology Specialist: Windows SharePoint Services 3.0, Application Development certification. This study guide will cover deploying SharePoint Services, configuring and maintaining sites, developing .NET components and administrating content and sites with the SharePoint API.

Windows SharePoint Services 3.0 MCTS 70-631 (8 hours)

This series will prepare you for the MCTS 70-631: Windows SharePoint Services 3.0, Configuring exam. This exam is the only requirement to apply for the Technology Specialist: Windows SharePoint Services 3.0, Configuration certification. This study guide will prepare you to deploy, configure, secure, and maintain SharePoint Services 3.0.

Windows Vista & Office 2007 Desktop MCTS 70-624 (9 hours)

The Microsoft 70-624 test on installing Windows Vista and Office 2007 is the required exam to receive the Microsoft Certified Technology Specialist (MCTS): Deploying and Maintaining Windows Vista Client and 2007 Microsoft Office System Desktops. This study guide will prepare you to deploy and to migrate users to Windows Vista and Office 2007. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Windows Vista Configuration MCTS 70-620 (14 hours)

The Microsoft 70-620 test on installing and configuring Vista is the required exam to receive the Microsoft Certified Technology Specialist (MCTS): Windows Vista, Configuration certification. These study guide courses have been added to the practice exams that MindLeaders already released for this test.

Windows Vista Enterprise Support MCITP 70-622 (8 hours)

This series will prepare you for the PRO: Supporting and Troubleshooting Applications on a Microsoft Windows Vista Client for Enterprise Support Technicians exam. This exam is the only requirement to apply for the MCITP: Enterprise Support Technician certification. This study guide (March 2008 release) will prepare you to deploy, secure, and maintain Windows Vista, with a focus on networked systems and supporting Vista systems. Practice exams are also included, which will allow you to answer questions in the same format that the test will use on exam day, and will provide in-depth instructional feedback on each question to thoroughly cover every subject you'll need to master.

Windows XP Application Support MCDST 70-272 (13 hours)

This series explains how to support users and troubleshoot desktop applications on a Windows XP operating system. Courses in this series cover configuring and troubleshooting both applications and connectivity, as well as resolving usability issues and configuring application security.

Windows XP Professional MCSE 70-270 (31 hours)

This series prepares users for MCSE Exam 70-270: Installing, Configuring, and Administering Microsoft Windows XP Professional. Courses cover such topics as attended and unattended installations, managing resources and hardware, networking and security, desktop configuration, and monitoring and optimizing performance. Students taking this course should have general knowledge of Microsoft Windows networking and administration.

Windows XP System Support MCDST 70-271 (17 hours)

This series prepares learners to take the MCDST 70-271 certification exam. It addresses a variety of operating system issues, such as installation, hardware conflicts, user management, performance monitoring, and networking.



Technical Web Development Library

Learn how to create everything from simple to complex, interactive Web sites with our Web development courses, covering the latest in Web technologies.

ActionScript 1.0 (36 hours)

This series will introduce you to the ActionScript programming language and its capabilities, covering basic programming concepts such as objects, actions, arrays, and variables.

ActionScript 2.0 (11 hours)

This series is designed to help learners who are familiar with previous versions of ActionScript to learn more about the benefits of object-oriented programming and using ActionScript 2.0.

Ajax (20 hours)

Asynchronous JavaScript and XML is one of the most popular current programming techniques used in web application development. Use this series to learn how to build interactive, exciting, fast apps for your web site programming.

CGI/Perl (15 hours)

This series is designed for users who want to create interactive Web pages using CGI and Perl. It covers creating and working with forms, building programs using HTTP headers and SSI, and developing Web applications and utilities. It also discusses how to write data between Web pages and databases, and using SQL with relational databases.

CIW Foundations 1D0-510 (12 hours)

This series prepares you to take the CIW v5 Foundations (1D0-510) examination, in conjunction with hands-on practice and other self-study.

CIW Security 1D0-470 (39 hours)

This series is designed to prepare the student to pass the Certified Internet Webmaster (CIW) Security 1D0-470 exam. It helps the student achieve proficiency in identifying security threats, developing countermeasures, and using firewall systems and attack recognition technologies. It covers the fundamental concepts and principles of network security, and it describes the most common types of attacks that can occur. It covers basic networking models, such as TCP/IP and the OSI reference model, and it explains the security vulnerabilities of protocols used at each layer in the model. It also covers the basic tools and procedures used to protect a network, including firewalls, encryption, auditing, and log analysis.

ColdFusion MX (28 hours)

This series teaches users how to install and set up a ColdFusion development environment, including connecting to a database, and also teaches how to build ColdFusion applications that integrate such features as e-mail, FTP, Flash, Java, and XML.

Dreamweaver 8 (4 hours)

Dreamweaver is a popular and powerful tool to build rich, professional Web sites and Web applications. These courses introduce the new features found in Dreamweaver 8.

Dreamweaver CS4 (23 hours)

Adobe Dreamweaver CS4 lets coding and design professionals create and edit Web content in a visual layout or a coding environment. With Dreamweaver CS4, you can produce exciting, dynamic Web site designs that employ the most modern layouts and features to attract and keep Web users. The procedures and techniques you see in this course were developed on and for a Windows PC.

Dreamweaver MX (42 hours)

This series presents instruction on designing for the Web using Macromedia Dreamweaver MX. Topics include an introduction to the new interface and the basic concepts of Web design, in addition to procedures for setting up the site, managing the site and a development team, creating pages, inserting basic text, links, and images, and finding or creating Web-optimized images. The latter part of the series covers advanced topics such as tables and frames, stylesheets, DHTML, data and interactivity, and other complex designs. The content is geared toward basic computer users who are new to Web design, but is also useful for professional Web designers who wish to learn about the new features of Dreamweaver MX.

Dreamweaver MX 2004 (23 hours)

This series presents information on designing Web sites using Macromedia Dreamweaver MX 2004. Topics include an introduction to the interface and the basic concepts of Web design, in addition to procedures for setting up the site, managing the site, creating pages, and inserting basic text, links, and images. The latter part of the series covers advanced topics such as tables and frames, DHTML, behaviours, and forms. Finally the series explains how to upload projects and work with templates.

Dynamic HTML (18 hours)

This series is intended for Web page developers who want to implement Dynamic HTML in their Web site design. It examines the basic concepts of DHTML and the use of Cascading Style Sheets, implementing JavaScript with DHTML, and the DHTML object model. Other topics covered include objects, events and event handling, style sheets and content formatting, and binding data from other sources to Web pages.

Flash 8 (7 hours)

Flash is the standard tool for delivering interactivity and animation on Web sites. This series walks you through the new and improved features found in Flash 8.

Flash CS4 (24 hours)

Adobe Flash CS4 Professional is the leading software application for creating and delivering interaction. The advanced authoring environment of Flash CS4 provides a faster approach to animation. Flash CS4 lets you develop rich, stimulating, and informative content for digital, Web, and mobile platforms. The procedures and techniques you see in this course were developed on and for a Windows PC.

Flash MX (18 hours)

This series provides a practical guide for using Macromedia Flash MX to create animations and interactive Web sites. The Flash MX series presents information for intermediate to advanced media designers and developers who want to learn the latest techniques for animating graphics and enhancing visual media with sound and music. Topics covered include: Drawing tools, design concepts, animation techniques, text and forms in animation, compound objects, scenes, timelines, layers, filters, and masks. One full course in this series is devoted to the incorporation of sound and music into Flash movies. Each topic covered includes tips and techniques for maximizing the effectiveness of Flash MX when viewed on the Web.

Flash MX 2004 (24 hours)

Flash MX 2004 teaches learners how to create animated web graphics and movies from scratch. Learners will be able to apply their knowledge to the creation of both dynamic and interactive Web graphics and applications.

FrontPage 2000 (11 hours)

This series provides an overview of using Microsoft FrontPage 2000 to create Web sites and pages. It discusses navigation, page and site creation, and publishing to the Web. It also examines working with images, formatting text, using tables and lists, and creating hypertext links to other pages and sites. Additional topics include creating image maps, adding backgrounds, colours, and lines, creating hover buttons, hit counters, and text marquees, and building forms in Web pages.

GUI Design (10 hours)

This series introduces users to the primary concepts and tasks involved in graphical user interface (GUI) design. It identifies the characteristics of an effective GUI, describes usability factors, and examines the design principles of consistency, user feedback, information filtering, and the conceptual model. It also discusses in detail the effective use of colour and typography, icons and pointers, window layouts, and screen controls. The series concludes with a discussion of effective interface design, including the principles of organization, efficiency, and communication.

HTML 5 (14 hours) NEW!

This series is designed to help users develop their knowledge of the HTML5 Web language. The courses in this series cover various topics related to the language, such as using the Canvas feature or newly embedded audio and video features, but also discuss how HTML5 differs from earlier iterations of HTML. Each course also provides coding examples to help users see exactly how the new features work.

Internet Marketing (6 hours)

There are well over 100 million web sites on the Internet. How can you make yours stand out among such a huge crowd? How can your site attract the notice of your audience and of the search engines that your audience will use? This series will put powerful, simple tools in your hands to give your web site its own voice and to carve out its place on the Internet.

Java 1.2 (20 hours)

This series provides instruction in the basics of the Java 1.2 programming language. An explanation of how Java programs work and creating a basic program is provided. Programming topics covered include using variables and strings, conditional tests, and loops. Advanced topics covered include arrays, objects, methods, inheritance, use of graphics and animation, and building a user interface. An explanation of Java applets and how to create, manage, and use them is covered. The series concludes with the opportunity to apply the skills learned in a sample application.

Java 2 5.0 Programmer Certification 310-055 (12 hours)

The Sun Certified Programmer for Java 2 Platform 5.0 certification allows web programmers to prove a thorough knowledge of Java programming structure and the ability to create Java applications. This study guide series will cover all of the knowledge needed for the 310-055 test to become a Sun Certified Programmer for Java 2 Platform 5.0.

Java 2 5.0 Programming (31 hours)

This series introduces the learner to the fundamentals of Java programming. It starts with the basics, such as how to compile and run a Java program; discusses Java language keywords; and concludes with advanced features such as multithreaded programming, generics, and applets.

Java 2 Enterprise Design (44 hours)

This series provides a comprehensive and practical guide for designing enterprise systems with the Java 2 Platform, Enterprise Edition (J2EE). Enterprise systems encompass those distributed, scalable, multi-

user, and business-critical systems that are related to enhancing the productivity of a corporate or organizational enterprise via information technology. High-level topics include enterprise software development and the J2EE model, data enabling and JDBC, enterprise communication and services, systems assurance, Web enabling, and application enabling. The target audience includes software developers, designers, and architects with a background in object-oriented programming and Java.

Java 2 Programmer Certification 310-035 (12 hours)

This series provides an overview of the Java programming language. It prepares the experienced Java programmer for the Java 2 Programmer Certification Exam 310-035. Topics include object orientation, the statements used to control program flow and exception handling, the classes and interfaces of the java.lang package and the java.util package, the development of Java-based GUI, and the methods and tools for performing sophisticated input and output operations.

Java 2 Web Services (15 hours)

The Java Web Services series teaches how to create interactive Web-based services using Java. It also describes the creation of dynamic and interactive Web-based services.

JavaScript (14 hours)

This series provides an overview of the ways JavaScript can be used for adding interactivity to Web content. In addition, frames, cookies, objects, text strings, and a brief history are explained.

Photoshop (19 hours)

This series is designed to introduce users to the functions of Photoshop. An overview of managing graphics files is provided, including navigating the Photoshop interface, opening, closing, and saving files, and changing image resolution and size. An explanation of different graphics formats is provided. Other topics covered in this series include the colour, paint, pen, and brush tools, selecting, cropping, and retouching images, and using text, files, and actions. Advanced features covered include creating and manipulating layers, using plug-ins, and the Transform command. Image manipulation techniques are also discussed, including lighting, sharpening, blurring, and adjusting focus.

Photoshop 7 (44 hours)

This series is designed for beginning and intermediate Photoshop users. This series teaches users about image editing, what's new in version 7, the Photoshop interface, pixels, saving and printing, using the tools, making and modifying selections, layers, creating text effects, filters, colour correction, and web graphics.

Photoshop CS (33 hours)

This series provides learners with an overview of the most frequently used features of Photoshop CS. It teaches learners about navigation, selection, layers, layer styles, adjustment layers, layer masks, filters, colour, as well as a variety of painting, drawing, and text tools. Learners will also become familiar with using Photoshop CS for image output and Web design.

Photoshop CS4 (21 hours)

Adobe Photoshop CS4 is the leading digital image editing software. The Photoshop CS4 interface lets you work intuitively to design and manipulate images for print layouts, web publishing, multimedia, video, and photography. Photoshop CS4 is the perfect tool for establishing a workflow that can help you express creativity in visual form. The procedures and techniques you see in this course were developed on and for a Windows PC.

PHP and MySQL (43 hours)

This series teaches learners to create dynamic Web sites. Learners will be able to apply their knowledge to the creation of dynamic Web applications such as content management, user registration, and e-commerce.

Running an Online Business (55 hours)

This series examines topics related to creating an e-business. After providing an introduction to e-commerce, the series examines how to start an e-business, establishing a business presence, and creating critical applications. Also covered are the legal ramifications of e-commerce, transaction processing and data mining, managing costs, and the logistics of providing customer service and payment processing. Other topics covered include building a strategy to market and advertise your e-business, resource planning, and ongoing business management.

Visual C# (19 hours)

The Visual C# 2005 series covers how to develop command line and graphical applications using the Visual C# 2005 programming language and the Visual Studio integrated development environment (IDE).

Visual InterDev 6 (30 hours)

This series is designed to introduce users to the Visual InterDev web-based application development environment. The basics of Visual InterDev are discussed, including views and controls, database interaction, and client and server directory structures. Implementation of HTML elements is discussed in detail, including using dynamic HTML and scripting to add interactive content. This series also covers how to use Java, ActiveX, and database connections within a Web site, using Query Designer to retrieve and update data, and using active server objects, design-time controls, scriptlets, and the document object model. The series provides information on testing a debugging a Visual InterDev program, site management strategies, and effective site layout and design.

Web Design and Graphics (16 hours)

This series presents concepts for designing and building Web sites. It covers how to plan the structure of a Web site, maintaining the Web site files, and considering the affect that various browsers, monitors, and systems can have on the display of a site. Strategies for making a site download quickly and display well across all browsers and systems are presented, along with creating colour schemes, backgrounds, GIF transparencies, and image maps. Additional topics covered in this series include the use of HTML and graphics for formatting and layout, and other useful tools such as frames, animated GIFs, dynamic HTML, JavaScript, QuickTime, Flash, and Shockwave.

Web Publishing and Design with HTML 4.01 and XHTML (15 hours)

The Web Publishing and Design with HTML 4.01 and XHTML series teaches you how to make Web sites using HTML 4.01, XHTML, and cascading style sheets. It also provides tips and guidelines to help you design and create effective Web sites, as well as organize their content.

WebSphere 7.0 with Rational Application Developer (20 hours)

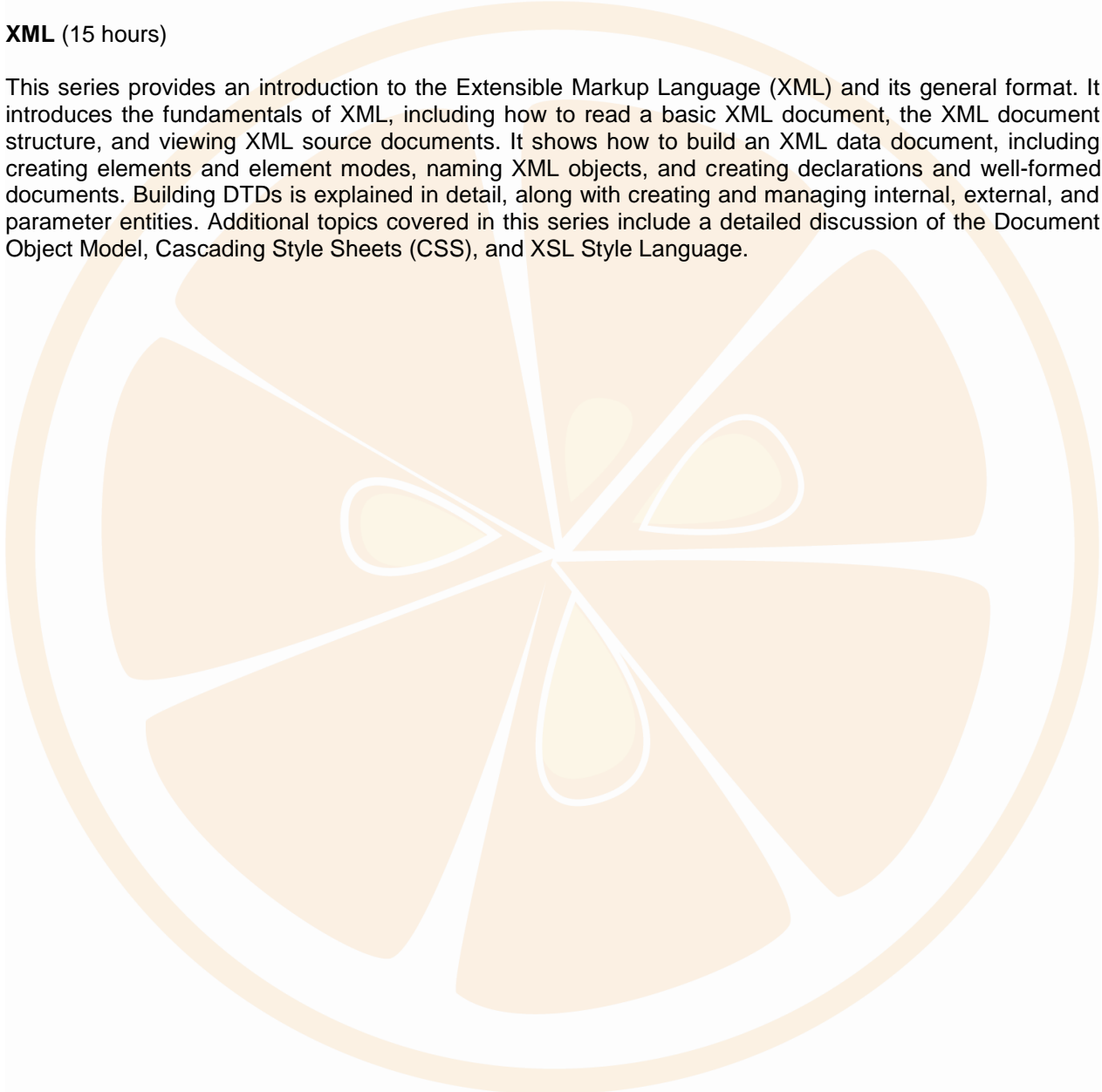
The WebSphere Rational Application Developer (WRAD) series teaches learners how to use the integrated development environment (IDE) provided by WRAD to create and deploy Java 2 Enterprise Edition (J2EE) applications. Learners will use their knowledge to develop and deploy J2EE applications that utilize database connectivity, graphical user interface (GUI), Extensible Markup Language (XML) and Universal Modeling Language (UML) technologies, as well as Java technologies such as Java Server Page (JSP), Struts, Java Server Faces (JSF), Servlets and Enterprise Java Beans.

WebSphere Studio Application Developer and J2EE (14 hours)

The WebSphere Studio Application Developer and J2EE series is designed to introduce learners to Web based application development using IBM's WebSphere Studio Application Developer and related J2EE technologies. This series provides a general overview of software development, J2EE, and the WebSphere product line. This series also teaches learners how to design and develop user interfaces with both HTTP and XML/XSL, servlets, and JavaServer Pages (JSPs) for Web-based deployment. Finally, this series teaches learners about the Struts framework, layered architecture design principles, and both functional and user testing.

XML (15 hours)

This series provides an introduction to the Extensible Markup Language (XML) and its general format. It introduces the fundamentals of XML, including how to read a basic XML document, the XML document structure, and viewing XML source documents. It shows how to build an XML data document, including creating elements and element modes, naming XML objects, and creating declarations and well-formed documents. Building DTDs is explained in detail, along with creating and managing internal, external, and parameter entities. Additional topics covered in this series include a detailed discussion of the Document Object Model, Cascading Style Sheets (CSS), and XSL Style Language.



European Computer Driving Licence Library

Our ECDL (European Computer Driving Licence) courses help learners prepare for the ECDL examinations by gaining a basic level of competence in using a personal computer and in using particular applications. ECDL is the counterpart of ICDL in Europe. The European Computer Driving Licence (or ECDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ECDL logo above, signifies that the courseware material distributed through this website has been developed by MindLeaders and has received the approval of the ECDL Foundation Ltd.

BCS Certificate for IT Users (Level 2) – Unit E Series (4 hours)

This series provides practical information about the topics covered on the British Computer Society Certificate for IT Users (Level 2) – Unit E examination. Learners will understand legal, health and safety issues involved in using IT. They will also learn how to work with files, folders, date and applications.

European Computer Driving Licence Version 4.0 (39 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence Examination, Syllabus Version 4.0. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The European Computer Driving Licence® (or ECDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ECDL logo above, signifies that the courseware material distributed through this website has been developed by Mindleaders" and has received the approval of the ECDL Foundation Ltd."

European Computer Driving Licence Version 4.0 XP (42 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence Examination, Syllabus Version 4.0. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files. In addition, it covers using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The European Computer Driving Licence® (or ECDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ECDL logo above, signifies that the courseware material distributed through this website has been developed by Mindleaders" and has received the approval of the ECDL Foundation Ltd."

European Computer Driving Licence Version 4.5 (44 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the European Computer Driving Licence Examination, Syllabus Version 4.5. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files. In addition, it covers using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications and focuses on *Windows Vista and MS Office 2007*. The European Computer Driving Licence® (or ECDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ECDL logo above, signifies that the courseware material distributed through this website has been developed by Mindleaders" and has received the approval of the ECDL Foundation Ltd."

International Computer Driving Licence Library

Gain a basic level of competence in using a personal computer and in using particular applications using our ICDL (International Computer Driving Licence) courses. These courses will help learners prepare for the ICDL examinations. ICDL is the counterpart of ECDL in non-European countries. The International Computer Driving Licence (ICDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ICDL logo signifies that the courseware material distributed through this website has been developed by MindLeaders and has received the approval of the ECDL Foundation Ltd.

BCS Certificate for IT Users (Level 2) – Unit E Series (4 hours)

This series provides practical information about the topics covered on the British Computer Society Certificate for IT Users (Level 2) – Unit E examination. Learners will understand legal, health and safety issues involved in using IT. They will also learn how to work with files, folders, date and applications.

International Computer Driving Licence Version 4.0 (39 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the International Computer Driving Licence Examination, Syllabus Version 4.0. It provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The International Computer Driving Licence® (or ICDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ICDL logo above, signifies that the courseware material distributed through this website has been developed by Mindleaders" and has received the approval of the ECDL Foundation Ltd."

International Computer Driving Licence Version 4.0 XP (42 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the International Computer Driving Licence Examination, Syllabus Version 4.0. The series of courses provides an overview of computer hardware, storage, software, and security and copyright considerations. This series also provides introductory instruction on using a personal computer and managing files, and using various PC applications including word processing, spreadsheet, database, presentation, browser, and electronic mail applications. The International Computer Driving Licence® (or ICDL) is the registered trade mark of The European Computer Driving Licence Foundation Limited in Ireland and other countries. Presentation of the ICDL logo above, signifies that the courseware material distributed through this website has been developed by Mindleaders" and has received the approval of the ECDL Foundation Ltd."

International Computer Driving Licence Version 4.0 XP for the United States (42 hours)

This series is designed for computer users who have limited or no computer experience, and may be used to help prepare for the International Computer Driving Licence Examination, Syllabus Version 4.0. It provides an overview of computer hardware, storage,

Business Skill Videos – Essentials Library

Our Essentials course group addresses some of the key fundamental issues for anyone in business today, including Ethical Decision Making, Building Customer Loyalty, and Communicating Across Cultures.

Customer Service

Knowing what your customers really need is the key to providing high quality customer service. Being accessible, listening to concerns and resolving problems are fundamental when building customer loyalty. Our programs will help you develop the skills to achieve total customer satisfaction.

This series contains the following online videos: -

Customer Service (Videos): Building Customer Loyalty	13.0 minute(s)	pb027
Customer Service (Videos): Delighting Your Customers	3.0 minute(s)	pb186
Customer Service (Videos): Building Web Relationships (Interview)	5.0 minute(s)	pb028
Customer Service (Videos): Creating Customer Value	14.0 minute(s)	pb029
Customer Service (Videos): Crown Your Customers (Interview)	4.0 minute(s)	pb030
Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview)	6.0 minute(s)	pb031
Customer Service (Videos): Customer Service Strategy	12.0 minute(s)	pb032
Customer Service (Videos): Dealing with Customer Complaints	15.0 minute(s)	pb033
Customer Service (Videos): Exceeding Customer Expectations	13.0 minute(s)	pb034
Customer Service (Videos): Getting to Know Your Customers	17.0 minute(s)	pb035
Customer Service (Videos): Getting Your Customer Experience Right (Interview)	3.0 minute(s)	pb036
Customer Service (Videos): Implementing Effective Service Standards	14.0 minute(s)	pb037
Customer Service (Videos): Keeping Loyal Customers	17.0 minute(s)	pb038
Customer Service (Videos): Measuring Customer Service	17.0 minute(s)	pb041
Customer Service (Videos): Profits, Not Promises (Interview)	3.0 minute(s)	pb042
Customer Service (Videos): Understanding Customer Service	14.0 minute(s)	pb043
Customer Service (Videos): Working Wounded: Building Relationships with Your Customers	3.0 minute(s)	pb044
Customer Service (Videos): Working Wounded: Good News About Customer Complaints		

Finance

Finance is the language of business. People who have strong financial analysis abilities can enhance their organization's value in the marketplace. Our finance programs focus on the principles and strategies of finance and how you can help support the financial goals of your organization.

This series contains the following online videos: -

Finance (Videos): Building Budgets That Affect Reality (Interview)	4.0 minute(s)	pb046
Finance (Videos): Capitalize Your Capital (Interview)	13.0 minute(s)	pb047
Finance (Videos): Cash Flow Analysis	20.0 minute(s)	pb048
Finance (Videos): Key Financial Ratios	18.0 minute(s)	pb049
Finance (Videos): Linking Financial Management with Organizational Goals	3.0 minute(s)	pb050
Finance (Videos): Understanding Financial Statements	15.0 minute(s)	pb051
Finance (Videos): Working Wounded: The Budget Blues	2.0 minute(s)	pb052

Global Business

It is dangerous to assume that business and communication practices do not vary across cultures. Our global business programs will familiarize you with cultural differences in business styles and prepare you to communicate effectively on a global level.

This series contains the following online videos: -

Global Business (Videos): Communicating Across Cultures	20.0 minute(s)	pb053
Global Business (Videos): Global Work	22.0 minute(s)	pb054
Global Business (Videos): Global Work in China (Interview)	9.0 minute(s)	pb055
Global Business (Videos): Presenting Globally	10.0 minute(s)	pb056
Global Business (Videos): The Influence Edge in Cross-Cultural Situations	12.0 minute(s)	pb057

Sales and Marketing

Due to increased competition and cutthroat pricing, a higher level of sales and marketing skills is essential in today's marketplace. You need to get out there fast to effectively disseminate your company's name and brand. You need to find new prospects and cultivate repeat customers. Our programs will help you effectively build your brand, garner new business and close the sale.

This series contains the following online videos: -

Sales and Marketing (Videos): E-Mail Marketing (Interview)	5.0 minute(s)	pb127
Sales and Marketing (Videos): Guerrilla Marketing	21.0 minute(s)	pb128
Sales and Marketing (Videos): Guerrilla Trade Show Selling	19.0 minute(s)	pb129
Sales and Marketing (Videos): Marketing Your Web Site (Interview)	6.0 minute(s)	pb130
Sales and Marketing (Videos): New Rules of Online Advertising (Interview)	5.0 minute(s)	pb131
Sales and Marketing (Videos): Sales Skills for Call Centres	18.0 minute(s)	pb132
Sales and Marketing (Videos): Target Your Market (Interview)	11.0 minute(s)	pb133
Sales and Marketing (Videos): The Influence Edge and Sales	17.0 minute(s)	pb134
Sales and Marketing (Videos): Track Selling Step 1: Approach	19.0 minute(s)	pb135
Sales and Marketing (Videos): Track Selling Step 2: Qualification	20.0 minute(s)	pb136
Sales and Marketing (Videos): Track Selling Step 3: Agreement On Need	12.0 minute(s)	pb137
Sales and Marketing (Videos): Track Selling Step 4: Sell the Company	14.0 minute(s)	pb138
Sales and Marketing (Videos): Track Selling Step 5: Fill the Need	19.0 minute(s)	pb139
Sales and Marketing (Videos): Track Selling Step 6: Act of Commitment	21.0 minute(s)	pb140
Sales and Marketing (Videos): Track Selling Step 7: Cement the Sale	14.0 minute(s)	pb141
Sales and Marketing (Videos): Working Wounded: Closing A Sale	3.0 minute(s)	pb142
Sales and Marketing (Videos): Working Wounded: Getting Out of a Sales Slump	3.0 minute(s)	pb143
Sales and Marketing (Videos): Working Wounded: Keys to a Successful Marketing Campaign	2.0 minute(s)	pb144
Sales and Marketing (Videos): Working Wounded: Making A Gatekeeper an Ally	2.0 minute(s)	pb145

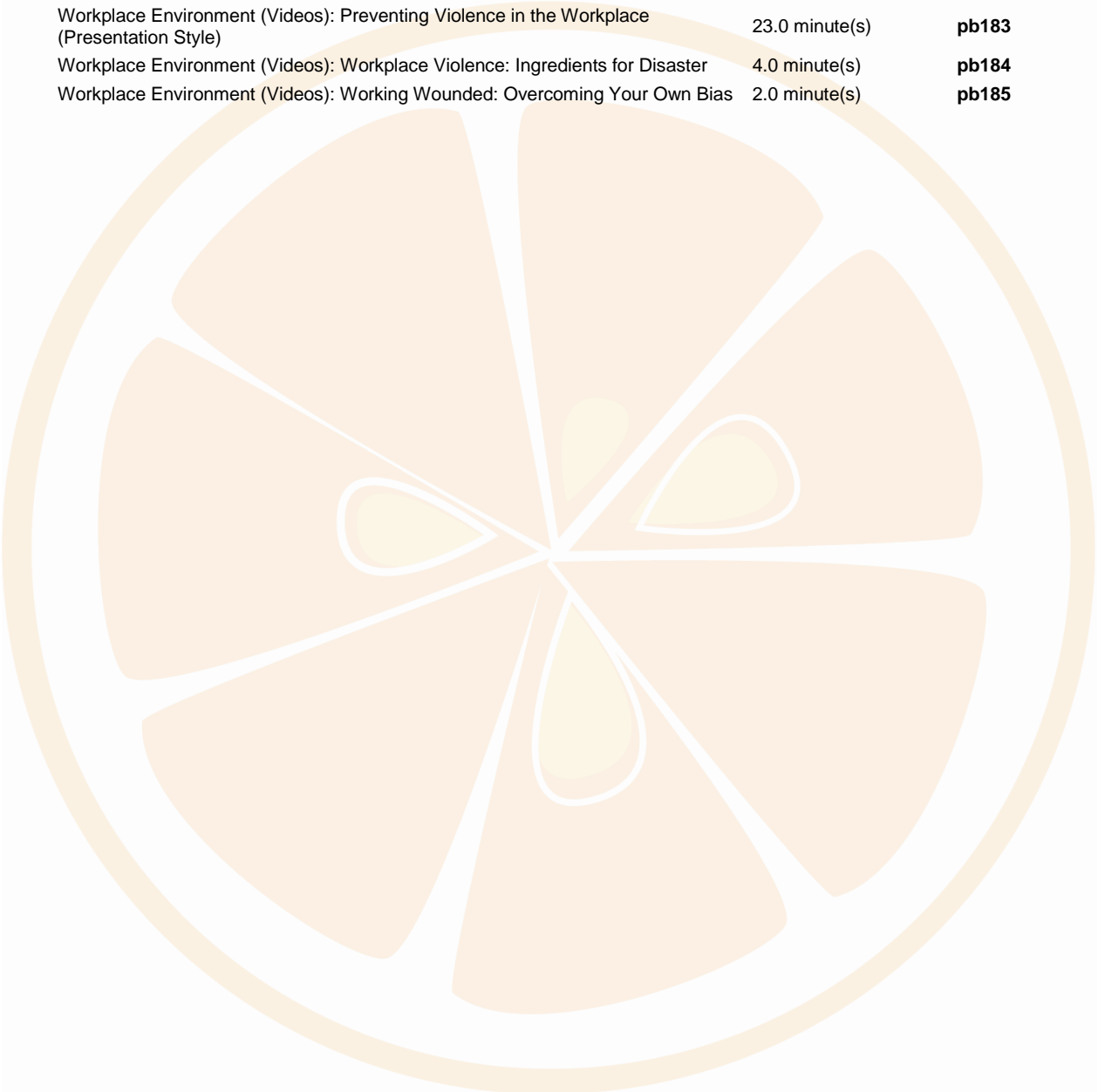
Workplace Environment

The workplace continues to change and evolve into a complex and often ambiguous environment. Issues such as harassment, discrimination and violence have become significant problems within this landscape. Our workplace environment programs explore the causes and consequences of these issues and specific preventive actions you can take to handle potential problem situations.

This series contains the following online videos: -

Workplace Environment (Videos): Computer Comfort	16.0 minute(s)	pb174
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Workplace Environment (Videos): Diversity Effectiveness - An Overview	15.0 minute(s)	pb175
Workplace Environment (Videos): E-Mail and Internet Privacy at Work	15.0 minute(s)	pb176
Workplace Environment (Videos): Ethical Decision Making	18.0 minute(s)	pb177
Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!	10.0 minute(s)	pb178
Workplace Environment (Videos): Moving Toward Diversity Effectiveness	19.0 minute(s)	pb179
Workplace Environment (Videos): Preventing Sexual Harassment	23.0 minute(s)	pb180
Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)	16.0 minute(s)	pb181
Workplace Environment (Videos): Preventing Violence in the Workplace	15.0 minute(s)	pb182
Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)	23.0 minute(s)	pb183
Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster	4.0 minute(s)	pb184
Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias	2.0 minute(s)	pb185



Business Skill Videos – Management Library

Our Management course group addresses some of the most pressing issues for business managers today, including Leadership in Freaked Out Times, The Diversity Manager, and Top Ten Ways for a Manager to Stay Out of Jail.

Coaching

A successful leader encourages and guides employee development. Our coaching programs will teach you to become a mentor to your employees, helping them to make career decisions, acquire new skills and enhance professional performance.

This series contains the following online videos: -

Coaching (Videos): Performance Coaching: Career Coaching	15.0 minute(s)	pb007
Coaching (Videos): Performance Coaching: Collaborating	17.0 minute(s)	pb008
Coaching (Videos): Performance Coaching: Mentoring	20.0 minute(s)	pb009
Coaching (Videos): Performance Coaching: Training	17.0 minute(s)	pb010

Leadership

When leaders create and communicate their vision, inspire others, implement strategy and champion change, organizations thrive. Our programs will help you enhance your leadership ability to create an environment of trust, credibility and integrity

This series contains the following online videos: -

Leadership (Videos): Creating and Communicating Vision	19.0 minute(s)	pb058
Leadership (Videos): Creating Organizations with Many Leaders (Interview)	6.0 minute(s)	pb059
Leadership (Videos): Digital Markets (Interview)	6.0 minute(s)	pb060
Leadership (Videos): E-Business Strategies (Interview)	5.0 minute(s)	pb061
Leadership (Videos): Leadership in Freaked Out Times (Interview)	14.0 minute(s)	pb062
Leadership (Videos): Leading into the Future (Interview)	6.0 minute(s)	pb063
Leadership (Videos): Leading Organizational Transition	19.0 minute(s)	pb064
Leadership (Videos): Show, Don't Tell	5.0 minute(s)	pb065
Leadership (Videos): Strategic Planning: Strategic Alignment	22.0 minute(s)	pb068
Leadership (Videos): Strategic Planning: Implement Initiatives	20.0 minute(s)	pb067
Leadership (Videos): Strategic Planning: Establish Processes	22.0 minute(s)	pb066
Leadership (Videos): Supporting Innovation (Interview)	7.0 minute(s)	pb069
Leadership (Videos): Surfer Rules (Interview)	7.0 minute(s)	pb070
Leadership (Videos): The E-Marketplace (Interview)	5.0 minute(s)	pb071
Leadership (Videos): The Power of B-Webs (Interview)	5.0 minute(s)	pb077
Leadership (Videos): The Leadership Challenge: Challenge the Process	25.0 minute(s)	pb072
Leadership (Videos): The Leadership Challenge: Enable Others to Act	24.0 minute(s)	pb073
Leadership (Videos): The Leadership Challenge: Encourage the Heart	24.0 minute(s)	pb074
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision	22.0 minute(s)	pb075
Leadership (Videos): The Leadership Challenge: Model the Way	23.0 minute(s)	pb076
Leadership (Videos): Tilt The Field: Attitude	24.0 minute(s)	pb078
Leadership (Videos): Tilt The Field: Leadership	21.0 minute(s)	pb079
Leadership (Videos): Tilt The Field: Perspective	23.0 minute(s)	pb080
Leadership (Videos): Transform, Don't Conform (Interview)	5.0 minute(s)	pb081
Leadership (Videos): Value Matters (Interview)	5.0 minute(s)	pb082

Leading Teams

Strong, cohesive teams are vital corporate assets and instrumental in achieving a variety of business goals. Our leading teams programs will teach you how to create, motivate and manage various types of teams to boost productivity and achieve positive results.

This series contains the following online videos: -

Leading Teams (Videos): Creating Successful Teams (Interview)	12.0 minute(s)	pb083
Leading Teams (Videos): Developing Successful Teams	19.0 minute(s)	pb084
Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview)	5.0 minute(s)	pb085
Leading Teams (Videos): Team Learning (Interview)	8.0 minute(s)	pb086
Leading Teams (Videos): The Influence Edge and Your Team	17.0 minute(s)	pb087
Leading Teams (Videos): Virtual Teams	19.0 minute(s)	pb088
Leading Teams (Videos): Working Wounded: Teams at Work	3.0 minute(s)	pb089

Management

Never before has your contribution as a manager been more important to your organization. This means you are going to have to lead as well as to manage. You need to hire, develop, motivate and retain the right talent. If you're an experienced manager on the move or a new manager, you need answers and solutions, and you need them now. That's what our management programs are all about.

This series contains the following online videos: -

Management (Videos): Attracting Key Talent (Interview)	6.0 minute(s)	pb090
Management (Videos): Bringing The Workplace to Life (Interview)	3.0 minute(s)	pb091
Management (Videos): Delegation Strategies	13.0 minute(s)	pb092
Management (Videos): Fire Up and Motivate Your Employees	21.0 minute(s)	pb093
Management (Videos): Handling Performance Problems	19.0 minute(s)	pb094
Management (Videos): Interviewing for Organizational Fit	16.0 minute(s)	pb095
Management (Videos): Interviewing for Success	21.0 minute(s)	pb096
Management (Videos): Knowledge Management (Interview)	4.0 minute(s)	pb097
Management (Videos): Making 360 Degree Feedback Work	14.0 minute(s)	pb098
Management (Videos): Managing Performance	17.0 minute(s)	pb099
Management (Videos): Managing Telecommuters	21.0 minute(s)	pb100
Management (Videos): Motivate to Retain (Interview)	21.0 minute(s)	pb101
Management (Videos): Recruiting Top Talent	20.0 minute(s)	pb102
Management (Videos): Retaining Top Talent	21.0 minute(s)	pb103
Management (Videos): Retention for the Long Haul (Interview)	6.0 minute(s)	pb104
Management (Videos): Succession Planning	19.0 minute(s)	pb105
Management (Videos): The Costs of Attrition (Interview)	3.0 minute(s)	pb106
Management (Videos): The Diversity Manager	21.0 minute(s)	pb107
Management (Videos): Working Wounded: Becoming a New Manager	3.0 minute(s)	pb108
Management (Videos): Working Wounded: Counselling an Employee	3.0 minute(s)	pb109
Management (Videos): Working Wounded: The More You Give, The More You'll Get	3.0 minute(s)	pb188

Managing within the Law

There are a myriad of laws and regulations governing workplace issues such as discrimination, harassment and the hiring and dismissal of employees. Our managing within the law programs will help protect you and your employees by educating you about the laws that must guide policy and behaviour in the workplace.

This series contains the following online videos: -

Managing Within The Law (Videos): At Will Employment	19.0 minute(s)	pb111
Managing Within The Law (Videos): Complying with ADA Requirements	21.0 minute(s)	pb112
Managing Within The Law (Videos): Discrimination	23.0 minute(s)	pb113
Managing Within The Law (Videos): Discrimination (Presentation Style)	22.0 minute(s)	pb114
Managing Within The Law (Videos): Drug and Alcohol Abuse in the Workplace	15.0 minute(s)	pb115
Managing Within The Law (Videos): Family and Medical Leave Act	17.0 minute(s)	pb116
Managing Within The Law (Videos): FLSA & State Wage-Hour Law	11.0 minute(s)	pb117
Managing Within The Law (Videos): Freedom of Religion in the Workplace	13.0 minute(s)	pb118
Managing Within The Law (Videos): Freedom of Speech in the Workplace	12.0 minute(s)	pb119
Managing Within The Law (Videos): Legal Guidelines for Interviewing	19.0 minute(s)	pb120
Managing Within The Law (Videos): Preventing Sexual Harassment - Manager Version	29.0 minute(s)	pb121
Managing Within The Law (Videos): Respecting Employees' Individual Rights	10.0 minute(s)	pb189
Managing Within The Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail	17.0 minute(s)	pb123
Managing Within The Law (Videos): Working Wounded: Preventing Lawsuits	3.0 minute(s)	pb124
Managing Within The Law (Videos): Wrongful Termination	20.0 minute(s)	pb125
Managing Within The Law (Videos): Wrongful Termination (Presentation Style)	20.0 minute(s)	pb126

Managing within the Law

Six Sigma is a strategy and methodology for improving the performance of an organization, focused on fact- and data-based decision making. These programs explain the basic principles of the Six Sigma process and the steps for successfully deploying it in an organization.

This series contains the following online videos: -

Six Sigma (Videos): Six Sigma Fundamentals	23.0 minute(s)	v_ss01
Six Sigma (Videos): Six Sigma Deployment Roadmap	17.0 minute(s)	v_ss02
Six Sigma (Videos): Lasting Six Sigma	14.0 minute(s)	v_ss03

Business Skill Videos – Personal Development Library

Our Personal Development course group addresses the issues faced by anyone trying to balance work and personal life, including Resolving Conflict, Dealing with Non-Stop Change, and Overload in an Over-Wired World.

Career Development

It is your responsibility to take charge of your own career path. Our career development programs will help you set goals, create an effective career plan and manage your own professional development and growth.

This series contains the following online videos: -

Career Development (Videos) Series: Been There, Done That, Now What?	2.0 hour(s)	c1cd01
Career Development (Videos) Series: The Influence Edge and Your Career	12.0 minute(s)	pb004

Communication

Effective communication sets the foundation for individual and organizational success. When you master effective communication skills, you gain a great deal of power - the power to get things done. Our communication programs focus on building the key skills you need to communicate successfully.

This series contains the following online videos: -

Communication (Videos): Curing Common Meeting Ailments (Interview)	6.0 minute(s)	pb012
Communication (Videos): Effective Business Writing	21.0 minute(s)	pb014
Communication (Videos): High Performance Communication	20.0 minute(s)	pb015
Communication (Videos): Keeping Meeting Participants Awake (Interview)	7.0 minute(s)	pb016
Communication (Videos): The People Styles Model	20.0 minute(s)	pb187
Communication (Videos): People Styles at Work	14.0 minute(s)	pb020
Communication (Videos): Resolving Conflict	15.0 minute(s)	pb017
Communication (Videos): Telephone Etiquette	23.0 minute(s)	pb018
Communication (Videos): The Influence Edge and E-Mail	11.0 minute(s)	pb019
Communication (Videos): Understanding Negotiation	20.0 minute(s)	pb021
Communication (Videos): Working Wounded: Effective Business Presentations	3.0 minute(s)	pb022
Communication (Videos): Working Wounded: Giving an Apology at Work	3.0 minute(s)	pb023
Communication (Videos): Working Wounded: Leading a Successful Meeting	3.0 minute(s)	pb024
Communication (Videos): Working Wounded: Making Group Decisions	3.0 minute(s)	pb025
Communication (Videos): Working Wounded: Working Through Conflict	3.0 minute(s)	pb026

Self-Management

Successful organizations are made up of individuals who are continually focused on developing the right skills for their job. Our self-management programs will help you develop the skills you need now and for your future.

This series contains the following online videos: -

Self-Management (Videos): Becoming More Assertive	23.0 minute(s)	pb146
Self-Management (Videos): Business Protocol	17.0 minute(s)	pb147
Self-Management (Videos): Creative Time Management for the New Millennium	19.0 minute(s)	pb148
Self-Management (Videos): Dealing with Non-Stop Change	20.0 minute(s)	pb149
Self-Management (Videos): Goal Setting and Action Planning	19.0 minute(s)	pb150
Self-Management (Videos): Leap of Faith	17.0 minute(s)	pb151
Self-Management (Videos): Self-Motivation Through Self-Talk	21.0 minute(s)	pb152
Self-Management (Videos): Self-Talk First Aid Kit	20.0 minute(s)	pb153
Self-Management (Videos): The Dynamics of Self-Talk (Interview)	13.0 minute(s)	pb154
Self-Management (Videos): The Influence Edge and Change	16.0 minute(s)	pb155
Self-Management (Videos): The Influence Edge Model	16.0 minute(s)	pb156
Self-Management (Videos): Working Wounded: Dealing with a Messy Desk	2.0 minute(s)	pb157
Self-Management (Videos): Working Wounded: Getting More Work Done	3.0 minute(s)	pb158
Self-Management (Videos): Working Wounded: Office Politics	3.0 minute(s)	pb159
Self-Management (Videos): Working Wounded: Performance Appraisals	3.0 minute(s)	pb160

Work and Life Balance

In today's hectic world, balancing work and personal life continues to be a constant challenge. We all want balance and we want it now. Our work lifestyle programs will provide you with up-to-date information on how to deal with today's issues faced by today's workforce.

This series contains the following online videos: -

Work and Life Balance (Videos): Child Care Selection	14.0 minute(s)	pb161
Work and Life Balance (Videos): Elder Care Selection	22.0 minute(s)	pb162
Work and Life Balance (Videos): Embracing New Technology	6.0 minute(s)	pb163
Work and Life Balance (Videos): Exhausted Single Working Parent	22.0 minute(s)	pb164
Work and Life Balance (Videos): Financial Planning for Elder Care	19.0 minute(s)	pb165
Work and Life Balance (Videos): Making a Case to Telecommute (Interview)	5.0 minute(s)	pb167
Work and Life Balance (Videos): Overload in an Over-Wired World (Interview)	6.0 minute(s)	pb168
Work and Life Balance (Videos): Telecommuting	21.0 minute(s)	pb169
Work and Life Balance (Videos): The Moral Dilemma of Success	8.0 minute(s)	pb170
Work and Life Balance (Videos): The Risks of Job Burnout	16.0 minute(s)	pb171
Work and Life Balance (Videos): Working Wounded: Connecting With Your Kids When Travelling	2.0 minute(s)	pb172
Work and Life Balance (Videos): Working Wounded: Information Overload	3.0 minute(s)	pb173