



## e-Learning Course Catalog

**Caliber Data Training**

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# e-Learning Course Catalog

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- [SKE01085](#) CREATING AND FORMATTING TABLES IN WORD 2010
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- [SKE01055](#) SAVING, SENDING, AND PRINTING EXCEL 2010 WORKBOOKS
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## Microsoft Office 2010: Power User Excel

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- [SKE01041](#) GETTING STARTED WITH OUTLOOK 2010
- [SKE01042](#) MANAGING CONVERSATIONS AND ORGANIZING E-MAIL IN OUTLOOK 2010
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- [SKE00421](#) CUSTOMIZING E-MAIL, VIEWS, NAVIGATION, AND E-MAIL ACCOUNTS IN OUTLOOK 2003
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- [SKE00483](#) WORKING WITH WEB SITES IN FRONTPAGE 2003
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## Microsoft Office 2003: Advanced Project Professional

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## Microsoft Office 2003: Publisher

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- [SKE00502](#) WORKING WITH TEXT BOXES, TEXT, AND TABLES IN PUBLISHER 2003
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## Microsoft Office 2003: Visio for Beginners

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- [SKE00463](#) VISIO 2003 AND OTHER PROGRAMS

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### Microsoft Project 2002: Advanced

- [SKE00531](#) DATA SOURCES, TEMPLATES, AND CUSTOMIZATION IN PROJECT 2002
- [SKE00532](#) WORKGROUP, COLLABORATION, AND ADVANCED REPORTING OPTIONS IN PROJECT 2002

### Microsoft Project 2002: Beginners

- [SKE00521](#) GETTING STARTED WITH PROJECT 2002
- [SKE00522](#) UP AND RUNNING WITH PROJECT 2002
- [SKE00523](#) Tracking and Reporting with Project 2002 Microsoft Windows 7

### Microsoft Windows 7: End User

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### Microsoft Windows 7: First Look for End Users

- [SKE00945](#) MICROSOFT WINDOWS 7: FIRST LOOK FOR END USERS

## Microsoft Office for Mac 2011

### Microsoft Office: Beginning Excel for Mac 2011

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- [SKE01532](#) MICROSOFT EXCEL FOR MAC 2011: APPLYING BASIC DATA FORMATTING
- [SKE01533](#) MICROSOFT EXCEL FOR MAC 2011: NAVIGATING THE INTERFACE AND VIEWING WORKBOOKS
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### Microsoft Office: Beginning Word for Mac 2011

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## Microsoft Outlook

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- [SKE01633](#) MICROSOFT OUTLOOK FOR MAC 2011: MASTERING E-MAIL
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## Microsoft PowerPoint

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### Microsoft Windows 8: End User

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- [SKE01662](#) MICROSOFT WINDOWS 8: FILES AND CONNECTIVITY
- [SKE01663](#) PERSONALIZING WINDOWS 8
- [SKE01664](#) WORKING WITH APPS IN WINDOWS 8
- [SKE01665](#) INTERNET EXPLORER 10, FILE SHARING, AND RECOVERY IN WINDOWS 8
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## Microsoft Windows Vista

### Microsoft Windows Vista for the End User

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- [SKE00146](#) WORK WITH FILES, PROGRAMS, AND PRINTING IN WINDOWS VISTA
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- [SKE00392](#) WINDOWS XP: ADVANCED

### Microsoft Windows XP for Beginners

- [SKE00401](#) GETTING STARTED WITH MICROSOFT WINDOWS XP
- [SKE00402](#) UP AND RUNNING WITH MICROSOFT WINDOWS XP

### Microsoft Windows XP: Getting Started

- [SKE00381](#) INTRODUCING WINDOWS XP

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### QuickBooks Pro 2009 Fundamentals

- [SKE00991](#) QUICKBOOKS PRO 2009: GETTING STARTED

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### SAP Business Objects Business Intelligence

- [SKE01501](#) SAP BUSINESSOBJECTS: OVERVIEW
- [SKE01502](#) SAP BUSINESSOBJECTS: CRYSTAL REPORTS
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### SAP Business One for End Users

- [SKE01511](#) SAP BUSINESS ONE - INTRODUCTION FOR END USERS

### SAP Business Suite 7 for End Users

- [SKE01521](#) SAP ENTERPRISE RESOURCE PLANNING (ERP)
- [SKE01523](#) SAP PRODUCT LIFECYCLE MANAGEMENT
- [SKE01524](#) SAP SUPPLY CHAIN MANAGEMENT

## Seagate Crystal Reports

### Fundamentals of Crystal Reports 2011

- [SKE01551](#) GETTING STARTED WITH CRYSTAL REPORTS 2011

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- [SKE09010](#) TESTPREP USING WORD 2007
- [SKE09011](#) TESTPREP USING EXCEL 2007
- [SKE09012](#) TESTPREP USING POWERPOINT 2007
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#### Microsoft SQL Server 2012: Database Administration

- [SKE27521](#) MICROSOFT SQL SERVER 2012: INSTALLATION AND UPGRADE
- [SKE27522](#) MICROSOFT SQL SERVER 2012: INSTANCE CONFIGURATION AND DATABASE CREATION
- [SKE27523](#) MICROSOFT SQL SERVER 2012: MANAGING DATABASES AND AUTOMATING TASKS
- [SKE27524](#) MICROSOFT SQL SERVER 2012: SECURITY MANAGEMENT
- [SKE27525](#) MICROSOFT SQL SERVER 2012: MANAGING DATABASE DATA
- [SKE27526](#) MICROSOFT SQL SERVER 2012: MANAGING INDEXES, FULL-TEXT SEARCH AND PARTITIONS



- [SKE27527](#) MICROSOFT SQL SERVER 2012: BACKING UP AND RESTORING DATABASES
- [SKE27528](#) MICROSOFT SQL SERVER 2012: DATABASE MONITORING AND PERFORMANCE TUNING
- [SKE27529](#) MICROSOFT SQL SERVER 2012: CONFIGURING HIGH AVAILABILITY

### Microsoft SQL Server 2012: Querying

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### Microsoft SQL Server 2008

#### Microsoft SQL Server 2008 R2: Database Development

- [SKE40221](#) SQL SERVER 2008 R2: CREATING AND IMPLEMENTING DATABASE OBJECTS
- [SKE40222](#) SQL SERVER 2008 R2: CREATING AND ALTERING PARTITIONS
- [SKE40223](#) SQL SERVER 2008 R2: RUNNING QUERIES AND MANIPULATING DATA
- [SKE40224](#) SQL SERVER 2008 R2: PERFORMING ADVANCED QUERY TECHNIQUES
- [SKE40225](#) SQL SERVER 2008 R2: IMPLEMENTING PROGRAMMING OBJECTS
- [SKE40226](#) SQL SERVER 2008 R2: QUERYING AND MANAGING XML DATA
- [SKE40227](#) SQL SERVER 2008 R2: MESSAGING, FULL-TEXT SEARCH, SCRIPTS, AND TRACK CHANGES
- [SKE40228](#) SQL SERVER 2008 R2: GATHERING PERFORMANCE DATA

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

- [SKE40211](#) SQL SERVER 2008 R2: INSTALLATION
- [SKE40212](#) SQL SERVER 2008 R2: INSTANCE AND DATABASE CONFIGURATION
- [SKE40213](#) SQL SERVER 2008 R2: SECURITY MANAGEMENT
- [SKE40214](#) SQL SERVER 2008 R2: DATABASE MANAGEMENT
- [SKE40215](#) SQL SERVER 2008 R2: DATA MANAGEMENT
- [SKE40216](#) SQL SERVER 2008 R2: DATABASE MONITORING AND PERFORMANCE
- [SKE40217](#) SQL SERVER 2008 R2: BACKUPS, RESTORES, AND DATABASE SNAPSHOTS
- [SKE40218](#) SQL SERVER 2008 R2: HIGH AVAILABILITY

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

- [SKE27111](#) CONFIGURING SQL SERVER 2008 INTEGRATION SERVICES PACKAGES
- [SKE27112](#) DEPLOYING AND DELIVERING SQL SERVER 2008 REPORTING SERVICES REPORTS
- [SKE27113](#) DEPLOYING SQL SERVER 2008 INTEGRATION SERVICES PACKAGES
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#### Microsoft SQL Server 2008: Database Development

- [SKE27121](#) CREATING AND IMPLEMENTING DATABASE OBJECTS IN SQL SERVER 2008
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- [SKE27127](#) USING SQL SERVER 2008 MESSAGING, FULL-TEXT SEARCH, SCRIPTS, AND TRACK CHANGES
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#### Microsoft SQL Server 2008: Implementation and Maintenance

- [SKE24681](#) SQL SERVER 2008 INSTALLATION
- [SKE24682](#) SQL SERVER 2008 INSTANCE AND DATABASE CONFIGURATION
- [SKE24683](#) SQL SERVER 2008 SECURITY MANAGEMENT
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- [SKE24686](#) SQL SERVER 2008 DATABASE MONITORING AND PERFORMANCE
- [SKE24687](#) SQL SERVER 2008 BACKUPS, RESTORES, AND DATABASE SNAPSHOTS
- [SKE24688](#) SQL SERVER 2008 HIGH AVAILABILITY AND DISASTER RECOVERY

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

- [SKE23211](#) ORACLE DATABASE 11G: DATABASE ARCHITECTURE AND INSTALLATION
- [SKE23212](#) ORACLE DATABASE 11G: DATABASE CREATION, INSTANCE MANAGEMENT, AND CONNECTIVITY
- [SKE23213](#) ORACLE DATABASE 11G: STORAGE STRUCTURES AND USER SECURITY
- [SKE23214](#) ORACLE DATABASE 11G: MANAGING THE SCHEMA, DATA, AND CONCURRENCY
- [SKE23215](#) ORACLE DATABASE 11G: MANAGING UNDO DATA, DATABASE SECURITY, AND MAINTENANCE
- [SKE23216](#) ORACLE DATABASE 11G: PERFORMANCE MONITORING, RECOVERY CONCEPTS AND BACKUP
- [SKE23217](#) ORACLE DATABASE 11G: RECOVERING, MOVING, AND ENHANCING THE ORACLE DATABASE

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

- [SKE23218](#) ORACLE DATABASE 11G: DATABASE ARCHITECTURE AND ASM
- [SKE23219](#) ORACLE DATABASE 11G: CONFIGURING FOR RECOVERY
- [SKE23220](#) ORACLE DATABASE 11G: CONFIGURING FOR BACKUPS
- [SKE23221](#) ORACLE DATABASE 11G: USING RMAN FOR RECOVERY
- [SKE23222](#) ORACLE DATABASE 11G: SUPPORTING RMAN AND USING FLASHBACK TECHNOLOGY
- [SKE23223](#) ORACLE DATABASE 11G: DIAGNOSING THE DATABASE AND MANAGING MEMORY
- [SKE23224](#) ORACLE DATABASE 11G: DATABASE PERFORMANCE AND SPACE MANAGEMENT

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- [SKE23227](#) ORACLE DATABASE 11G: SUBPROGRAMS, PACKAGES, AND EXCEPTION HANDLING IN PL/SQL
- [SKE23228](#) ORACLE DATABASE 11G: PACKAGES, DYNAMIC SQL, AND CODING CONSIDERATIONS IN PL/SQL
- [SKE23229](#) ORACLE DATABASE 11G: USING TRIGGERS, THE PL/SQL COMPILER, AND MANAGING CODE
- [SKE23230](#) ORACLE DATABASE 11G: MANAGING PL/SQL CODE AND DEPENDENCIES

### Oracle Database 11g: Introduction to SQL

- [SKE23231](#) ORACLE DATABASE 11G: QUERYING A DATABASE WITH SQL
- [SKE23232](#) ORACLE DATABASE 11G: CONVERSION FUNCTIONS, CONDITIONAL EXPRESSIONS, GROUP FUNCTIONS, AND JOINS
- [SKE23233](#) ORACLE DATABASE 11G: MANIPULATING QUERIES AND DATA
- [SKE23234](#) ORACLE DATABASE 11G: USING DDL, VIEWS, AND SCHEMA OBJECTS
- [SKE23235](#) ORACLE DATABASE 11G: CONTROLLING USER ACCESS AND MANAGING OBJECTS
- [SKE23236](#) ORACLE DATABASE 11G: MANAGING DATA DICTIONARY VIEWS AND LARGE DATA SETS
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### Oracle Database 11g: PL/SQL Fundamentals

- [SKE23239](#) ORACLE DATABASE 11G: PL/SQL VARIABLES, ATTRIBUTES, AND EXECUTABLE STATEMENTS
- [SKE23240](#) ORACLE DATABASE 11G: USING DML, DDL, CURSORS, CONTROL STRUCTURES, AND LOOPS
- [SKE23241](#) ORACLE DATABASE 11G: USING DATA TYPES, INDEX BY TABLES, AND CURSORS IN PL/SQL
- [SKE23242](#) ORACLE DATABASE 11G: WORKING WITH EXCEPTIONS, SUBPROGRAMS, JDEVELOPER, AND REF CURSORS

### Oracle Database 11g: Performance Tuning

- [SKE27141](#) ORACLE DATABASE 11G: METRICS, ALERTS, BASELINES, AWR TOOLS, AND SERVICES
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### Oracle Database 11g: Program with PL/SQL

- [SKE23243](#) ORACLE DATABASE 11G: GETTING STARTED WITH PL/SQL
- [SKE23244](#) ORACLE DATABASE 11G: USING DML, DDL, CURSORS, LOOPS, AND CONTROL STRUCTURES
- [SKE23245](#) ORACLE DATABASE 11G: USING DATA TYPES, INDEX BY TABLES, AND CURSORS
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- [SKE23255](#) ORACLE DATABASE 11G: USING SQL TO QUERY YOUR DATABASE
- [SKE23256](#) ORACLE DATABASE 11G: CONVERSION FUNCTIONS, GROUP FUNCTIONS, AND JOINS
- [SKE23257](#) ORACLE DATABASE 11G: SUBQUERIES, SET OPERATORS, AND DATA MANIPULATION
- [SKE23258](#) ORACLE DATABASE 11G: USING DDL, VIEWS, SEQUENCES, INDEXES, AND SYNONYMS

### Oracle Database 11g: SQL Fundamentals II

- [SKE23259](#) ORACLE DATABASE 11G: CONTROLLING USER ACCESS AND MANAGING SCHEMA OBJECTS
- [SKE23260](#) ORACLE DATABASE 11G: DATA DICTIONARY VIEWS AND LARGE DATA SETS
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- [SKE23251](#) ORACLE DATABASE 11G: GETTING STARTED WITH SQL AND PL/SQL NEW FEATURES
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- [SKE23254](#) ORACLE DATABASE 11G: USING THE PL/SQL DEBUGGER, COLLECTIONS, AND DATA WAREHOUSING

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- [SKE28001](#) ORACLE DATABASE 11G RELEASE 2: DATABASE ARCHITECTURE AND INSTALLATION
- [SKE28002](#) ORACLE DATABASE 11G RELEASE 2: DATABASE CREATION AND INSTANCE MANAGEMENT
- [SKE28003](#) ORACLE DATABASE 11G RELEASE 2: THE ASM INSTANCE AND NETWORK CONNECTIVITY
- [SKE28004](#) ORACLE DATABASE 11G RELEASE 2: STORAGE STRUCTURES AND USER SECURITY
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### Oracle Database 11g: Administration Workshop II Release 2

- [SKE28031](#) ORACLE DATABASE 11G RELEASE 2: DATABASE ARCHITECTURE AND RECOVERY OPERATIONS
- [SKE28032](#) ORACLE DATABASE 11G RELEASE 2: THE RMAN CATALOG AND CREATING BACKUPS
- [SKE28033](#) ORACLE DATABASE 11G RELEASE 2: PERFORMING RESTORE AND RECOVERY TASKS
- [SKE28034](#) ORACLE DATABASE 11G RELEASE 2: USING, MONITORING AND TUNING RMAN

- [SKE28035](#) ORACLE DATABASE 11G RELEASE 2: DATABASE DIAGNOSTICS AND FLASHBACK TECHNOLOGIES
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- [SKE28011](#) ORACLE DATABASE 11G RELEASE 2: APPLICATION PERFORMANCE ENHANCEMENTS
- [SKE28012](#) ORACLE DATABASE 11G RELEASE 2: ASM, STORAGE AND PARTITIONING ENHANCEMENTS
- [SKE28013](#) ORACLE DATABASE 11G RELEASE 2: BACKUP, RECOVER, ARCHIVE, AND REPAIR DATA
- [SKE28014](#) ORACLE DATABASE 11G RELEASE 2: DIAGNOSABILITY ENHANCEMENTS
- [SKE28015](#) ORACLE DATABASE 11G RELEASE 2: INSTALLATION AND ORACLE RESTART
- [SKE28016](#) ORACLE DATABASE 11G RELEASE 2: INTELLIGENT INFRASTRUCTURE ENHANCEMENTS
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- [SKE27142](#) ORACLE DATABASE 11G: PERFORMANCE TUNING METHODOLOGY AND TOOLS
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#### Oracle Database 11g: RAC Administration

- [SKE27151](#) ORACLE DATABASE 11G: CONFIGURE, MANAGE, AND USE SERVICES IN RAC
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- [SKE27154](#) ORACLE DATABASE 11G: INSTALLATION OF CLUSTERWARE AND RAC
- [SKE27155](#) ORACLE DATABASE 11G: RAC DATABASE AND ORACLE CLUSTERWARE ADMINISTRATION
- [SKE27156](#) ORACLE DATABASE 11G: RAC PERFORMANCE TUNING

#### Oracle Database 11g: SQL Tuning

- [SKE27191](#) ORACLE DATABASE 11G: APPLICATION TRACING AND AUTOMATIC SQL TUNING
- [SKE27192](#) ORACLE DATABASE 11G: ARCHITECTURE, SQL TUNING, AND OPTIMIZATION
- [SKE27194](#) ORACLE DATABASE 11G: INDEXES, ACCESS PATHS, AND JOIN OPERATIONS

#### Oracle Database 11g: Secure Backup

- [SKE27161](#) ORACLE DATABASE 11G: CONFIGURING OSB AND SECURITY
- [SKE27162](#) ORACLE DATABASE 11G: MANAGING BACKUPS AND INFRASTRUCTURE
- [SKE27163](#) ORACLE DATABASE 11G: RMAN AND ORACLE SECURE BACKUP
- [SKE27164](#) ORACLE DATABASE 11G: SECURING DOMAIN AND DATA IN ORACLE SECURE BACKUP
- [SKE27165](#) ORACLE DATABASE 11G: TAPE VAULTING, DUPLICATION, AND TUNING

#### Oracle Database 11g: Security

- [SKE27171](#) ORACLE DATABASE 11G: BASIC USER AND STRONG AUTHENTICATION
- [SKE27172](#) ORACLE DATABASE 11G: DATABASE AUDITING
- [SKE27173](#) ORACLE DATABASE 11G: DATABASE SECURITY
- [SKE27174](#) ORACLE DATABASE 11G: ENCRYPTION CONCEPTS
- [SKE27175](#) ORACLE DATABASE 11G: ENTERPRISE USER SECURITY AND PROXY AUTHENTICATION
- [SKE27176](#) ORACLE DATABASE 11G: FIREWALLS, ORACLE CONNECTION MANAGER, AND SQL\*PLUS
- [SKE27177](#) ORACLE DATABASE 11G: INTRODUCTION TO DATABASE SECURITY AND SOLUTIONS
- [SKE27178](#) ORACLE DATABASE 11G: ORACLE LABEL SECURITY AND THE DATA MASKING PACK
- [SKE27179](#) ORACLE DATABASE 11G: ORACLE NET SERVICES AND LISTENER SECURITY
- [SKE27180](#) ORACLE DATABASE 11G: PRIVILEGES, ROLES, AND APPLICATION CONTEXTS
- [SKE27181](#) ORACLE DATABASE 11G: TRANSPARENT DATA ENCRYPTION
- [SKE27182](#) ORACLE DATABASE 11G: VIRTUAL PRIVATE DATABASE

#### Oracle SOA Suite 11g: Essential Concepts

- [SKE28041](#) ORACLE SOA SUITE 11G: INTRODUCTION TO SOA
- [SKE28042](#) ORACLE SOA SUITE 11G: SOA GOVERNANCE AND SERVICE DESIGN
- [SKE28043](#) ORACLE SOA SUITE 11G: SOA COMPOSITE APPLICATIONS
- [SKE28044](#) ORACLE SOA SUITE 11G: MEDIATOR AND BPTEL COMPONENTS
- [SKE28045](#) ORACLE SOA SUITE 11G: HUMAN TASK AND BUSINESS RULES COMPONENTS
- [SKE28046](#) ORACLE SOA SUITE 11G: SOA SECURITY AND ADOPTION PLANNING

#### Oracle 11i

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

- [SKE22731](#) ORACLE 11i E-BUSINESS SUITE: INTRODUCTION
- [SKE22732](#) ORACLE 11i E-BUSINESS SUITE: MULTI-ORG
- [SKE22733](#) ORACLE 11i E-BUSINESS SUITE: FLEXFIELDS

- [SKE22734](#) ORACLE 11i E-BUSINESS SUITE: SYSTEM ADMINISTRATION
- [SKE22735](#) ORACLE 11i E-BUSINESS SUITE: WORKFLOW, ALERTS, AND DAILY BUSINESS INTELLIGENCE

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

- [SKE22741](#) ORACLE 11i: FUNCTION SECURITY AND DATA SECURITY
- [SKE22742](#) ORACLE 11i: ROLES, DELEGATED ADMINISTRATION, REGISTRATION, AND AUDITING
- [SKE22743](#) ORACLE 11i: CONCURRENT ELEMENTS
- [SKE22744](#) ORACLE 11i: PROFILE OPTIONS, DBA DUTIES, AND PRINTER MANAGEMENT
- [SKE22745](#) ORACLE 11i: PERSONALIZATION OF FORMS AND OA FRAMEWORK PAGES
- [SKE22746](#) ORACLE 11i: ORACLE WORKFLOW
- [SKE22747](#) ORACLE 11i: SYSTEM MONITORING AND TROUBLESHOOTING IN OAM

### Oracle 11i: Navigate Oracle Applications

- [SKE22761](#) ORACLE 11i: USING THE NAVIGATOR, FORMS, AND ONLINE HELP
- [SKE22762](#) ORACLE 11i: CONCURRENT PROCESSING, REQUESTS, PROFILES, AND FORMS

### Oracle 11i: Project Foundation Fundamentals

- [SKE22751](#) ORACLE 11i: PROJECT MANAGEMENT AND PROJECTS INTEGRATION
- [SKE22752](#) ORACLE 11i: ORGANIZATION, PERIOD, AND CALENDAR DEFINITIONS IN ORACLE PROJECTS
- [SKE22753](#) ORACLE 11i: RESOURCE AND ROLE MANAGEMENT
- [SKE22754](#) ORACLE 11i: ORACLE PROJECTS SECURITY MODEL AND PAGE LAYOUTS
- [SKE22755](#) ORACLE 11i: ORACLE PROJECTS AND TASK DEFINITION I
- [SKE22756](#) ORACLE 11i: ORACLE PROJECTS AND TASK DEFINITION II
- [SKE22757](#) ORACLE 11i: USER-DEFINED ATTRIBUTES, IMPLEMENTATION OPTIONS, AND UTILIZATION
- [SKE22758](#) ORACLE 11i: ORGANIZATION FORECASTING AND INTEGRATION

## Oracle 10g

### Oracle Database 10g: Administration Workshop I Release 2

- [SKE22441](#) ORACLE DATABASE 10G: INSTALLING ORACLE DATABASE 10G RELEASE 2
- [SKE22442](#) ORACLE DATABASE 10G: CREATING DATABASES RELEASE 2
- [SKE22443](#) ORACLE DATABASE 10G: DATABASE INTERFACES RELEASE 2
- [SKE22444](#) ORACLE DATABASE 10G: DATABASE CONTROL AND STORAGE STRUCTURES RELEASE 2
- [SKE22445](#) ORACLE DATABASE 10G: USERS AND SECURITY RELEASE 2
- [SKE22446](#) ORACLE DATABASE 10G: MANAGING SCHEMA OBJECTS AND DATA RELEASE 2
- [SKE22447](#) ORACLE DATABASE 10G: THE SQL\*LOADER AND PL/SQL RELEASE 2
- [SKE22448](#) ORACLE DATABASE 10G: ORACLE NET SERVICES AND SHARED SERVERS RELEASE 2
- [SKE22449](#) ORACLE DATABASE 10G: MONITORING AND MAINTENANCE RELEASE 2
- [SKE22450](#) ORACLE DATABASE 10G: MANAGING UNDO DATA AND LOCK CONFLICTS RELEASE 2
- [SKE22451](#) ORACLE DATABASE 10G: MANAGING BACKUP AND RECOVERY RELEASE 2

### Oracle Database 10g: Developing PL/SQL Program Units

- [SKE22411](#) PL/SQL PACKAGES
- [SKE22412](#) ORACLE-SUPPLIED PACKAGES AND DBMS\_SCHEDULER
- [SKE22413](#) MANAGING DEPENDENCIES
- [SKE22414](#) MANIPULATING LARGE OBJECTS IN PL/SQL
- [SKE22415](#) PL/SQL TRIGGERS
- [SKE22416](#) DYNAMIC SQL AND METADATA

### Oracle Database 10g: New Features

- [SKE22421](#) ORACLE DATABASE 10G: NEW INSTALLATION AND CONFIGURATION FEATURES
- [SKE22422](#) ORACLE DATABASE 10G: NEW DATA LOADING FEATURES
- [SKE22423](#) ORACLE DATABASE 10G: NEW AUTOMATIC MANAGEMENT FEATURES
- [SKE22424](#) ORACLE DATABASE 10G: NEW RESOURCE, SCHEDULING, AND TASK-MANAGEMENT FEATURES
- [SKE22425](#) ORACLE DATABASE 10G: NEW SPACE MANAGEMENT FEATURES
- [SKE22426](#) ORACLE DATABASE 10G: NEW STORAGE FEATURES
- [SKE22427](#) ORACLE DATABASE 10G: NEW TUNING, PERFORMANCE-MONITORING, AND ANALYSIS FEATURES
- [SKE22428](#) ORACLE DATABASE 10G: NEW BACKUP AND RECOVERY FEATURES
- [SKE22429](#) ORACLE DATABASE 10G: USING FLASHBACK
- [SKE22430](#) ORACLE DATABASE 10G: NEW FEATURES IN SECURITY AND SOFTWARE MAINTENANCE
- [SKE22431](#) ORACLE DATABASE 10G: NEW FEATURES IN VLDB SUPPORT
- [SKE22432](#) ORACLE DATABASE 10G: MISCELLANEOUS NEW FEATURES

### Oracle Database 10g: Programming with PL/SQL I

- [SKE22401](#) INTRODUCTION TO PL/SQL
- [SKE22402](#) USING PL/SQL WITH AN ORACLE SERVER
- [SKE22403](#) USING CONTROL STRUCTURES
- [SKE22404](#) USING COMPOSITE DATA TYPES
- [SKE22405](#) EXPLICIT CURSORS AND EXCEPTION ERRORS
- [SKE22406](#) CREATING STORED PROCEDURES AND FUNCTIONS

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

- [SKE22381](#) INTRODUCTION TO ORACLE AND SQL IN ORACLE DATABASE 10G
- [SKE22382](#) SQL FUNCTIONS IN ORACLE DATABASE 10G
- [SKE22383](#) DISPLAYING MULTIPLE TABLE DATA AND USING SET OPERATORS IN ORACLE DATABASE 10G
- [SKE22384](#) GROUP AND DATETIME FUNCTIONS IN ORACLE DATABASE 10G
- [SKE22385](#) SUBQUERIES AND HIERARCHICAL QUERIES IN ORACLE DATABASE 10G
- [SKE22386](#) REGULAR EXPRESSIONS AND USER ACCESS IN ORACLE DATABASE 10G
- [SKE22387](#) CREATING AND MANAGING TABLES AND CONSTRAINTS IN ORACLE DATABASE 10G
- [SKE22388](#) DATABASE OBJECTS IN ORACLE DATABASE 10G
- [SKE22389](#) MANAGING DATABASE OBJECTS IN ORACLE DATABASE 10G
- [SKE22390](#) MANIPULATING DATA IN ORACLE DATABASE 10G

## Systems and Database Design

### Database Design

- [SKE40121](#) INTRODUCTION TO DESIGNING A RELATIONAL DATABASE
- [SKE40122](#) THE LOGICAL AND PHYSICAL DATABASE DESIGN METHODOLOGIES

### Database Fundamentals

[SKE40231](#) DATABASE SYSTEMS AND RELATIONAL DATABASES  
[SKE40232](#) MANAGEMENT OF RELATIONAL DATABASE DATA

## Test Preps

### Test Prep Exams

[SKE09131](#) TESTPREP 70-432 TS: MICROSOFT SQL SERVER 2008, IMPLEMENTATION AND MAINTENANCE  
[SKE09132](#) TESTPREP 70-433 TS: MICROSOFT SQL SERVER 2008, DATABASE DEVELOPMENT  
[SKE40100](#) TESTPREP 1Z0-042 ORACLE DATABASE 10G: ADMINISTRATION I RELEASE 2

## Enterprise Resource Planning Systems

### SAP

#### Overview of SAP for Project Teams

[SKE27201](#) FINANCIAL ACCOUNTING WITH SAP  
[SKE27202](#) OVERVIEW OF SAP SOLUTIONS  
[SKE27203](#) SAP ADMINISTRATION  
[SKE27204](#) SAP ERP ARCHITECTURE  
[SKE27205](#) SAP LOGISTICS MODULES  
[SKE27206](#) SAP NETWEAVER PLATFORM  
[SKE27207](#) SAP PROJECT PLANNING AND IMPLEMENTATION

#### SAP Business Objects Business Intelligence

[SKE01501](#) SAP BUSINESSOBJECTS: OVERVIEW  
[SKE01502](#) SAP BUSINESSOBJECTS: CRYSTAL REPORTS  
[SKE01503](#) SAP BUSINESSOBJECTS: WEB INTELLIGENCE  
[SKE01504](#) SAP BUSINESSOBJECTS: DASHBOARDS AND ANALYTICS  
[SKE01505](#) SAP BUSINESSOBJECTS: INFOVIEW  
[SKE01506](#) SAP BUSINESSOBJECTS: BUSINESS INTELLIGENCE

#### SAP Business One for End Users

[SKE01511](#) SAP BUSINESS ONE - INTRODUCTION FOR END USERS

#### SAP Business Suite 7 for End Users

[SKE01521](#) SAP ENTERPRISE RESOURCE PLANNING (ERP)  
[SKE01523](#) SAP PRODUCT LIFECYCLE MANAGEMENT  
[SKE01524](#) SAP SUPPLY CHAIN MANAGEMENT

### SAP R/3 Release 4.6

#### Moving to SAP R/3 Release 4.6

[SKE22771](#) NAVIGATING SAP R/3 RELEASE 4.6  
[SKE22772](#) USING SAP R/3 RELEASE 4.6

#### Overview of SAP R/3 Release 4.6

[SKE22790](#) SAP R/3 RELEASE 4.6 FUNDAMENTALS

#### SAP ABAP Programming Fundamentals

[SKE22781](#) ABAP FUNDAMENTALS  
[SKE22782](#) ABAP PROGRAMMING I  
[SKE22783](#) ABAP PROGRAMMING II

## IT Business

### Business Analysis

#### Certified Business Analysis Professional (CBAP?) - BABOK® Guide V2.0 aligned

[SKE63221](#) BUSINESS ANALYSIS: ENTERPRISE ANALYSIS  
[SKE63222](#) BUSINESS ANALYSIS: INTRODUCTION TO REQUIREMENTS ANALYSIS  
[SKE63223](#) BUSINESS ANALYSIS: SOLUTION ASSESSMENT AND VALIDATION  
[SKE63224](#) BUSINESS ANALYSIS: VERIFY AND VALIDATE REQUIREMENTS  
[SKE63225](#) BUSINESS ANALYSIS REQUIREMENTS ELICITATION  
[SKE63226](#) BUSINESS ANALYSIS REQUIREMENTS MANAGEMENT AND COMMUNICATION  
[SKE63227](#) INTRODUCTION TO BUSINESS ANALYSIS AND ESSENTIAL COMPETENCIES  
[SKE63228](#) INTRODUCTION TO BUSINESS ANALYSIS PLANNING  
[SKE63229](#) PLANNING BUSINESS ANALYSIS COMMUNICATION AND MONITORING

### Communication

#### Business Writing Basics

[SKE63231](#) BUSINESS WRITING: HOW TO WRITE CLEARLY AND CONCISELY  
[SKE63232](#) BUSINESS WRITING: KNOW YOUR READERS AND YOUR PURPOSE

#### E-mail Essentials for Business

[SKE63241](#) ADDRESSING AND REDISTRIBUTING E-MAIL  
[SKE63242](#) USING E-MAIL AND INSTANT MESSAGING EFFECTIVELY

### IT Business Skills

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

[SKE29501](#) ITIL® 2011 EDITION FOUNDATION: ITIL® AND THE SERVICE LIFECYCLE  
[SKE29502](#) ITIL® 2011 EDITION FOUNDATION: SERVICE STRATEGY FUNDAMENTALS  
[SKE29503](#) ITIL® 2011 EDITION FOUNDATION: SERVICE STRATEGY PROCESSES  
[SKE29504](#) ITIL® 2011 EDITION FOUNDATION: SERVICE DESIGN FUNDAMENTALS  
[SKE29505](#) ITIL® 2011 EDITION FOUNDATION: SERVICE DESIGN PROCESSES  
[SKE29506](#) ITIL® 2011 EDITION FOUNDATION: SERVICE TRANSITION PROCESSES AND POLICIES  
[SKE29507](#) ITIL® 2011 EDITION FOUNDATION: INTRODUCTION TO SERVICE OPERATION  
[SKE29509](#) ITIL® 2011 EDITION FOUNDATION: CONTINUAL SERVICE IMPROVEMENT

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

[SKE30151](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO OPERATIONAL SUPPORT AND ANALYSIS  
[SKE30152](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO EVENT MANAGEMENT  
[SKE30153](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO INCIDENT MANAGEMENT  
[SKE30154](#) ITIL® 2011 EDITION OSA: INCIDENT MANAGEMENT INTERACTIONS  
[SKE30155](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO REQUEST FULFILLMENT

- [SKE30156](#) ITIL® 2011 EDITION OSA: REQUEST FULFILLMENT PROCESS INTERFACES AND CHALLENGES
- [SKE30157](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO PROBLEM MANAGEMENT
- [SKE30158](#) ITIL® 2011 EDITION OSA: PROBLEM MANAGEMENT PROCESS INTERFACES AND CHALLENGES
- [SKE30159](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO ACCESS MANAGEMENT
- [SKE30160](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO THE SERVICE DESK
- [SKE30161](#) ITIL® 2011 EDITION OSA: SERVICE DESK METRICS AND OUTSOURCING
- [SKE30162](#) ITIL® 2011 EDITION OSA: INTRODUCTION TO FUNCTIONS
- [SKE30163](#) ITIL® 2011 EDITION OSA: FUNCTION ACTIVITIES
- [SKE30164](#) ITIL® 2011 EDITION OSA: TECHNOLOGY AND IMPLEMENTATION CONSIDERATIONS

### ITIL® 2011 Edition Overview

- [SKE29511](#) ITIL® 2011 EDITION OVERVIEW: CREATING A SERVICE CULTURE
- [SKE29512](#) ITIL® 2011 EDITION OVERVIEW: INTRODUCTION TO THE ITIL® FRAMEWORK
- [SKE29513](#) ITIL® 2011 EDITION OVERVIEW: CERTIFICATION AND BENEFITS

### Information Security for End Users

- [SKE29801](#) INTRODUCTION TO INFORMATION SECURITY
- [SKE29802](#) USING YOUR DESKTOP COMPUTER AND MOBILE DEVICES SAFELY
- [SKE29803](#) USING E-MAIL, THE INTERNET, AND SOCIAL MEDIA SAFELY IN A CORPORATE ENVIRONMENT

### Writing Skills for Technical Professionals

- [SKE27261](#) WRITING FOR TECHNICAL PROFESSIONALS: EFFECTIVE WRITING TECHNIQUES
- [SKE27262](#) WRITING FOR TECHNICAL PROFESSIONALS: PREPARATION AND PLANNING

### Personal Development

#### Telecommuting and the Remote Employee

- [SKE63251](#) TELECOMMUTING BASICS: COMMUNICATION STRATEGIES FOR THE REMOTE EMPLOYEE
- [SKE63252](#) TELECOMMUTING BASICS: MAXIMIZING PRODUCTIVITY AS A REMOTE EMPLOYEE

### Project Management

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

- [SKE63261](#) CORE PMI® VALUES AND ETHICAL STANDARDS
- [SKE63262](#) THE ROLE OF ETHICS IN PROJECT MANAGEMENT

#### IT Project Management Essentials

- [SKE63421](#) IT PROJECT MANAGEMENT ESSENTIALS: INTRODUCTION TO IT PROJECT MANAGEMENT
- [SKE63422](#) IT PROJECT MANAGEMENT ESSENTIALS: INITIATING AND PLANNING IT PROJECTS
- [SKE63423](#) IT PROJECT MANAGEMENT ESSENTIALS: EXECUTING IT PROJECTS
- [SKE63424](#) IT PROJECT MANAGEMENT ESSENTIALS: MONITORING AND CONTROLLING IT PROJECTS
- [SKE63425](#) IT PROJECT MANAGEMENT ESSENTIALS: MANAGING RISKS IN AN IT PROJECT
- [SKE63426](#) IT PROJECT MANAGEMENT ESSENTIALS: TESTING DELIVERABLES AND CLOSING IT PROJECTS

### PRINCE2® 2009 Foundation

- [SKE63271](#) CONTROLLING, MANAGING AND CLOSING A PROJECT (PRINCE2: 2009-ALIGNED)
- [SKE63272](#) OVERVIEW OF PROJECT MANAGEMENT (PRINCE2: 2009-ALIGNED)
- [SKE63273](#) PROJECT ORGANIZATION, PLANNING AND RISK (PRINCE2: 2009-ALIGNED)
- [SKE63274](#) PROJECT QUALITY, CHANGE AND PROGRESS (PRINCE2: 2009-ALIGNED)
- [SKE63275](#) STARTING UP, INITIATING AND DIRECTING A PROJECT (PRINCE2: 2009-ALIGNED)
- [SKE63276](#) TAILORING PRINCE2 TO A PROJECT ENVIRONMENT (PRINCE2: 2009-ALIGNED)

### Program Management Overview

- [SKE63281](#) INTRODUCTION TO PROGRAM MANAGEMENT
- [SKE63282](#) PROGRAM LIFE CYCLE AND BENEFITS MANAGEMENT

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

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

- [SKE64169](#) PLAN AND MANAGE PROJECT COMMUNICATIONS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64170](#) CONTROL PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64163](#) PLANNING PROJECT COSTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64164](#) CONTROLLING PROJECT COSTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

#### Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

- [SKE64167](#) PLANNING PROJECT HUMAN RESOURCES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64168](#) MANAGING PROJECT HUMAN RESOURCES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64154](#) INTEGRATED INITIATION AND PLANNING (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64155](#) DIRECT, MONITOR, AND CONTROL PROJECT WORK (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64156](#) CONTROLLING CHANGES AND CLOSING A PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64151](#) MANAGING PROJECTS WITHIN ORGANIZATIONS (PMBOK® GUIDE FIFTH EDITION)
- [SKE64152](#) PROJECT MANAGEMENT OVERVIEW (PMBOK® GUIDE FIFTH EDITION)
- [SKE64153](#) PROJECT MANAGEMENT PROCESS GROUPS (PMBOK® GUIDE FIFTH EDITION)

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

- [SKE64175](#) PLANNING PROJECT PROCUREMENT MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64176](#) MANAGING PROCUREMENTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64165](#) PLAN QUALITY MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64166](#) QUALITY ASSURANCE AND QUALITY CONTROL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64171](#) RISK MANAGEMENT PLANNING (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64172](#) IDENTIFYING PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64173](#) PERFORMING RISK ANALYSIS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64174](#) RISK RESPONSE AND CONTROL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64157](#) PROJECT REQUIREMENTS AND DEFINING SCOPE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64158](#) CREATING THE WORK BREAKDOWN STRUCTURE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64159](#) MONITORING AND CONTROLLING PROJECT SCOPE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64177](#) PROJECT STAKEHOLDER MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64178](#) MANAGING AND CONTROLLING STAKEHOLDER (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

- [SKE64160](#) DEFINING AND SEQUENCING PROJECT ACTIVITIES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64161](#) ESTIMATING ACTIVITY RESOURCES AND DURATIONS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)
- [SKE64162](#) DEVELOPING AND CONTROLLING THE PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

## Test Prep Exams

- [SKE09191](#) TESTPREP PROJECT MANAGEMENT PROFESSIONAL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

## Project Management (PMBOK® Guide - Fourth Edition-aligned)

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

- [SKE63291](#) COMMUNICATING EFFECTIVELY WITH PROJECT STAKEHOLDERS SIMULATION
- [SKE63292](#) PROCESSES FOR MANAGING PROJECT COMMUNICATIONS
- [SKE63293](#) STAKEHOLDERS AND THE COMMUNICATION MANAGEMENT PLAN

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

- [SKE62701](#) ESTIMATING AND BUDGETING PROJECT COSTS
- [SKE62702](#) CONTROLLING COSTS

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

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- [SKE63302](#) MANAGING PROJECT HUMAN RESOURCES
- [SKE63303](#) PLANNING PROJECT HUMAN RESOURCES

### Project Integration Management (PMBOK Guide - Fourth Edition-aligned)

- [SKE62711](#) INTEGRATED INITIATION AND PLANNING
- [SKE62712](#) INTEGRATED PROJECT EXECUTION, MONITORING, AND CONTROL
- [SKE62713](#) INTEGRATED PROJECT CHANGE CONTROL AND CLOSE

### Project Management Essentials - (PMBOK Guide - Fourth Edition-aligned)

- [SKE62721](#) MANAGING PROJECTS WITHIN ORGANIZATIONS
- [SKE62722](#) PROJECT MANAGEMENT OVERVIEW
- [SKE62723](#) PROJECT MANAGEMENT PROCESS GROUPS

### Project Management for Non-Project Managers

- [SKE60161](#) PROJECT MANAGEMENT FUNDAMENTALS
- [SKE60162](#) TRANSITIONING INTO A PROJECT MANAGEMENT ROLE
- [SKE60163](#) INITIATING AND PLANNING A PROJECT
- [SKE60164](#) MANAGING A PROJECT
- [SKE60165](#) TROUBLESHOOTING AND CLOSING THE PROJECT
- [SKE60166](#) PROJECT MANAGEMENT FOR NON-PROJECT MANAGERS SIMULATION

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

- [SKE63311](#) MANAGING PROCUREMENTS
- [SKE63312](#) PLANNING PROJECT PROCUREMENT

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

- [SKE63321](#) PROJECT QUALITY PLANNING
- [SKE63322](#) QUALITY ASSURANCE AND QUALITY CONTROL

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

- [SKE63331](#) IDENTIFYING PROJECT RISKS
- [SKE63332](#) PERFORMING RISK ANALYSIS
- [SKE63333](#) RISK MANAGEMENT PLANNING
- [SKE63334](#) RISK RESPONSE, MONITOR, AND CONTROL

### Project Scope Management (PMBOK Guide - Fourth Edition-aligned)

- [SKE62742](#) PROJECT REQUIREMENTS AND DEFINING SCOPE

## Team Building

### Leading Teams

- [SKE63341](#) LEADING TEAMS: BUILDING TRUST AND COMMITMENT
- [SKE63342](#) LEADING TEAMS: DEALING WITH CONFLICT
- [SKE63343](#) LEADING TEAMS: DEVELOPING THE TEAM AND ITS CULTURE
- [SKE63344](#) LEADING TEAMS: ESTABLISHING GOALS, ROLES, AND GUIDELINES
- [SKE63345](#) LEADING TEAMS: FOSTERING EFFECTIVE COMMUNICATION AND COLLABORATION
- [SKE63346](#) LEADING TEAMS: LAUNCHING A SUCCESSFUL TEAM
- [SKE63347](#) LEADING TEAMS: MANAGING VIRTUAL TEAMS
- [SKE63348](#) LEADING TEAMS: MOTIVATING AND OPTIMIZING PERFORMANCE

### Optimizing Your Performance on a Team

- [SKE63351](#) BEING AN EFFECTIVE TEAM MEMBER

- [SKE63352](#) EFFECTIVE TEAM COMMUNICATION
- [SKE63353](#) ELEMENTS OF A COHESIVE TEAM
- [SKE63354](#) ESTABLISHING TEAM GOALS AND RESPONSIBILITIES
- [SKE63355](#) USING FEEDBACK TO IMPROVE TEAM PERFORMANCE

## Internet and Network Technologies

### Cisco

#### CAPPS 8.0

- [SKE29811](#) CISCO CAPPS 8.0: INTRODUCTION TO VOICE-MAIL
- [SKE29812](#) CISCO CAPPS 8.0: CISCO UNITY CONNECTION IN A CUCM ENVIRONMENT
- [SKE29813](#) CISCO CAPPS 8.0: CISCO UNITY CONNECTION IN A CUCM ENVIRONMENT
- [SKE29814](#) CISCO CAPPS 8.0: IMPLEMENTING CISCO UNITY CONNECTION
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- [SKE29816](#) CISCO CAPPS 8.0: CISCO UNITY EXPRESS USERS AND AUTO ATTENDANT
- [SKE29817](#) CISCO CAPPS 8.0: TROUBLESHOOTING CISCO UNITY EXPRESS
- [SKE29818](#) CISCO CAPPS 8.0: VOICE PROFILE FOR INTERNET MAIL IMPLEMENTATION
- [SKE29819](#) CISCO CAPPS 8.0: UNDERSTANDING CISCO UNIFIED PRESENCE IMPLEMENTATION
- [SKE29820](#) CISCO CAPPS 8.0: INTEGRATING CISCO UNIFIED PRESENCE AND ITS COMPONENTS

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

- [SKE29001](#) CISCO CIPT1 8.0: INTRODUCTION TO CISCO UNIFIED COMMUNICATIONS MANAGER
- [SKE29002](#) CISCO CIPT1 8.0: CISCO UNIFIED COMMUNICATIONS MANAGER ADMINISTRATION
- [SKE29003](#) CISCO CIPT1 8.0: CISCO UNIFIED COMMUNICATIONS MANAGER SINGLE-SITE ON-NET CALLING
- [SKE29004](#) CISCO CIPT1 8.0: IMPLEMENTING PSTN GATEWAYS IN CISCO UNIFIED COMMUNICATIONS MANAGER
- [SKE29005](#) CISCO CIPT1 8.0: CUCM CALL ROUTING COMPONENTS AND CALLING PRIVILEGES
- [SKE29006](#) CISCO CIPT1 8.0: DIGIT-MANIPULATION TOOLS AND CALLING PRIVILEGES
- [SKE29007](#) CISCO CIPT1 8.0: IMPLEMENTING CALL COVERAGE
- [SKE29008](#) CISCO CIPT1 8.0: IMPLEMENTING MEDIA RESOURCES IN UNIFIED COMMUNICATIONS MANAGER
- [SKE29009](#) CISCO CIPT1 8.0: FEATURE AND APPLICATION IMPLEMENTATION
- [SKE29010](#) CISCO CIPT1 8.0: CISCO UNIFIED MOBILITY

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

- [SKE29101](#) CISCO CIPT2 8.0: MULTISITE DEPLOYMENT ISSUES AND SOLUTIONS OVERVIEW
- [SKE29103](#) CISCO CIPT2 8.0: CENTRALIZED CALL-PROCESSING REDUNDANCY IMPLEMENTATION
- [SKE29106](#) CISCO CIPT2 8.0: CALL CONTROL DISCOVERY

#### DESGN 2.0

- [SKE29851](#) CISCO DESGN 2.1: NETWORK DESIGN METHODOLOGY OVERVIEW
- [SKE29853](#) CISCO DESGN 2.1: DESIGNING BASIC CAMPUS AND DATA CENTER NETWORKS
- [SKE29856](#) CISCO DESGN 2.1: DESIGNING IP ADDRESSING
- [SKE29861](#) CISCO DESGN 2.1: VOICE AND VIDEO TECHNOLOGY REQUIREMENTS
- [SKE29862](#) CISCO DESGN 2.1: DESIGN CONSIDERATIONS FOR BASIC WIRELESS NETWORKING

#### Firewall 2.0 : Deploying Cisco ASA Firewall Solutions

- [SKE30201](#) CISCO FIREWALL 2.0: INTRODUCTION TO THE CISCO ASA ADAPTIVE SECURITY APPLIANCE
- [SKE30202](#) CISCO FIREWALL 2.0: GETTING STARTED WITH CISCO ASA AND CISCO ASDM
- [SKE30203](#) CISCO FIREWALL 2.0: CONFIGURING CISCO ASA INTERFACES AND STATIC ROUTING
- [SKE30204](#) CISCO FIREWALL 2.0: CONFIGURING CISCO ASA MANAGEMENT FEATURES
- [SKE30205](#) CISCO FIREWALL 2.0: CONFIGURING CISCO ASA NAT FEATURES
- [SKE30206](#) CISCO FIREWALL 2.0: CONFIGURING CISCO ASA BASIC ACCESS CONTROL FEATURES
- [SKE30207](#) CISCO FIREWALL 2.0: CONFIGURING ROUTING FEATURES AND THE TRANSPARENT FIREWALL
- [SKE30208](#) CISCO FIREWALL 2.0: THE MODULAR POLICY FRAMEWORK AND TRAFFIC INSPECTION POLICIES
- [SKE30209](#) CISCO FIREWALL 2.0: ASA ADVANCED APPLICATION INSPECTIONS AND USER-BASED POLICIES
- [SKE30210](#) CISCO FIREWALL 2.0: ASA INTERFACE REDUNDANCY AND ACTIVE/STANDBY AVAILABILITY
- [SKE30211](#) CISCO FIREWALL 2.0: ASA SECURITY CONTEXTS AND ACTIVE/ACTIVE HIGH AVAILABILITY

#### ICND1 1.1: Interconnecting Cisco Networking Devices Part 1

- [SKE29201](#) CISCO ICND1 1.1: FUNDAMENTALS OF NETWORKING
- [SKE29202](#) CISCO ICND1 1.1: NETWORK CONNECTIONS AND COMMUNICATIONS
- [SKE29204](#) CISCO ICND1 1.1: OPTIMIZING AND TROUBLESHOOTING SWITCH SECURITY
- [SKE29205](#) CISCO ICND1 1.1: IMPLEMENTING WIRELESS LANS
- [SKE29206](#) CISCO ICND1 1.1: ROUTING AND CISCO ROUTERS
- [SKE29207](#) CISCO ICND1 1.1: THE PACKET DELIVERY PROCESS, ROUTER SECURITY, AND REMOTE ACCESS
- [SKE29208](#) CISCO ICND1 1.1: WAN TECHNOLOGIES
- [SKE29209](#) CISCO ICND1 1.1: WAN ENCAPSULATION AND RIP ROUTING
- [SKE29210](#) CISCO ICND1 1.1: MANAGING THE NETWORK ENVIRONMENT
- [SKE29211](#) CISCO ICND1 1.1: SWITCHING IN LANS
- [SKE29212](#) CISCO ICND1 1.1: LAN ADDRESSING

#### ICND2 1.1

- [SKE29831](#) CISCO ICND2 1.1: IMPLEMENTING VLANS AND TRUNKS
- [SKE29833](#) CISCO ICND2 1.1: SECURING AND TROUBLESHOOTING THE SWITCHED NETWORK
- [SKE29834](#) CISCO ICND2 1.1: MEDIUM-SIZED ROUTED NETWORK CONSTRUCTION
- [SKE29837](#) CISCO ICND2 1.1: INTRODUCING ACL OPERATION
- [SKE29838](#) CISCO ICND2 1.1: CONFIGURING AND TROUBLESHOOTING ACLS
- [SKE29841](#) CISCO ICND2 1.1: VPN AND POINT-TO-POINT WAN CONNECTIONS

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

- [SKE29221](#) CISCO ICOMM 8.0: CUC SOLUTIONS
- [SKE29222](#) CISCO ICOMM 8.0: ADMINISTRATOR AND END-USER INTERFACES
- [SKE29223](#) CISCO ICOMM 8.0: CALL FLOWS IN CUC SYSTEMS
- [SKE29224](#) CISCO ICOMM 8.0: ENDPOINT AND USER ADMINISTRATION
- [SKE29225](#) CISCO ICOMM 8.0: END USER TELEPHONY AND MOBILITY FEATURES
- [SKE29226](#) CISCO ICOMM 8.0: CONFIGURING MOBILITY FEATURES
- [SKE29227](#) CISCO ICOMM 8.0: ENABLEMENT OF CISCO UNITY CONNECTION AND VOICE MAILBOX OPTIONS
- [SKE29228](#) CISCO ICOMM 8.0: CISCO UNIFIED PRESENCE



- [SKE29229](#) CISCO ICOMM 8.0: CISCO UNIFIED COMMUNICATIONS SOLUTION MAINTENANCE
- [SKE29230](#) CISCO ICOMM 8.0: RTMT, MONITORING VOICE MAIL AND THE DISASTER RECOVERY SYSTEM

## IINS 2.0: Implementing Cisco IOS Network Security

- [SKE30221](#) CISCO IINS 2.0: INTRODUCING NETWORKING SECURITY FUNDAMENTALS
- [SKE30222](#) CISCO IINS 2.0: SECURITY POLICIES AND STRATEGIES
- [SKE30223](#) CISCO IINS 2.0: CISCO NETWORK FOUNDATION PROTECTION
- [SKE30224](#) CISCO IINS 2.0: SECURING THE MANAGEMENT PLANE AND AAA CONFIGURATION
- [SKE30225](#) CISCO IINS 2.0: SECURING THE DATA PLANE ON CISCO SWITCHES
- [SKE30226](#) CISCO IINS 2.0: SECURING THE DATA PLANE IN IPV6 ENVIRONMENTS
- [SKE30227](#) CISCO IINS 2.0: THREAT CONTROL, MITIGATION, AND FIREWALLS
- [SKE30228](#) CISCO IINS 2.0: IMPLEMENTING FIREWALL POLICIES
- [SKE30229](#) CISCO IINS 2.0: IMPLEMENTING IPS
- [SKE30230](#) CISCO IINS 2.0: VPN TECHNOLOGIES AND PUBLIC KEY INFRASTRUCTURE
- [SKE30231](#) CISCO IINS 2.0: IPSEC FUNDAMENTALS AND VPNs

## IPS 7.0

- [SKE29871](#) CISCO IPS 7.0: INTRODUCTION TO INTRUSION PREVENTION AND DETECTION SYSTEMS
- [SKE29872](#) CISCO IPS 7.0: IPS TRAFFIC ANALYSIS, COUNTERMEASURES, AND DEPLOYMENT ARCHITECTURE
- [SKE29873](#) CISCO IPS 7.0: PERFORMING THE CISCO IPS SENSOR INITIAL SETUP
- [SKE29874](#) CISCO IPS 7.0: MANAGING CISCO IPS DEVICES
- [SKE29875](#) CISCO IPS 7.0: IMPLEMENTING CISCO UNITY EXPRESS IN CUCM EXPRESS ENVIRONMENT
- [SKE29876](#) CISCO IPS 7.0: CONFIGURING CISCO IPS SIGNATURE ENGINES AND ANOMALY DETECTION
- [SKE29877](#) CISCO IPS 7.0: ADAPTING TRAFFIC ANALYSIS AND RESPONSE TO THE ENVIRONMENT
- [SKE29878](#) CISCO IPS 7.0: FALSE POSITIVES, NEGATIVES AND RESPONSE IMPROVEMENT
- [SKE29879](#) CISCO IPS 7.0: MANAGING AND ANALYZING EVENTS
- [SKE29880](#) CISCO IPS 7.0: VIRTUALIZATION, HIGH-AVAILABILITY, AND HIGH-PERFORMANCE SOLUTIONS
- [SKE29881](#) CISCO IPS 7.0: CONFIGURING AND MAINTAINING CISCO IPS HARDWARE

## Implementing Cisco Voice Communications and QoS (CVOICE)

- [SKE28141](#) CISCO CVOICE 8.0: INTRODUCTION TO VOICE GATEWAYS
- [SKE28142](#) CISCO CVOICE 8.0: VOICE PORT IMPLEMENTATION, CODECS, AND DSPS
- [SKE28143](#) CISCO CVOICE 8.0: TRANSPORTING VOICE OVER IP NETWORKS
- [SKE28144](#) CISCO CVOICE 8.0: SIP AND MGCP SIGNALING PROTOCOLS
- [SKE28145](#) CISCO CVOICE 8.0: VOIP CALL LEGS
- [SKE28146](#) CISCO CVOICE 8.0: CISCO UNIFIED COMMUNICATIONS MANAGER EXPRESS
- [SKE28147](#) CISCO CVOICE 8.0: CISCO UNIFIED COMMUNICATIONS MANAGER EXPRESS ENDPOINTS
- [SKE28148](#) CISCO CVOICE 8.0: CALL ROUTING AND DIAL PLANS
- [SKE28149](#) CISCO CVOICE 8.0: PATH SELECTION AND CALLING PRIVILEGES
- [SKE28150](#) CISCO CVOICE 8.0: GATEKEEPER AND CISCO UNIFIED BORDER ELEMENT
- [SKE28151](#) CISCO CVOICE 8.0: QoS MECHANISMS
- [SKE28152](#) CISCO CVOICE 8.0: CONGESTION, RATE LIMITING, AND AUTOQoS

## ROUTE 1.0: Implementing Cisco IP Routing

- [SKE27211](#) CISCO ROUTE 1.0: EIGRP AUTHENTICATION AND ADVANCED FEATURE IMPLEMENTATION
- [SKE27212](#) CISCO ROUTE 1.0: IMPLEMENTING PATH CONTROL
- [SKE27213](#) CISCO ROUTE 1.0: ROUTING SERVICES FOR CONVERGED NETWORKS
- [SKE27214](#) CISCO ROUTE 1.0: THE OSPF ROUTING PROTOCOL
- [SKE28101](#) CISCO ROUTE 1.0: CONFIGURING AND VERIFYING BGP OPERATIONS
- [SKE28102](#) CISCO ROUTE 1.0: CONFIGURING AND VERIFYING ROUTE REDISTRIBUTION
- [SKE28103](#) CISCO ROUTE 1.0: CONNECTING THE ENTERPRISE TO ISPs
- [SKE28104](#) CISCO ROUTE 1.0: EIGRP IMPLEMENTATION FOR THE ENTERPRISE
- [SKE28105](#) CISCO ROUTE 1.0: IMPLEMENTING AN OSPF-BASED SOLUTION
- [SKE28106](#) CISCO ROUTE 1.0 ELT: IMPLEMENTING PATH CONTROL
- [SKE28107](#) CISCO ROUTE 1.0 ELT: IMPLEMENT RIPNG, OSPFV3, EIGRP AND REDISTRIBUTION IN IPV6
- [SKE28108](#) CISCO ROUTE 1.0 ELT: IPV6 ADDRESSING AND UNICAST
- [SKE28109](#) CISCO ROUTE 1.0 ELT: IPV6 TRANSITION TECHNIQUES
- [SKE28110](#) CISCO ROUTE 1.0 ELT: NAT AND PAT WITH IPV6
- [SKE28111](#) CISCO ROUTE 1.0 ELT: ROUTING FOR BRANCH OFFICES AND MOBILE WORKERS

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

- [SKE29241](#) CISCO SECURE 1.0: PROTECTION CONTROLS AND IDENTITY-BASED NETWORK SERVICES
- [SKE29242](#) CISCO SECURE 1.0: DEPLOYING BASIC 802.1X FEATURES
- [SKE29243](#) CISCO SECURE 1.0: ADVANCED SWITCHED DATA PLANE SECURITY CONTROLS
- [SKE29244](#) CISCO SECURE 1.0: ADVANCED ROUTED DATA PLANE SECURITY CONTROLS
- [SKE29245](#) CISCO SECURE 1.0: ADVANCED CONTROL PLANE SECURITY CONTROLS
- [SKE29246](#) CISCO SECURE 1.0: DEPLOYING ADVANCED MANAGEMENT PLANE SECURITY CONTROLS
- [SKE29247](#) CISCO SECURE 1.0: DEPLOYING NETWORK ADDRESS TRANSLATION
- [SKE29248](#) CISCO SECURE 1.0: DEPLOYING BASIC ZONE-BASED POLICY FIREWALLS
- [SKE29249](#) CISCO SECURE 1.0: DEPLOYING ADVANCED ZONE-BASED POLICY FIREWALLS
- [SKE29250](#) CISCO SECURE 1.0: DEPLOYING CISCO IOS SOFTWARE IPS
- [SKE29251](#) CISCO SECURE 1.0: SITE-TO-SITE VPN ARCHITECTURES AND TECHNOLOGIES
- [SKE29252](#) CISCO SECURE 1.0: DEPLOYING SCALABLE AUTHENTICATION IN SITE-TO-SITE IPSEC VPNs
- [SKE29253](#) CISCO SECURE 1.0: DEPLOYING DMVPNS
- [SKE29254](#) CISCO SECURE 1.0: DEPLOYING TUNNEL-BASED IPSEC VPNs AND GET VPNs
- [SKE29255](#) CISCO SECURE 1.0: REMOTE ACCESS VPNs
- [SKE29256](#) CISCO SECURE 1.0: DEPLOYING REMOTE ACCESS SOLUTIONS USING SSL VPN

## SWITCH 1.0: Implementing Cisco IP Switched Networks

- [SKE27221](#) CISCO SWITCH 1.0: ACCOMMODATING VOICE AND VIDEO IN CAMPUS NETWORKS
- [SKE27222](#) CISCO SWITCH 1.0: ANALYZING CAMPUS NETWORK DESIGNS
- [SKE27223](#) CISCO SWITCH 1.0: CONFIGURING LAYER 3 HIGH AVAILABILITY
- [SKE27224](#) CISCO SWITCH 1.0: HIGHLY AVAILABLE NETWORKS
- [SKE27225](#) CISCO SWITCH 1.0: IMPLEMENTING SPANNING-TREE
- [SKE27226](#) CISCO SWITCH 1.0: IMPLEMENTING VLANs IN CAMPUS NETWORKS

- [SKE27227](#) CISCO SWITCH 1.0: INTEGRATING WIRELESS LANS INTO A CAMPUS NETWORK
- [SKE27228](#) CISCO SWITCH 1.0: INTER-VLAN ROUTING
- [SKE27229](#) CISCO SWITCH 1.0: MINIMIZING SERVICE LOSS AND DATA THEFT

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

- [SKE27231](#) CISCO TSHOOT 1.0: PLANNING MAINTENANCE FOR COMPLEX NETWORKS
- [SKE27232](#) CISCO TSHOOT 1.0: PLANNING TROUBLESHOOTING PROCESSES FOR NETWORKS
- [SKE28121](#) CISCO TSHOOT 1.0: MAINTAINING AND TROUBLESHOOTING NETWORK SECURITY SOLUTIONS
- [SKE28122](#) CISCO TSHOOT 1.0: MAINTENANCE, TROUBLESHOOTING TOOLS, & APPLICATIONS
- [SKE28123](#) CISCO TSHOOT 1.0: NETWORK LAYER CONNECTIVITY, OSPF, AND EIGRP
- [SKE28124](#) CISCO TSHOOT 1.0: ROUTE REDISTRIBUTION, BGP, AND PERFORMANCE ISSUES
- [SKE28125](#) CISCO TSHOOT 1.0: TROUBLESHOOTING FHRPS AND PERFORMANCE ISSUES
- [SKE28126](#) CISCO TSHOOT 1.0: TROUBLESHOOTING VLANS, STP, AND SVIS
- [SKE28127](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING BRANCH OFFICE AND REMOTE WORKER PROBLEMS
- [SKE28128](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING DHCP
- [SKE28129](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING IPV6, OSPFv3, AND RIPNG
- [SKE28130](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING NAT AND PAT
- [SKE28131](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING NETWORK APPLICATIONS SERVICES
- [SKE28132](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING PERFORMANCE PROBLEMS ON SWITCHES
- [SKE28133](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING VIDEO INTEGRATION
- [SKE28134](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING VOICE OVER IP INTEGRATION
- [SKE28135](#) CISCO TSHOOT 1.0 ELT: TROUBLESHOOTING WIRELESS INTEGRATION

### **TVOICE 8.0**

- [SKE29891](#) CISCO TVOICE 8.0: TROUBLESHOOTING UNIFIED COMMUNICATIONS SOLUTIONS OVERVIEW
- [SKE29892](#) CISCO TVOICE 8.0: CISCO UNIFIED COMMUNICATIONS MANAGER TROUBLESHOOTING
- [SKE29893](#) CISCO TVOICE 8.0: TROUBLESHOOTING CALL SETUP ISSUES
- [SKE29896](#) CISCO TVOICE 8.0: TROUBLESHOOTING DEVICE AND EXTENSION MOBILITY
- [SKE29897](#) CISCO TVOICE 8.0: TROUBLESHOOTING CISCO UNIFIED MOBILITY AND CUCM PRESENCE
- [SKE29898](#) CISCO TVOICE 8.0: TROUBLESHOOTING MOH AND MTP ISSUES
- [SKE29899](#) CISCO TVOICE 8.0: TROUBLESHOOTING CONFERENCE AND TRANSCODER ISSUES

### **VPN 2.0 : Deploying Cisco ASA VPN Solutions**

- [SKE30241](#) CISCO VPN 2.0: EVALUATING THE CISCO ASA VPN ARCHITECTURE
- [SKE30242](#) CISCO VPN 2.0: IMPLEMENTING CORE CISCO ASA POLICY CONFIGURATIONS AND PKI SERVICES
- [SKE30243](#) CISCO VPN 2.0: DEPLOYING CLIENTLESS SSL VPNS
- [SKE30244](#) CISCO VPN 2.0: POLICY CONFIGURATIONS AND PKI SERVICES
- [SKE30245](#) CISCO VPN 2.0: CISCO ANYCONNECT REMOTE ACCESS SSL SOLUTIONS
- [SKE30246](#) CISCO VPN 2.0: DEPLOYING ADVANCED AAA IN CISCO FULL-TUNNEL VPNS

- [SKE30247](#) CISCO VPN 2.0: CISCO ASA ADAPTIVE SECURITY APPLIANCE REMOTE ACCESS IPSEC VPNS
- [SKE30248](#) CISCO VPN 2.0: CISCO ASA SITE-TO-SITE IPSEC VPN SOLUTIONS
- [SKE30249](#) CISCO VPN 2.0: IMPLEMENTING CISCO SECURE DESKTOP AND DAP FOR SSL VPNS
- [SKE30250](#) CISCO VPN 2.0: DEPLOYING HIGH AVAILABILITY FEATURES IN CISCO ASA VPNS

## **Cloud Computing**

### **Cloud Computing for Business Professionals**

- [SKE28401](#) INTRODUCING CLOUD COMPUTING
- [SKE28402](#) MOVING BUSINESS SERVICES INTO THE CLOUD

### **Cloud Computing for IT professionals**

- [SKE28411](#) CLOUD COMPUTING BASICS
- [SKE28412](#) CLOUD TECHNOLOGY ENABLERS
- [SKE28413](#) ENTERPRISE DATA AND CLOUD INTERACTION
- [SKE28414](#) MIGRATING INFRASTRUCTURE TO THE CLOUD
- [SKE28415](#) IDENTITY, PRESENCE, AND PRIVACY
- [SKE28416](#) PROVIDING CLOUD SECURITY

## **CompTIA Networking, Internetworking, and Security Technologies**

### **CompTIA Network+ 2012**

- [SKE30001](#) COMPTIA NETWORK+ 2012: NETWORKING CONCEPTS PART 1
- [SKE30002](#) COMPTIA NETWORK+ 2012: NETWORKING CONCEPTS PART 2
- [SKE30003](#) COMPTIA NETWORK+ 2012: NETWORK INSTALLATION AND CONFIGURATION PART 1
- [SKE30004](#) COMPTIA NETWORK+ 2012: NETWORK INSTALLATION AND CONFIGURATION PART 2
- [SKE30005](#) COMPTIA NETWORK+ 2012: NETWORK MEDIA AND TOPOLOGIES PART 1
- [SKE30006](#) COMPTIA NETWORK+ 2012: NETWORK MEDIA AND TOPOLOGIES PART 2
- [SKE30007](#) COMPTIA NETWORK+ 2012: NETWORK MANAGEMENT PART 1
- [SKE30008](#) COMPTIA NETWORK+ 2012: NETWORK SECURITY PART 1
- [SKE30009](#) COMPTIA NETWORK+ 2012: NETWORK SECURITY PART 2
- [SKE30010](#) COMPTIA NETWORK+ 2012: NETWORK SECURITY PART 3

### **CompTIA Security + 2011**

- [SKE28501](#) CONTROL FUNDAMENTALS AND SECURITY THREATS
- [SKE28502](#) NETWORK PROTOCOLS, ATTACKS, AND DEFENSES
- [SKE28503](#) CREATING SECURE NETWORKS AND PERFORMING SECURITY ASSESSMENTS
- [SKE28504](#) NETWORK AND SYSTEM SECURITY MECHANISMS
- [SKE28506](#) AUTHENTICATION, BIOMETRICS, AND SECURITY CONTROLS
- [SKE28507](#) SECURING THE IT ENVIRONMENT
- [SKE28508](#) CRYPTOGRAPHY AND PUBLIC KEY INFRASTRUCTURES
- [SKE28509](#) SECURING APPLICATIONS, VIRTUALIZED ENVIRONMENTS, AND CLOUD COMPUTING
- [SKE28510](#) BUSINESS CONTINUITY, DISASTER RECOVERY, SECURITY TRAINING, AND FORENSICS

## **Data/Telecommunications**

### **IPv6 and Future Applications**

- [SKE21811](#) IPV6

## Lightweight Directory Access Protocol

- [SKE21891](#) LDAP FUNDAMENTALS
- [SKE21892](#) DESIGNING AND MAINTAINING LDAP DIRECTORY SERVICES

## EMC

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

- [SKE30261](#) EMC ISM V2: DATA CENTER ENVIRONMENT
- [SKE30262](#) EMC ISM V2: RAID AND INTELLIGENT STORAGE SYSTEMS
- [SKE30263](#) EMC ISM V2: FC SAN, IP SAN, AND FCoE
- [SKE30264](#) EMC ISM V2: NAS, OBJECT-BASED STORAGE, AND UNIFIED STORAGE
- [SKE30265](#) EMC ISM V2: BUSINESS CONTINUITY, BACKUP, REPLICATION, AND ARCHIVING
- [SKE30266](#) EMC ISM V2: REMOTE REPLICATION AND CLOUD COMPUTING
- [SKE30267](#) EMC ISM V2: SECURING THE STORAGE INFRASTRUCTURE
- [SKE30268](#) EMC ISM V2: MANAGING THE STORAGE INFRASTRUCTURE

## Network Concepts

### TCP/IP: Mobile IP and IP Mobility

- [SKE21731](#) MOBILE IP
- [SKE21732](#) IP MOBILITY

### TCP/IP: Network Management Protocols

- [SKE21751](#) SNMP, MIBS AND RMON

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

- [SKE21741](#) DIGITAL PAYMENTS

## Networking and Telecommunications Fundamentals

### Voice over IP Fundamentals

- [SKE23651](#) PSTN AND VOIP FUNDAMENTALS
- [SKE23652](#) VOIP TECHNOLOGIES
- [SKE23653](#) VOIP QUALITY AND SECURITY

## Security Solutions

### CISSP Security Professional

- [SKE30021](#) CISSP 2012 DOMAIN: ACCESS CONTROL
- [SKE30022](#) CISSP 2012 DOMAIN: TELECOMMUNICATIONS AND NETWORK SECURITY
- [SKE30023](#) CISSP 2012 DOMAIN: INFORMATION SECURITY GOVERNANCE AND RISK MANAGEMENT
- [SKE30024](#) CISSP 2012 DOMAIN: SOFTWARE DEVELOPMENT SECURITY
- [SKE30025](#) CISSP 2012 DOMAIN: CRYPTOGRAPHY
- [SKE30026](#) CISSP 2012 DOMAIN: SECURITY ARCHITECTURE AND DESIGN
- [SKE30027](#) CISSP 2012 DOMAIN: SECURITY OPERATIONS
- [SKE30028](#) CISSP 2012 DOMAIN: BUSINESS CONTINUITY AND DISASTER RECOVERY PLANNING
- [SKE30029](#) CISSP 2012 DOMAIN: LEGAL, REGULATIONS, INVESTIGATIONS, AND COMPLIANCE
- [SKE30030](#) CISSP 2012 DOMAIN: PHYSICAL (ENVIRONMENT) SECURITY

### Certified Information Security Manager (CISM) 2012

- [SKE30271](#) CISM 2012: INFORMATION SECURITY GOVERNANCE (PART 1)
- [SKE30272](#) CISM 2012: INFORMATION SECURITY GOVERNANCE (PART 2)
- [SKE30273](#) CISM 2012: INFORMATION SECURITY GOVERNANCE (PART 3)
- [SKE30275](#) CISM 2012: INFORMATION RISK MANAGEMENT AND COMPLIANCE (PART 2)
- [SKE30276](#) CISM 2012: INFORMATION SECURITY PROGRAM DEVELOPMENT AND MANAGEMENT (PART 1)
- [SKE30277](#) CISM 2012: INFORMATION SECURITY PROGRAM DEVELOPMENT AND MANAGEMENT (PART 2)
- [SKE30278](#) CISM 2012: INFORMATION SECURITY PROGRAM DEVELOPMENT AND MANAGEMENT (PART 3)
- [SKE30279](#) CISM 2012: INFORMATION SECURITY PROGRAM DEVELOPMENT AND MANAGEMENT (PART 4)
- [SKE30280](#) CISM 2012: INFORMATION SECURITY PROGRAM DEVELOPMENT AND MANAGEMENT (PART 5)
- [SKE30281](#) CISM 2012: INFORMATION SECURITY INCIDENT MANAGEMENT (PART 1)
- [SKE30282](#) CISM 2012: INFORMATION SECURITY INCIDENT MANAGEMENT (PART 2)

### Certified Internet Security Auditor (CISA)

- [SKE29301](#) CISA DOMAIN: THE PROCESS OF AUDITING INFORMATION SYSTEMS - PART 1
- [SKE29302](#) CISA DOMAIN: THE PROCESS OF AUDITING INFORMATION SYSTEMS - PART 2
- [SKE29303](#) CISA DOMAIN: GOVERNANCE AND MANAGEMENT OF IT - PART 1
- [SKE29304](#) CISA DOMAIN: GOVERNANCE AND MANAGEMENT OF IT - PART 2
- [SKE29305](#) CISA DOMAIN: LS ACQUISITION, DEVELOPMENT, AND IMPLEMENTATION - PART 1
- [SKE29306](#) CISA DOMAIN: LS ACQUISITION, DEVELOPMENT AND IMPLEMENTATION - PART 2
- [SKE29307](#) CISA DOMAIN: IS OPERATIONS, MAINTENANCE AND SUPPORT ? PART 1
- [SKE29308](#) CISA DOMAIN: IS OPERATIONS, MAINTENANCE, AND SUPPORT - PART 2
- [SKE29309](#) CISA DOMAIN: PROTECTION OF INFORMATION ASSETS ? PART 1
- [SKE29310](#) CISA DOMAIN: PROTECTION OF INFORMATION ASSETS ? PART 2
- [SKE29311](#) CISA DOMAIN: LS ACQUISITION, DEVELOPMENT AND IMPLEMENTATION - PART 3

### SSCP

- [SKE29321](#) SSCP DOMAIN: ACCESS CONTROLS
- [SKE29322](#) SSCP DOMAIN: CRYPTOGRAPHY
- [SKE29324](#) SSCP DOMAIN: MONITORING AND ANALYSIS PART 1
- [SKE29325](#) SSCP DOMAIN: MONITORING AND ANALYSIS PART 2
- [SKE29326](#) SSCP DOMAIN : NETWORKS AND TELECOMMUNICATIONS PART 1
- [SKE29327](#) SSCP DOMAIN : NETWORKS AND TELECOMMUNICATIONS PART 2
- [SKE29328](#) SSCP DOMAIN : SECURITY OPERATIONS AND ADMINISTRATION PART 1
- [SKE29329](#) SSCP DOMAIN : SECURITY OPERATIONS AND ADMINISTRATION PART 2
- [SKE29330](#) SSCP DOMAIN: SECURITY OPERATIONS AND ADMINISTRATION PART 3
- [SKE29331](#) SSCP DOMAIN : RISK, RESPONSE, AND RECOVERY

## Social Networking

### Social Networking for Users

- [SKE29351](#) SOCIAL NETWORKING FOR USERS

## Test Prep

[SKE09171](#) TESTPREP 642-902 IMPLEMENTING CISCO IP ROUTING (ROUTE)

## Wireless

### Understanding and Evaluating RFID Technology for your Business

[SKE21961](#) RFID TECHNOLOGY AND BUSINESS APPLICATIONS  
[SKE21962](#) RFID APPLICATIONS MANAGEMENT

## Wireless Communications

### Advanced Wireless Technologies

[SKE21951](#) BEYOND 3G (B3G)  
[SKE21952](#) 4G COMMUNICATION SYSTEMS  
[SKE21953](#) 4G IMPLEMENTATIONS  
[SKE21954](#) NON-CELLULAR WIRELESS TECHNOLOGY

## Operating Systems and Server Technologies

### CompTIA A+

#### CompTIA A+ 220-801

[SKE30291](#) COMPTIA A+ 220-801: BIOS AND MOTHERBOARDS  
[SKE30292](#) COMPTIA A+ 220-801: MEMORY, EXPANSION CARDS AND STORAGE DEVICES  
[SKE30293](#) COMPTIA A+ 220-801: CPUS, CONNECTIONS, AND POWER SUPPLIES  
[SKE30294](#) COMPTIA A+ 220-801: CONFIGURATIONS, DISPLAYS, CONNECTORS, & PERIPHERALS  
[SKE30295](#) COMPTIA A+ 220-801: NETWORK CABLING, IP ADDRESSING, PORTS, AND PROTOCOLS  
[SKE30296](#) COMPTIA A+ 220-801: NETWORKING TECHNOLOGIES  
[SKE30297](#) COMPTIA A+ 220-801: NETWORKING DEVICES AND TOOLS  
[SKE30298](#) COMPTIA A+ 220-801: LAPTOPS  
[SKE30299](#) COMPTIA A+ 220-801: PRINTERS  
[SKE30300](#) COMPTIA A+ 220-801: OPERATIONAL PROCEDURES

#### CompTIA A+ 220-802

[SKE30301](#) COMPTIA A+ 220-802: INTRODUCING MICROSOFT WINDOWS  
[SKE30302](#) COMPTIA A+ 220-802: INSTALLING AND CONFIGURING WINDOWS  
[SKE30303](#) COMPTIA A+ 220-802: OPTIMIZING WINDOWS  
[SKE30304](#) COMPTIA A+ 220-802: MANAGING WINDOWS  
[SKE30305](#) COMPTIA A+ 220-802: SECURITY AND DATA DISPOSAL  
[SKE30306](#) COMPTIA A+ 220-802: MOBILE DEVICES  
[SKE30307](#) COMPTIA A+ 220-802: SYSTEM TROUBLESHOOTING  
[SKE30308](#) COMPTIA A+ 220-802: GENERAL TROUBLESHOOTING

#### CompTIA A+ 2009 Essentials

[SKE27282](#) A+ ESSENTIALS 2009: OPERATIONAL PROCEDURES AND PREVENTATIVE MAINTENANCE  
[SKE27285](#) A+ ESSENTIALS 2009: TROUBLESHOOTING COMPUTERS AND PRINTERS  
[SKE27286](#) A+ ESSENTIALS 2009: COMPUTER HARDWARE COMPONENTS  
[SKE27287](#) A+ ESSENTIALS 2009: CONFIGURING DISPLAYS, PERIPHERALS, LAPTOPS, AND PRINTERS

### CompTIA A+ 2009 Practical Application

[SKE27291](#) A+ PRACTICAL APPLICATION 2009: MAINTAINING NETWORKS  
[SKE27293](#) A+ PRACTICAL APPLICATION 2009: PERSONAL COMPUTER COMPONENTS  
[SKE27294](#) A+ PRACTICAL APPLICATION 2009: SECURITY

### CompTIA Server+

#### CompTIA Server+ 2009

[SKE27301](#) COMPTIA SERVER+ 2009: DISASTER RECOVERY  
[SKE27302](#) COMPTIA SERVER+ 2009: IT ENVIRONMENT  
[SKE27303](#) COMPTIA SERVER+ 2009: SERVER FUNCTIONS AND NETWORK ESSENTIALS  
[SKE27304](#) COMPTIA SERVER+ 2009: STORAGE  
[SKE27305](#) COMPTIA SERVER+ 2009 SYSTEM HARDWARE  
[SKE28221](#) COMPTIA SERVER+ 2009: NETWORK AND STORAGE TROUBLESHOOTING  
[SKE28222](#) COMPTIA SERVER+ 2009: SYSTEM SOFTWARE  
[SKE28223](#) COMPTIA SERVER+ 2009: TROUBLESHOOTING

### Linux LPI

#### LPIC Advanced Level Linux Professional (LPIC-1)

[SKE27311](#) LINUX FILE SHARING AND FILESYSTEM MANAGEMENT  
[SKE27312](#) LINUX NETWORK CONFIGURATION  
[SKE27313](#) LINUX NETWORK SERVICES  
[SKE27314](#) LINUX SECURITY  
[SKE27315](#) LINUX SYSTEM MAINTENANCE AND HARDWARE CONFIGURATION  
[SKE27316](#) LINUX SYSTEM TROUBLESHOOTING  
[SKE27317](#) LINUX USER NOTIFICATION AND DEVICE MANAGEMENT

#### Linux LPI Level 2

#### LPIC Advanced Level Linux Professional (LPIC-2) Exam 201 and 202

[SKE27331](#) E-MAIL AND SECURITY IN LINUX

#### Linux Intermediate System Administration

[SKE21531](#) LINUX KERNEL COMPILATION AND SYSTEM STARTUP  
[SKE21532](#) LINUX FILESYSTEM MANAGEMENT AND FILE SHARING  
[SKE21533](#) LINUX NETWORKING CONFIGURATION  
[SKE21534](#) LINUX NETWORKING SERVICES  
[SKE21535](#) LINUX HARDWARE CONFIGURATION AND SYSTEM MAINTENANCE  
[SKE21536](#) SECURITY IN THE LINUX ENVIRONMENT  
[SKE21537](#) LINUX SYSTEM CUSTOMIZATION AND AUTOMATION  
[SKE21538](#) LINUX TROUBLESHOOTING

### Linux Professional Institute

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

[SKE30311](#) JUNIOR LEVEL LINUX PROFESSIONAL (LPIC-1) EXAM 101: LINUX SYSTEM ARCHITECTURE  
[SKE30312](#) JUNIOR LEVEL LPIC-1 EXAM 101: LINUX INSTALLATION  
[SKE30313](#) JUNIOR LEVEL LPIC-1 EXAM 101: LINUX PACKAGE MANAGEMENT  
[SKE30314](#) JUNIOR LEVEL LPIC-1 EXAM 101: UNIX COMMAND LINE  
[SKE30315](#) JUNIOR LEVEL LPIC-1 EXAM 101: FILE MANAGEMENT AND REDIRECTS  
[SKE30316](#) JUNIOR LEVEL LPIC-1 EXAM 101: PROCESS MANAGEMENT

- [SKE30317](#) JUNIOR LEVEL LPIC-1 EXAM 101: WORKING WITH TEXT FILES
- [SKE30318](#) PARTITIONS AND FILESYSTEMS
- [SKE30319](#) JUNIOR LEVEL LPIC-1 EXAM 101: FILE AND STORAGE ADMINISTRATION

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

- [SKE30321](#) JUNIOR LEVEL LPIC-1 EXAM 102: CUSTOMIZE AND USE THE LINUX SHELL ENVIRONMENT
- [SKE30322](#) JUNIOR LEVEL LPIC-1 EXAM 102: USER INTERFACES AND DESKTOPS
- [SKE30323](#) JUNIOR LEVEL LPIC-1 EXAM 102: MANAGE USERS AND GROUPS ACCOUNTS AND JOBS IN LINUX
- [SKE30324](#) JUNIOR LEVEL LPIC-1 EXAM 102: ESSENTIAL LINUX SYSTEM SERVICES
- [SKE30325](#) JUNIOR LEVEL LPIC-1 EXAM 102: LINUX NETWORKING FUNDAMENTALS
- [SKE30326](#) JUNIOR LEVEL LPIC-1 EXAM 102: BASIC LINUX NETWORK TROUBLESHOOTING
- [SKE30327](#) JUNIOR LEVEL LPIC-1 EXAM 102: LINUX SECURITY
- [SKE30328](#) JUNIOR LEVEL LPIC-1 EXAM 102: LINUX ENCRYPTION

### Microsoft Exchange Server 2007

#### Microsoft Exchange Server 2007 Admin

- [SKE23681](#) PREPARING THE EXCHANGE SERVER 2007 INFRASTRUCTURE
- [SKE23682](#) INSTALLING AND TRANSITIONING TO EXCHANGE SERVER 2007

#### Microsoft Exchange Server 2007: Configuration

- [SKE23721](#) MANAGING EXCHANGE SERVER 2007
- [SKE23722](#) MANAGING DEFAULT, CUSTOM, AND PUBLIC FOLDERS IN EXCHANGE SERVER 2007
- [SKE23723](#) CONNECTORS, TRANSPORT RULES, AND MESSAGE COMPLIANCE IN EXCHANGE SERVER 2007
- [SKE23724](#) ACCESSING EXCHANGE SERVER 2007 REMOTELY
- [SKE23725](#) DATA PROTECTION IN EXCHANGE SERVER 2007
- [SKE23726](#) DISASTER RECOVERY WITH EXCHANGE SERVER 2007
- [SKE23727](#) MONITORING AND SECURITY IN EXCHANGE SERVER 2007
- [SKE23728](#) CONFIGURING OUTLOOK 2007 FOR EXCHANGE SERVER 2007

### Microsoft SharePoint Server 2007

#### Microsoft Office SharePoint Server 2007 Application Development

- [SKE23731](#) MANAGING ENTERPRISE CONTENT WITH MOSS 2007
- [SKE23732](#) INTEGRATING BUSINESS DATA USING MOSS 2007
- [SKE23733](#) CREATING BUSINESS INTELLIGENCE SOLUTIONS WITH MOSS 2007
- [SKE23734](#) APPLICATION PLATFORM SERVICES WITHIN MOSS 2007
- [SKE23735](#) SEARCHING DATA USING MOSS 2007
- [SKE23736](#) TARGETING AND CUSTOMIZING WITH MOSS 2007

#### Microsoft SharePoint Server 2007 Administration

- [SKE23140](#) IMPLEMENTING MICROSOFT OFFICE SHAREPOINT SERVER 2007
- [SKE23141](#) CONFIGURING MICROSOFT OFFICE SHAREPOINT SERVER 2007 CONTENT MANAGEMENT
- [SKE23142](#) CONFIGURING MICROSOFT OFFICE SHAREPOINT SERVER 2007 BUSINESS FORMS
- [SKE23143](#) CONFIGURING MICROSOFT OFFICE SHAREPOINT SERVER 2007 BUSINESS INTELLIGENCE

- [SKE23144](#) MANAGING MICROSOFT OFFICE SHAREPOINT SERVER 2007 ADMINISTRATION
- [SKE23145](#) UPGRADING TO MICROSOFT OFFICE SHAREPOINT SERVER 2007

### Microsoft SharePoint Server 2010

#### Microsoft Exchange Server 2010 SP1: Configuring

- [SKE30331](#) EXCHANGE SERVER 2010 SP1: PLANNING FOR EXCHANGE SERVER
- [SKE30332](#) EXCHANGE SERVER 2010 SP1: INSTALLATION AND CONFIGURATION
- [SKE30333](#) EXCHANGE SERVER 2010 SP1: ADMINISTRATIVE TOOLS
- [SKE30334](#) EXCHANGE SERVER 2010 SP1: MAILBOX SERVER ADMINISTRATION
- [SKE30335](#) EXCHANGE SERVER 2010 SP1: PUBLIC FOLDERS AND MESSAGING RECORDS MANAGEMENT
- [SKE30336](#) EXCHANGE SERVER 2010 SP1: MESSAGE TRANSPORT
- [SKE30337](#) EXCHANGE SERVER 2010 SP1: TRANSPORT RULES, MESSAGE COMPLIANCE AND SECURITY
- [SKE30338](#) EXCHANGE SERVER 2010 SP1: CLIENT ACCESS
- [SKE30340](#) EXCHANGE SERVER 2010 SP1: BACKUP AND RECOVERY
- [SKE30341](#) EXCHANGE SERVER 2010 SP1: MONITORING MAIL FLOW AND PERFORMANCE

#### Microsoft SharePoint 2010 SP1: Administration

- [SKE30061](#) SHAREPOINT 2010 SP1: DESIGNING THE PHYSICAL ARCHITECTURE
- [SKE30062](#) SHAREPOINT 2010 SP1: LOGICAL DESIGN AND SANDBOX SOLUTIONS
- [SKE30063](#) SHAREPOINT 2010 SP1: DEPLOYMENT TOPOLOGY AND AVAILABILITY
- [SKE30064](#) SHAREPOINT 2010 SP1: PLANNING SERVICE APPLICATIONS AND COMPONENT STRATEGY
- [SKE30065](#) SHAREPOINT 2010 SP1: PLANNING A SHAREPOINT 2010 SP1 UPGRADE
- [SKE30066](#) SHAREPOINT 2010 SP1: DESIGNING SECURITY
- [SKE30067](#) SHAREPOINT 2010 SP1: MAINTENANCE AND PROVISIONING
- [SKE30068](#) SHAREPOINT 2010 SP1: BACKING UP, RESTORING, AND MONITORING
- [SKE30069](#) SHAREPOINT 2010 SP1: PLANNING FOR SEARCH
- [SKE30070](#) SHAREPOINT 2010 SP1: CONTENT MANAGEMENT, SOCIAL COMPUTING, AND COLLABORATION

#### Microsoft SharePoint 2010: Configuring

- [SKE23741](#) INSTALLING AND CONFIGURING MICROSOFT SHAREPOINT 2010
- [SKE23742](#) CORE CONFIGURATION FOR SHAREPOINT 2010
- [SKE23743](#) UPGRADING TO MICROSOFT SHAREPOINT 2010
- [SKE23744](#) CONFIGURING AND ADMINSTRATING SHAREPOINT 2010 SEARCH
- [SKE23745](#) CONFIGURING WEB APPLICATIONS FOR SHAREPOINT 2010
- [SKE23746](#) SHAREPOINT AUTHENTICATION AND WEB APPLICATION SECURITY CONFIGURATION
- [SKE23747](#) CONFIGURING SHAREPOINT 2010 SITE COLLECTIONS
- [SKE23748](#) MANAGING SHAREPOINT 2010 FEATURES AND SOLUTIONS
- [SKE23749](#) SHAREPOINT 2010 OPERATIONAL HEALTH
- [SKE23750](#) SHAREPOINT 2010 PERFORMANCE

#### Microsoft SharePoint 2010: Designing and Developing Applications

- [SKE23781](#) DATA ACCESS AND STORAGE IN SHAREPOINT 2010
- [SKE23782](#) DEVELOPMENT MODELS AND METHODS IN SHAREPOINT 2010

- [SKE23783](#) PRESENTATION LAYERS AND COMPONENTS IN SHAREPOINT 2010
- [SKE23784](#) AJAX, THE SHAREPOINT RIBBON, AND CONTENT TYPE DEVELOPMENT IN SHAREPOINT 2010
- [SKE23785](#) CUSTOM BRANDING AND NAVIGATION FOR SHAREPOINT 2010
- [SKE23786](#) APPLICATION DESIGN AND SECURITY IN SHAREPOINT 2010
- [SKE23787](#) PERFORMANCE ANALYSIS AND DEBUGGING IN SHAREPOINT 2010
- [SKE23788](#) INTEGRATION AND DATA CAPTURE METHODOLOGIES WITH SHAREPOINT 2010
- [SKE23789](#) INFORMATION ARCHITECTURE AND WORKFLOW SOLUTIONS IN SHAREPOINT 2010
- [SKE23791](#) REGIONAL SETTINGS AND CONFIGURATION IN SHAREPOINT 2010

#### Microsoft SharePoint Server 2010 SP1: Configuring

- [SKE30351](#) SHAREPOINT 2010 SP1: INSTALLATION AND CONFIGURATION
- [SKE30352](#) SHAREPOINT 2010 SP1: CORE CONFIGURATION
- [SKE30353](#) SHAREPOINT 2010 SP1: UPGRADING TO SHAREPOINT 2010 SP1
- [SKE30354](#) SHAREPOINT 2010 SP1: CONFIGURING AND ADMINISTERING SEARCH
- [SKE30355](#) SHAREPOINT 2010 SP1: CONFIGURING WEB APPLICATIONS
- [SKE30356](#) SHAREPOINT 2010 SP1: AUTHENTICATION AND WEB APPLICATION SECURITY CONFIGURATION
- [SKE30357](#) SHAREPOINT 2010 SP1: CONFIGURING SITE COLLECTIONS
- [SKE30358](#) SHAREPOINT 2010 SP1: MANAGING FEATURES AND SOLUTIONS
- [SKE30359](#) SHAREPOINT 2010 SP1: OPERATIONAL HEALTH
- [SKE30360](#) SHAREPOINT 2010 SP1: PERFORMANCE
- [SKE30361](#) SHAREPOINT ONLINE

#### Microsoft SharePoint Server 2010: Administration

- [SKE23751](#) DESIGNING A SHAREPOINT 2010 PHYSICAL ARCHITECTURE
- [SKE23752](#) SHAREPOINT 2010 LOGICAL DESIGN AND SANDBOX SOLUTIONS
- [SKE23753](#) DEPLOYMENT TOPOLOGY AND AVAILABILITY
- [SKE23754](#) PLANNING SHAREPOINT 2010 SERVICE APPLICATIONS AND COMPONENT STRATEGY
- [SKE23755](#) PLANNING A SHAREPOINT 2010 UPGRADE
- [SKE23756](#) DESIGNING SHAREPOINT 2010 SECURITY
- [SKE23757](#) SHAREPOINT 2010 MAINTENANCE AND PROVISIONING
- [SKE23758](#) BACKING UP, RESTORING, AND MONITORING SHAREPOINT 2010
- [SKE23759](#) PLANNING FOR SEARCH IN SHAREPOINT 2010
- [SKE23760](#) SHAREPOINT 2010 CONTENT MANAGEMENT, SOCIAL COMPUTING, AND COLLABORATION

#### Microsoft SharePoint Server 2010: Application Development

- [SKE23761](#) CUSTOMIZING THE SHAREPOINT 2010 USER INTERFACE PROGRAMMATICALLY
- [SKE23762](#) DEVELOPING SHAREPOINT 2010 WEB PARTS AND CONTROLS
- [SKE23763](#) DEVELOPING BUSINESS LOGIC USING SHAREPOINT 2010 WORKFLOWS AND ECM
- [SKE23764](#) PROGRAMMATICALLY WORKING WITH PERMISSIONS AND THE BCS SERVICE MODEL
- [SKE23765](#) WORKING WITH SHAREPOINT DATA
- [SKE23766](#) SHAREPOINT SERVER 2010 OBJECT MODEL
- [SKE23767](#) SHAREPOINT FEATURES AND SOLUTIONS
- [SKE23768](#) SHAREPOINT SITE BRANDING
- [SKE23769](#) EXTENDING SHAREPOINT 2010 SEARCH AND DOCUMENTS

- [SKE23770](#) STABILIZING AND DEPLOYING SHAREPOINT 2010 COMPONENTS

## Microsoft System Center Essentials

#### Microsoft System Center Essentials 2010: Installation and Configuration

- [SKE29601](#) INSTALLING AND CONFIGURING SYSTEM CENTER ESSENTIALS 2010
- [SKE29602](#) MANAGING COMPUTERS, DEVICES, AND UPDATES IN SYSTEM CENTER ESSENTIALS 2010
- [SKE29603](#) MONITORING AND USING REPORTS IN SYSTEM CENTER ESSENTIALS 2010
- [SKE29604](#) VIRTUALIZATION MANAGEMENT IN ESSENTIALS 2010
- [SKE29605](#) BACKING UP, RESTORING, AND TROUBLESHOOTING ESSENTIALS 2010

## Microsoft Windows 8

#### Microsoft Windows 8: Configuration

- [SKE30421](#) MICROSOFT WINDOWS 8 - CONFIGURING: GETTING STARTED WITH WINDOWS 8
- [SKE30422](#) MICROSOFT WINDOWS 8 - CONFIGURING: INSTALLATION COMPONENTS
- [SKE30423](#) MICROSOFT WINDOWS 8 - CONFIGURING: USER ACCOUNTS AND POLICIES
- [SKE30424](#) MICROSOFT WINDOWS 8 - CONFIGURING: CONFIGURING USER APPLICATIONS
- [SKE30425](#) MICROSOFT WINDOWS 8 - CONFIGURING: ACCESSING USER DATA
- [SKE30426](#) MICROSOFT WINDOWS 8 - CONFIGURING: SHARING AND SECURING USER DATA
- [SKE30427](#) MICROSOFT WINDOWS 8 - CONFIGURING: DEVICES AND DISKS
- [SKE30428](#) MICROSOFT WINDOWS 8 - CONFIGURING: NETWORKING CONFIGURATION AND SECURITY
- [SKE30429](#) MICROSOFT WINDOWS 8 - CONFIGURING: OPTIMIZATION AND PERFORMANCE
- [SKE30430](#) MICROSOFT WINDOWS 8 - CONFIGURING: SYSTEM MANAGEMENT AND RECOVERY

## Microsoft Windows 7

#### Microsoft Windows 7: Configuration

- [SKE23951](#) DEPLOYING WINDOWS 7
- [SKE23954](#) CONFIGURING ACCESS TO RESOURCES IN WINDOWS 7
- [SKE23955](#) CONFIGURING MOBILE COMPUTING IN WINDOWS 7
- [SKE23956](#) MONITORING, BACKING UP, AND RESTORING WINDOWS 7 SYSTEMS

#### Microsoft Windows 7: Enterprise Desktop Support Technician

- [SKE28305](#) TROUBLESHOOTING IE8 AND ENCRYPTION ISSUES IN WINDOWS 7

## Microsoft Windows Server 2012

#### Microsoft Windows Server 2012: Administration

- [SKE30371](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: WDS AND MONITORING
- [SKE30372](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: WSUS
- [SKE30373](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: DFS AND FSRM
- [SKE30374](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: BITLOCKER, EFS, AND AUDITING

- [SKE30375](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: DNS
- [SKE30376](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: RADIUS, NPS, AND NAP
- [SKE30377](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: SERVICE ACCOUNTS
- [SKE30378](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: WDC, FSMO, AND VIRTUAL DC CLONING
- [SKE30379](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: RODC AND PASSWORD POLICIES
- [SKE30380](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: BACKUP AND RECOVERY
- [SKE30381](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: POLICIES AND TEMPLATES
- [SKE30382](#) MICROSOFT WINDOWS SERVER 2012 ? ADMINISTERING: GPO MANIPULATION AND PROCESSING

#### Microsoft Windows Server 2012: Configuring Advanced Services

- [SKE30391](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: NLB & CLUSTERING
- [SKE30392](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: VM CLUSTERS & DR
- [SKE30393](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: STORAGE
- [SKE30394](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: FILE MANAGEMENT AND DAC
- [SKE30395](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: DHCP, DNS, IPAM
- [SKE30396](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: FORESTS & DOMAINS
- [SKE30397](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: SITE REPLICATION
- [SKE30398](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: PKI
- [SKE30399](#) MICROSOFT WINDOWS SERVER 2012 ? CONFIGURING ADVANCED SERVICES: RMS & FEDERATION

#### Microsoft Windows Server 2012: Installing and Configuring

- [SKE30401](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: GETTING STARTED
- [SKE30402](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: STORAGE MANAGEMENT
- [SKE30403](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: SHARES & PERMISSIONS
- [SKE30404](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: STORAGE AND PRINTING
- [SKE30405](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: HYPER-V
- [SKE30406](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: VIRTUALIZATION
- [SKE30407](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: IPV4, CIDR, AND IPV6
- [SKE30408](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: DHCP CONFIGURATION
- [SKE30409](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: DNS CONFIGURATION
- [SKE30410](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: ACTIVE DIRECTORY
- [SKE30411](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: AD CONFIGURATION
- [SKE30412](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: AD ACCOUNTS & GROUPS

- [SKE30413](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: GROUP POLICIES
- [SKE30414](#) MICROSOFT WINDOWS SERVER 2012 - INSTALLING AND CONFIGURING: SECURITY

#### Microsoft Windows 7: Configuration

- [SKE23950](#) INSTALLING, UPGRADING, AND MIGRATING TO WINDOWS 7
- [SKE23952](#) CONFIGURING HARDWARE AND APPLICATIONS IN WINDOWS 7
- [SKE23953](#) CONFIGURING NETWORK CONNECTIVITY IN WINDOWS 7

#### Microsoft Windows 7: Enterprise Desktop Administrator

- [SKE27361](#) CREATING A STANDARD IMAGE TO DEPLOY WINDOWS 7
- [SKE27362](#) DEPLOYING WINDOWS 7 USING LITE-TOUCH INSTALLATION
- [SKE27363](#) DEPLOYING WINDOWS 7 USING WDS AND USMT
- [SKE27364](#) DEPLOYING WINDOWS 7 USING ZERO-TOUCH INSTALLATION
- [SKE27365](#) DESIGNING APPLICATION AND UPDATE DEPLOYMENTS FOR WINDOWS 7
- [SKE27366](#) DESIGNING WINDOWS 7 CLIENT CONFIGURATION
- [SKE27367](#) DETERMINING APPLICATION COMPATIBILITY FOR WINDOWS 7
- [SKE27368](#) PLANNING FOR WINDOWS 7 DEPLOYMENT
- [SKE27369](#) TROUBLESHOOTING WINDOWS 7 CLIENT CONFIGURATION

#### Microsoft Windows 7: Enterprise Desktop Support Technician

- [SKE28301](#) IDENTIFYING AND RESOLVING WINDOWS 7 APPLICATION ISSUES
- [SKE28302](#) MANAGEMENT AND MAINTENANCE OF WINDOWS 7 CLIENT SYSTEMS
- [SKE28303](#) TROUBLESHOOTING LOGON AND RESOURCE ACCESS ISSUES IN WINDOWS 7
- [SKE28304](#) RESOLVING WINDOWS 7 NETWORK CONNECTIVITY ISSUES
- [SKE28306](#) PROTECTING WINDOWS 7 AGAINST MALWARE AND VULNERABILITIES

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

- [SKE27371](#) MICROSOFT WINDOWS 7: FIRST LOOK FOR IT PROFESSIONALS

#### Microsoft Windows Server 2008

##### Microsoft Windows 2008: Update to R2

- [SKE27381](#) ACCESS CONTROL IN WINDOWS SERVER 2008 R2
- [SKE27382](#) ACTIVE DIRECTORY DOMAIN SERVICES IN WINDOWS SERVER 2008 R2
- [SKE27383](#) IMPROVEMENTS TO ROLE SERVICES IN WINDOWS SERVER 2008 R2
- [SKE27384](#) MANAGEMENT IMPROVEMENTS IN WINDOWS SERVER 2008 R2

##### Microsoft Windows Server 2008 R2 Hyper-V

- [SKE30041](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: INTRODUCTION AND PLANNING OVERVIEW
- [SKE30042](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: INSTALLING HYPER-V
- [SKE30043](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: MANAGE & OPTIMIZE THE HYPER-V SERVER
- [SKE30044](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: NETWORKING AND REMOTE ADMINISTRATION

- [SKE30045](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: MIGRATION, CREATION, AND MANAGEMENT
- [SKE30046](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: DEPLOYING VMs USING TEMPLATES
- [SKE30047](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: HIGH AVAILABILITY AND RECOVERABILITY
- [SKE30048](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: IMPLEMENTING REMOTE DESKTOP SERVICES
- [SKE30049](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: REMOTE DESKTOP VIRTUALIZATION ROLES
- [SKE30050](#) MICROSOFT WINDOWS SERVER 2008 R2 HYPER-V: MONITORING AND MANAGING ENVIRONMENTS

#### **Microsoft Windows Server 2008: Configuring Active Directory**

- [SKE23801](#) THE ACTIVE DIRECTORY INFRASTRUCTURE IN WINDOWS SERVER 2008
- [SKE23802](#) ADDITIONAL ACTIVE DIRECTORY SERVER ROLES IN WINDOWS SERVER 2008
- [SKE23803](#) ACTIVE DIRECTORY OBJECTS IN WINDOWS SERVER 2008
- [SKE23804](#) GROUP POLICY OBJECTS STRATEGY IN WINDOWS SERVER 2008
- [SKE23805](#) CONFIGURING DNS IN WINDOWS SERVER 2008
- [SKE23806](#) ACTIVE DIRECTORY CERTIFICATE SERVICES IN WINDOWS SERVER 2008
- [SKE23807](#) COMMUNICATIONS AND SECURITY IN WINDOWS SERVER 2008
- [SKE23808](#) MONITORING, BACKUPS, AND RECOVERY IN WINDOWS SERVER 2008

#### **Microsoft Windows Server 2008: Configuring Applications Infrastructure**

- [SKE23811](#) DEPLOYING WINDOWS SERVER 2008 SERVERS
- [SKE23812](#) CONFIGURING WINDOWS SERVER 2008 AVAILABILITY
- [SKE23813](#) CONFIGURE TERMINAL SERVICES IN WINDOWS 2008
- [SKE23814](#) TERMINAL SERVICES RESOURCE ACCESS IN WINDOWS 2008
- [SKE23815](#) CONFIGURING WINDOWS SERVER HYPER-V AND VIRTUAL MACHINES
- [SKE23816](#) CONFIGURING WEB SERVICES AND SECURITY IN WINDOWS SERVER 2008
- [SKE23817](#) MANAGING IIS IN WINDOWS SERVER 2008
- [SKE23818](#) CONFIGURING WEB SERVICE PROTOCOLS IN WINDOWS SERVER 2008
- [SKE23819](#) CONFIGURING NETWORK APPLICATION SERVICES IN WINDOWS SERVER 2008

#### **Microsoft Windows Server 2008: Configuring Network Infrastructure**

- [SKE23821](#) CONFIGURE IP ADDRESSING AND WINDOWS SERVICES IN WINDOWS SERVER 2008
- [SKE23822](#) CONFIGURE, MANAGE, AND MAINTAIN IP SERVICES IN WINDOWS SERVER 2008
- [SKE23823](#) NAME RESOLUTION IN WINDOWS SERVER 2008
- [SKE23824](#) DNS ZONES AND REPLICATION IN WINDOWS SERVER 2008
- [SKE23825](#) CONFIGURE NETWORK ACCESS IN WINDOWS SERVER 2008
- [SKE23826](#) NETWORK ACCESS SECURITY IN WINDOWS SERVER 2008
- [SKE23827](#) CONFIGURE FILE AND PRINT SERVICES IN WINDOWS SERVER 2008
- [SKE23828](#) MONITOR NETWORK INFRASTRUCTURE IN WINDOWS SERVER 2008

#### **Microsoft Windows Server 2008: Enterprise Administration**

- [SKE23831](#) PLANNING NAME RESOLUTION AND IP ADDRESSING IN MICROSOFT WINDOWS SERVER 2008
- [SKE23832](#) NETWORK ACCESS IN MICROSOFT WINDOWS SERVER 2008

- [SKE23833](#) APPLICATION ACCESS AND DELIVERY IN MICROSOFT WINDOWS SERVER 2008
- [SKE23834](#) SERVER AND APPLICATION VIRTUALIZATION IN MICROSOFT WINDOWS SERVER 2008
- [SKE23835](#) DESIGNING THE ACTIVE DIRECTORY INFRASTRUCTURE IN MICROSOFT WINDOWS SERVER 2008
- [SKE23836](#) ACTIVE DIRECTORY ADMINISTRATION IN MICROSOFT WINDOWS SERVER 2008
- [SKE23837](#) EXISTING INFRASTRUCTURES AND BRANCH DEPLOYMENTS IN MICROSOFT WINDOWS SERVER 2008
- [SKE23838](#) THE CERTIFICATE SERVICES INFRASTRUCTURE IN MICROSOFT WINDOWS SERVER 2008
- [SKE23839](#) SOFTWARE UPDATES AND COMPLIANCE MANAGEMENT IN MICROSOFT WINDOWS SERVER 2008
- [SKE23840](#) DESIGNING DATA SECURITY AND HIGH AVAILABILITY IN MICROSOFT WINDOWS SERVER 2008

#### **Microsoft Windows Server 2008: New Features**

- [SKE23841](#) INTRODUCING WINDOWS SERVER 2008

#### **Microsoft Windows Server 2008: Server Administration**

- [SKE23851](#) PLANNING WINDOWS SERVER 2008 DEPLOYMENT
- [SKE23852](#) PLANNING ACTIVE DIRECTORY AND GROUP POLICY FOR WINDOWS SERVER 2008
- [SKE23853](#) WINDOWS SERVER 2008 MANAGEMENT AND DELEGATION
- [SKE23854](#) MANAGING FILE SERVERS AND DATA PROVISIONING IN WINDOWS SERVER 2008
- [SKE23855](#) WINDOWS SERVER 2008 APPLICATION SERVER MANAGEMENT AND APPLICATION PROVISIONING
- [SKE23856](#) WINDOWS SERVER 2008 APPLICATION SERVERS AND SERVICES
- [SKE23857](#) PATCH MANAGEMENT AND SECURING AND MONITORING SERVERS IN WINDOWS SERVER 2008
- [SKE23858](#) CERTIFICATE SERVICES, SANS, AND HIGH AVAILABILITY IN WINDOWS SERVER 2008
- [SKE23859](#) ACCESSING WINDOWS NETWORKS REMOTELY IN WINDOWS SERVER 2008
- [SKE23860](#) WINDOWS SERVER 2008 BACKUP AND RECOVERY

#### **Microsoft Windows Server 2003**

##### **Microsoft Windows 2003 Server: Migrating from NT Server 4.0 to .NET Directory Services**

- [SKE21101](#) CREATING A MIGRATION PLAN IN WINDOWS .NET SERVER
- [SKE21102](#) PREPARING AND DEPLOYING A DOMAIN UPGRADE IN WINDOWS .NET
- [SKE21103](#) PREPARING AND DEPLOYING A DOMAIN RESTRUCTURE IN WINDOWS .NET

##### **Microsoft Windows Server 2003: Designing Security for Networks**

- [SKE21091](#) WINDOWS SERVER 2003: SECURITY BASICS
- [SKE21092](#) WINDOWS SERVER 2003: LOGICAL NETWORK SECURITY
- [SKE21093](#) WINDOWS SERVER 2003: SECURING CLIENTS
- [SKE21094](#) WINDOWS SERVER 2003: PHYSICAL NETWORK SECURITY
- [SKE21095](#) WINDOWS SERVER 2003: SECURING DATA AND SERVER ROLES
- [SKE21096](#) WINDOWS SERVER 2003: IIS SECURITY AND FIREWALLS

##### **Microsoft Windows Server 2003: Designing an Active Directory and Network Infrastructure**



- [SKE21081](#) MICROSOFT WINDOWS SERVER 2003: DESIGNING THE INFRASTRUCTURE
- [SKE21082](#) MICROSOFT WINDOWS SERVER 2003: CREATING THE DESIGN
- [SKE21083](#) MICROSOFT WINDOWS SERVER 2003: THE NETWORK SERVICES INFRASTRUCTURE CONCEPTUAL AND LOGICAL DESIGN
- [SKE21084](#) MICROSOFT WINDOWS SERVER 2003: DESIGNING RAS SERVICES FOR THE NETWORK INFRASTRUCTURE
- [SKE21085](#) MICROSOFT WINDOWS SERVER 2003: NETWORK INFRASTRUCTURE AND ACTIVE DIRECTORY PHYSICAL DESIGN
- [SKE21086](#) MICROSOFT WINDOWS SERVER 2003: NETWORK INFRASTRUCTURE PHYSICAL DESIGN II - INTERNET CONNECTIVITY

### **Microsoft Windows Server 2003: Implementing and Administering Security for Networks**

- [SKE21561](#) MANAGING SYSTEM SECURITY IN WINDOWS SERVER 2003
- [SKE21562](#) SECURING ACCESS TO RESOURCES IN WINDOWS SERVER 2003
- [SKE21563](#) SECURING WIRELESS AND REMOTE COMMUNICATIONS IN WINDOWS SERVER 2003
- [SKE21564](#) MANAGING IPSEC IN WINDOWS SERVER 2003
- [SKE21565](#) MANAGING CERTIFICATES IN WINDOWS SERVER 2003

### **Microsoft Windows Server 2003: Implementing, Managing, and Maintaining a Network Infrastructure**

- [SKE21051](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING TCP/IP
- [SKE21052](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING DHCP
- [SKE21053](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING NAME RESOLUTION
- [SKE21054](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING NETWORK SECURITY
- [SKE21055](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING REMOTE ACCESS
- [SKE21056](#) WINDOWS SERVER 2003: IMPLEMENTING, MANAGING, AND MAINTAINING ROUTING
- [SKE21057](#) WINDOWS SERVER 2003: MAINTAINING A NETWORK INFRASTRUCTURE

### **Microsoft Windows Server 2003: Internet Information Services**

- [SKE21571](#) IIS 6.0 FUNDAMENTALS
- [SKE21572](#) ADMINISTERING IIS 6.0 SITES AND SERVICES
- [SKE21573](#) IIS 6.0 SECURITY
- [SKE21574](#) OPTIMIZING, MONITORING AND TROUBLESHOOTING IIS 6.0

### **Microsoft Windows Server 2003: Introduction**

- [SKE21011](#) INSTALLING WINDOWS SERVER 2003
- [SKE21012](#) WINDOWS SERVER 2003 ADMINISTRATION AND SERVICES SUPPORT

### **Microsoft Windows Server 2003: Managing and Maintaining the Server Environment**

- [SKE21041](#) WINDOWS SERVER 2003: BASIC CONCEPTS
- [SKE21042](#) WINDOWS SERVER 2003: MANAGING USERS, GROUPS, AND COMPUTERS
- [SKE21043](#) WINDOWS SERVER 2003: MANAGING RESOURCE ACCESS
- [SKE21044](#) WINDOWS SERVER 2003: MANAGING HARDWARE, DISKS, AND LOGICAL DEVICES
- [SKE21045](#) WINDOWS SERVER 2003: MANAGING THE SERVER ENVIRONMENT

- [SKE21046](#) WINDOWS SERVER 2003: MANAGING DISASTER RECOVERY

### **Microsoft Windows Server 2003: Planning and Maintaining a Network Infrastructure**

- [SKE21061](#) WINDOWS SERVER 2003: PLANNING THE NETWORK INFRASTRUCTURE
- [SKE21062](#) WINDOWS SERVER 2003: PLANNING FOR NAME RESOLUTION
- [SKE21063](#) WINDOWS SERVER 2003: IMPLEMENTING ROUTING AND REMOTE ACCESS
- [SKE21064](#) WINDOWS SERVER 2003: PLANNING FOR NETWORK AVAILABILITY
- [SKE21065](#) WINDOWS SERVER 2003: PLANNING SERVER ROLES AND SERVER SECURITY
- [SKE21066](#) WINDOWS SERVER 2003: PLANNING A SECURITY INFRASTRUCTURE

### **Microsoft Windows Server 2003: Planning, Implementing, and Maintaining the Active Directory Infrastructure**

- [SKE21071](#) PLANNING AND IMPLEMENTING AN ACTIVE DIRECTORY INFRASTRUCTURE
- [SKE21072](#) PLANNING ACTIVE DIRECTORY SERVICES
- [SKE21073](#) ACTIVE DIRECTORY SITES, REPLICATION, AND TRUSTS
- [SKE21074](#) IMPLEMENTING ACTIVE DIRECTORY USERS AND GROUPS
- [SKE21075](#) PLANNING AND IMPLEMENTING GROUP POLICY
- [SKE21076](#) CONFIGURING AND TROUBLESHOOTING GROUP POLICY

### **Microsoft Windows Server 2003: Updating Support Skills for MCSAs on Windows 2000**

- [SKE21031](#) GETTING STARTED WITH WINDOWS SERVER 2003
- [SKE21032](#) SYSTEM ADMINISTRATION IN WINDOWS SERVER 2003
- [SKE21033](#) MANAGING WINDOWS SERVER 2003 INTERNET SERVICES
- [SKE21034](#) WINDOWS SERVER 2003 TERMINAL SERVICES AND SYSTEM RECOVERY

### **Microsoft Windows Server 2003: Upgrading Support Skills for MCSEs on Windows 2000**

- [SKE21021](#) PLANNING, IMPLEMENTING, AND MAINTAINING NETWORK INFRASTRUCTURE
- [SKE21022](#) NETWORK INFRASTRUCTURE AND TOPOLOGIES FOR WINDOWS 2003 ENTERPRISE NETWORKS
- [SKE21023](#) DESIGNING AND MANAGING INTERNET CONNECTIVITY IN WINDOWS 2003
- [SKE21024](#) PLANNING AND DESIGNING AN ACTIVE DIRECTORY INFRASTRUCTURE
- [SKE21025](#) IMPLEMENTING AND SUPPORTING ACTIVE DIRECTORY INFRASTRUCTURE
- [SKE21026](#) PLANNING, IMPLEMENTING AND MAINTAINING USER, COMPUTER, AND GROUP POLICIES AND STRATEGIES
- [SKE21027](#) PLANNING AND DESIGNING A SECURITY INFRASTRUCTURE

### **Microsoft Windows Vista**

#### **Microsoft Windows Vista Client Configuration**

- [SKE23911](#) INSTALLING WINDOWS VISTA
- [SKE23912](#) CONFIGURE WINDOWS VISTA ENVIRONMENTS
- [SKE23913](#) WINDOWS VISTA USERS AND GROUPS
- [SKE23914](#) SECURITY IN WINDOWS VISTA
- [SKE23915](#) WINDOWS VISTA NETWORK CONNECTIVITY
- [SKE23916](#) CONFIGURING WINDOWS VISTA APPLICATIONS
- [SKE23917](#) WINDOWS VISTA MAINTENANCE AND OPTIMIZATION
- [SKE23918](#) WINDOWS VISTA MOBILE COMPUTING AND TROUBLESHOOTING

## Microsoft Windows Vista Client for Enterprise Support Technicians

- [SKE23921](#) DEPLOYING WINDOWS VISTA
- [SKE23922](#) TROUBLESHOOTING WINDOWS VISTA DEPLOYMENTS
- [SKE23923](#) CONFIGURING AND TROUBLESHOOTING WINDOWS VISTA SECURITY
- [SKE23924](#) CONFIGURING AND TROUBLESHOOTING USER ACCESS ON WINDOWS VISTA
- [SKE23925](#) MANAGING AND TROUBLESHOOTING WINDOWS VISTA SYSTEMS
- [SKE23926](#) TROUBLESHOOTING WINDOWS VISTA PERFORMANCE AND RELIABILITY
- [SKE23927](#) CONFIGURING AND TROUBLESHOOTING WINDOWS VISTA NETWORKING
- [SKE23928](#) MAINTAINING AND SUPPORTING APPLICATIONS ON WINDOWS VISTA

## Novell

### SUSE Linux Fundamentals

- [SKE21467](#) SUSE LINUX HARDWARE AND DOCUMENTATION

### Novell SUSE Linux

#### SUSE Linux Fundamentals

- [SKE21461](#) INSTALLING SUSE LINUX
- [SKE21462](#) COMMAND-LINE MANAGEMENT IN SUSE LINUX
- [SKE21463](#) CONFIGURING A SUSE LINUX NETWORK
- [SKE21464](#) MANAGING SYSTEM PROCESSES IN SUSE LINUX
- [SKE21465](#) MANAGING USERS, GROUPS, AND STORAGE IN SUSE LINUX
- [SKE21466](#) SUSE LINUX SECURITY

## Oracle Operating Systems and Servers

### Oracle Application Server 10g: Administration I

- [SKE22571](#) ORACLE APPLICATION SERVER 10G: INTRODUCTION
- [SKE22572](#) ORACLE APPLICATION SERVER 10G: INFRASTRUCTURE AND MIDDLE TIER INSTALLATION
- [SKE22573](#) ORACLE APPLICATION SERVER 10G: MANAGEMENT TOOLS AND ORACLE INTERNET DIRECTORY
- [SKE22574](#) ORACLE APPLICATION SERVER 10G: GENERAL MANAGEMENT AND DIRECTIVES FOR THE HTTP SERVER
- [SKE22575](#) ORACLE APPLICATION SERVER 10G: ORACLEAS WEB CACHE
- [SKE22576](#) ORACLE APPLICATION SERVER 10G: ORACLEAS PORTAL
- [SKE22577](#) ORACLE APPLICATION SERVER 10G: MOD\_PLSQL, CGI SCRIPTS, AND DATABASE PROVIDERS
- [SKE22578](#) ORACLE APPLICATION SERVER 10G: APPLICATION MANAGEMENT AND DEPLOYMENT
- [SKE22579](#) ORACLE APPLICATION SERVER 10G: COMPONENT ADMINISTRATION IN ORACLE INTERNET DIRECTORY
- [SKE22580](#) ORACLE APPLICATION SERVER 10G: DAS AND SSO
- [SKE22581](#) ORACLE APPLICATION SERVER 10G: COMPONENT SECURITY WITH SSL
- [SKE22582](#) ORACLE APPLICATION SERVER 10G: ORACLE CERTIFICATE AUTHORITY MANAGEMENT

### Oracle Application Server 10g: Administration II

- [SKE21431](#) ORACLEAS 10G: MANAGING CUSTOMIZED TOPOLOGIES AND DISTRIBUTING INFRASTRUCTURE COMPONENTS
- [SKE21432](#) ORACLEAS 10G: HIGH AVAILABILITY
- [SKE21433](#) ORACLEAS 10G: MANAGING AND CONFIGURING CLUSTERS
- [SKE21434](#) ORACLEAS 10G: BUSINESS INTELLIGENCE COMPONENT MANAGEMENT

- [SKE21435](#) ORACLEAS 10G: XML APPLICATIONS, WEB SERVICES, AND MONITORING
- [SKE21436](#) ORACLEAS 10G: TUNING AND RECONFIGURING THE MIDDLE TIER
- [SKE21437](#) ORACLEAS 10G: BACKUP AND RECOVERY

## Sun Solaris 9

### Sun Microsystems Solaris 9: System Administration I

- [SKE21441](#) SOLARIS 9 INSTALLATION AND OPENBOOT
- [SKE21442](#) SOLARIS 9 SYSTEM ADMINISTRATION
- [SKE21443](#) SOLARIS 9 SYSTEM OPERATIONS
- [SKE21444](#) SOLARIS 9 DEVICE AND FILE SYSTEM MANAGEMENT
- [SKE21445](#) SOLARIS 9 MANAGEMENT TOOLS
- [SKE21446](#) SOLARIS 9 SECURITY

### Sun Microsystems Solaris 9: System Administration II

- [SKE21451](#) SOLARIS 9 ADVANCED INSTALLATION
- [SKE21452](#) SOLARIS 9 NETWORKING
- [SKE21453](#) SOLARIS 9 FILE SYSTEMS AND STORAGE
- [SKE21454](#) SOLARIS 9 NAMING SERVICES
- [SKE21455](#) SOLARIS 9 SYSTEMS SUPERVISION

## Test Preps

### Test Prep Exams

- [SKE09151](#) TESTPREP 70-680 TS: WINDOWS 7, CONFIGURING

## UNIX

### UNIX: Operating System Fundamentals

- [SKE21481](#) INTRODUCTION TO UNIX
- [SKE21482](#) UNIX SYSTEM ARCHITECTURE

### UNIX: Shell Programming

- [SKE21491](#) UNIX SHELL SCRIPTING BASICS
- [SKE21492](#) UNIX SHELL SCRIPTING TOOLS
- [SKE21493](#) WRITING UNIX SHELL PROGRAMS

### UNIX: System Administration

- [SKE21471](#) UNIX USER AND DATA MANAGEMENT
- [SKE21472](#) DEPLOYING AND INITIALIZING UNIX SYSTEMS
- [SKE21473](#) SECURING UNIX SYSTEMS
- [SKE21474](#) MANAGING UNIX SOFTWARE AND SYSTEM SERVICES
- [SKE21475](#) NETWORKING AND UNIX NAME RESOLUTION
- [SKE21476](#) MANAGING UNIX CLIENTS
- [SKE21477](#) ADMINISTERING UNIX NETWORK SERVICES
- [SKE21478](#) UNIX SYSTEMS MANAGEMENT

### UNIX: The User Environment

- [SKE21501](#) CUSTOMIZING THE UNIX USER ENVIRONMENT
- [SKE21502](#) WORKING WITH UNIX FILES AND DIRECTORIES
- [SKE21503](#) WORKING WITH UNIX PROGRAMS
- [SKE21504](#) TEXT EDITING AND PRINTING IN UNIX

### Unix Fundamentals

- [SKE29701](#) UNIX FUNDAMENTALS: OVERVIEW
- [SKE29702](#) UNIX FUNDAMENTALS: SHELL SCRIPTING BASICS
- [SKE29703](#) UNIX FUNDAMENTALS: FILES AND DIRECTORIES
- [SKE29704](#) UNIX FUNDAMENTALS: SECURITY

## VMware

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

- [SKE27475](#) VMWARE VSPHERE 5 ? DATACENTER DESIGN: INTRODUCING VSPHERE DESIGN FUNDAMENTALS
- [SKE27476](#) VMWARE VSPHERE 5 ? DATACENTER DESIGN: CREATING VSPHERE CONCEPTUAL AND LOGICAL DESIGNS
- [SKE27477](#) VMWARE VSPHERE 5 ? DATACENTER DESIGN: VSPHERE NETWORK AND STORAGE DESIGN
- [SKE27478](#) VMWARE VSPHERE 5 - DATACENTER DESIGN VMS, MANAGEMENT, AND IMPLEMENTATION

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

- [SKE27481](#) VMWARE VSPHERE 5 - PART 1: INTRODUCTION TO VIRTUAL
- [SKE27482](#) VMWARE VSPHERE 5 - PART 1: VCENTER SERVER INSTALLATION
- [SKE27483](#) VMWARE VSPHERE 5 - PART 1: VSPHERE CLIENT AND VCEN
- [SKE27484](#) VMWARE VSPHERE 5 - PART 1: ESXI INSTALLATION AND C
- [SKE27485](#) VMWARE VSPHERE 5 ? PART 1: VCENTER SERVER INVENTOR
- [SKE27486](#) VMWARE VSPHERE 5 - PART 1: VCENTER SERVER ADMINIST
- [SKE27487](#) VMWARE VSPHERE 5 - PART 1: VCENTER SERVER MANAGEME
- [SKE27488](#) VMWARE VSPHERE 5 - PART 1: CREATING VIRTUAL MACHIN
- [SKE27489](#) VMWARE VSPHERE 5 - PART 1: CONFIGURING AND MANAGIN
- [SKE27490](#) VMWARE VSPHERE 5 - PART 1: AN OVERVIEW OF VIRTUAL
- [SKE27491](#) VMWARE VSPHERE 5 - PART 1: CONFIGURING AND MANAGIN
- [SKE27492](#) VMWARE VSPHERE 5 - PART 1: INTRODUCTION TO VSPHERE
- [SKE27493](#) VMWARE VSPHERE 5 ? PART 1: STORAGE CONFIGURATION A

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

- [SKE27501](#) VMWARE VSPHERE 5 - PART 2: VSPHERE CLUSTERING
- [SKE27502](#) VMWARE VSPHERE 5 - PART 2: HIGH AVAILABILITY AND F
- [SKE27503](#) VMWARE VSPHERE 5 - PART 2: PROCESSOR AND RESOURCE
- [SKE27504](#) VMWARE VSPHERE 5 - PART 2: DRS, RESOURCE POOLS, AN
- [SKE27505](#) VMWARE VSPHERE 5 - PART 2: LOGGING AND PERFORMANCE
- [SKE27506](#) VMWARE VSPHERE 5 - PART 2: VSPHERE SECURITY
- [SKE27507](#) VMWARE VSPHERE 5 - PART 2: SECURING HOSTS, INTERNA
- [SKE27508](#) VMWARE VSPHERE 5 - PART 2: HOST PROFILES, UPDATE M
- [SKE27509](#) VMWARE VSPHERE 5 - PART 2: VCENTER SERVER APPLIANCE DEPLOYMENTS AND UPGRADES
- [SKE27510](#) VMWARE VSPHERE 5 - PART 2: UPGRADING HOSTS AND VIRTUAL MACHINES

### VMware Overview

- [SKE27391](#) VIRTUALIZATION WITH VMWARE: AN OVERVIEW
- [SKE27392](#) VMWARE DATACENTER OVERVIEW
- [SKE27393](#) VMWARE DESKTOP OVERVIEW
- [SKE27394](#) VMWARE SERVER OVERVIEW

### VMware Workstation

800/938-1222

- [SKE28241](#) VMWARE WORKSTATION 7: GETTING STARTED WITH VIRTUAL MACHINES
- [SKE28242](#) VMWARE WORKSTATION 7: MANAGING VIRTUAL MACHINES

## Project Effectiveness

### Project Management Curriculum

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

- [SKE30086](#) AGILE PLANNING: DOING ESTIMATES AND COMPLETING THE RELEASE PLAN
- [SKE30087](#) PLANNING AND MONITORING ITERATIONS ON AN AGILE PROJECT
- [SKE30090](#) ENSURING DELIVERY OF VALUE AND QUALITY IN AGILE PROJECTS

## Software Development

### Generic Languages

#### ANSI C Programming

- [SKE20831](#) ANSI C PROGRAMMING: INTRODUCING C
- [SKE20832](#) ANSI C PROGRAMMING: DATA REPRESENTATION
- [SKE20833](#) ANSI C PROGRAMMING: FUNCTIONS
- [SKE20834](#) ANSI C PROGRAMMING: EXPRESSIONS
- [SKE20835](#) ANSI C PROGRAMMING: FLOW CONTROL
- [SKE20836](#) ANSI C PROGRAMMING: TEXT PROCESSING
- [SKE20837](#) ANSI C PROGRAMMING: PROCESSING RECORDS
- [SKE20838](#) ANSI C PROGRAMMING: POINTERS
- [SKE20839](#) ANSI C PROGRAMMING: THE STANDARD LIBRARY AND PREPROCESSOR

#### C++ programming

- [SKE20821](#) C++ PROGRAMMING: STRUCTURED PROGRAMMING
- [SKE20822](#) C++ PROGRAMMING: CLASSES AND DATA ABSTRACTION
- [SKE20823](#) C++ PROGRAMMING: MANIPULATING OBJECTS
- [SKE20824](#) C++ PROGRAMMING: OVERLOADING
- [SKE20825](#) C++ PROGRAMMING: FILES AND STREAMS
- [SKE20826](#) C++ PROGRAMMING: PROGRAMMING TECHNIQUES

#### Perl Programming Fundamentals

- [SKE20851](#) PERL LANGUAGE FUNDAMENTALS
- [SKE20852](#) STARTING TO PROGRAM WITH PERL

### Java 2 Programming

#### Introduction to Java EE 6

- [SKE29471](#) INTRODUCTION TO JAVA EE 6

#### Java Programming with J2SE 5.0

- [SKE20331](#) GETTING STARTED WITH JAVA
- [SKE20332](#) OPERATORS AND FLOW CONTROL IN JAVA
- [SKE20333](#) CREATING CLASSES IN JAVA
- [SKE20334](#) WORKING WITH CLASSES IN JAVA
- [SKE20335](#) GENERICS AND ANNOTATIONS
- [SKE20336](#) REFERENCE TYPES AND THREADING
- [SKE20337](#) EXCEPTION HANDLING AND ASSERTIONS
- [SKE20338](#) JAVA PROGRAMMING WITH J2SE 5: JAVA UTILITIES
- [SKE20339](#) JAVA PROGRAMMING WITH J2SE 5: JAVA I/O
- [SKE20340](#) BASIC GUI DEVELOPMENT IN JAVA
- [SKE20341](#) JAVA APPLETS

#### Java Programming with Java SE 6.0

[SKE23187](#) JAVA PROGRAMMING WITH JAVA SE 6.0: GETTING STARTED WITH JAVA

[SKE23188](#) JAVA PROGRAMMING WITH JAVA SE 6.0: OPERATORS AND FLOW CONTROL IN JAVA

[SKE23189](#) JAVA PROGRAMMING WITH JAVA SE 6.0: CREATING CLASSES IN JAVA

[SKE23190](#) JAVA PROGRAMMING WITH JAVA SE 6.0: WORKING WITH CLASSES IN JAVA

[SKE23191](#) JAVA PROGRAMMING WITH JAVA SE 6.0: GENERICS AND ANNOTATIONS

[SKE23192](#) JAVA PROGRAMMING WITH JAVA SE 6.0: REFERENCE TYPES AND THREADING

[SKE23193](#) JAVA PROGRAMMING WITH JAVA SE 6.0: EXCEPTION HANDLING AND ASSERTIONS

[SKE23194](#) JAVA PROGRAMMING WITH JAVA SE 6.0: JAVA UTILITIES

[SKE23195](#) JAVA PROGRAMMING WITH JAVA SE 6.0: JAVA I/O

[SKE23196](#) JAVA PROGRAMMING WITH JAVA SE 6.0: BASIC GUI DEVELOPMENT IN JAVA

[SKE23197](#) JAVA PROGRAMMING WITH JAVA SE 6.0: JAVA APPLETS

### Java SE 7 Programming

[SKE30101](#) JAVA SE7 FUNDAMENTALS: INTRODUCTION TO JAVA

[SKE30102](#) JAVA SE7 FUNDAMENTALS: VARIABLES, OPERATORS, AND OBJECTS

[SKE30103](#) JAVA SE7 FUNDAMENTALS: DECISION CONSTRUCTS, ARRAYS, AND LOOPS

[SKE30104](#) JAVA SE7 FUNDAMENTALS: OVERLOADING, VALIDATION, AND OBJECT-ORIENTED CONCEPTS

[SKE30105](#) JAVA SE7 FUNDAMENTALS: HANDLING ERRORS AND DEPLOYING APPLICATIONS

[SKE30111](#) JAVA SE7 PROFESSIONAL: SYNTAX AND CLASS DESIGN

[SKE30112](#) JAVA SE7 PROFESSIONAL: GENERICS, ERRORS, AND I/O

[SKE30113](#) JAVA SE7 PROFESSIONAL: FILE I/O, CONCURRENCY, JDBC, AND LOCALIZATION

[SKE30121](#) JAVA SE7 NEW FEATURES: JAVA LANGUAGE AND TECHNOLOGY ENHANCEMENTS

[SKE30122](#) JAVA SE7 NEW FEATURES: I/O, NETWORK, AND DESKTOP ENHANCEMENTS

### Microsoft .NET

#### Microsoft .NET Framework 3.5 and Visual Studio 2008: New Features

[SKE24461](#) INTRODUCING .NET 3.5 AND VISUAL STUDIO 2008

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#### Microsoft .NET Framework 3.5: Windows Communication Foundation with Visual Basic 2008

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## Software Development Principles

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### Best Practices for Software Programming

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### Software Programming Fundamentals

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### Adobe

#### Adobe AIR 3

- [SKE27471](#) ADOBE AIR 3 FOR FLASH CS5.5 DEVELOPERS

#### Adobe AIR for Flash Developers

- [SKE27421](#) ADOBE AIR FOR FLASH DEVELOPERS

#### Adobe Acrobat 9

- [SKE27431](#) ADOBE ACROBAT 9: FUNDAMENTALS

#### Adobe Captivate 4

- [SKE27051](#) ADOBE CAPTIVATE 4

#### Adobe Dreamweaver CS4

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- [SKE27002](#) ADDING LINKS AND IMAGES IN DREAMWEAVER CS4
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#### Adobe Dreamweaver CS5

- [SKE27061](#) SETTING UP A SITE AND ADDING CONTENT IN DREAMWEAVER CS5
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- [SKE27063](#) TABLES, ACCESSIBILITY, AND STANDARDS IN DREAMWEAVER CS5
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- [SKE27066](#) CASCADING STYLE SHEETS IN DREAMWEAVER CS5

#### Adobe Fireworks CS4

- [SKE27011](#) ADOBE FIREWORKS CS4: FUNDAMENTALS

#### Adobe Flash CS4

- [SKE24571](#) INTRODUCTION TO ADOBE FLASH CS4 PROFESSIONAL
- [SKE24572](#) DRAWING AND WORKING WITH IMAGES IN FLASH CS4
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#### Adobe Illustrator CS4

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## Adobe InDesign CS4

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## Adobe PhotoShop CS4

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## Adobe Reader 9

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### Designing and Hosting a Web Site

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# Professional and Business Skills

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## Business Strategy and Operations

### Marketing

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#### Marketing Essentials

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#### Online Branding Strategy

<a href="#">SKE60544</a>	USING BLOGS TO ATTRACT CONSUMERS
<a href="#">SKE60545</a>	USING WEB ANALYTICS TO INCREASE SALES
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#### Strategic Brand Management

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#### Strategic Marketing in Action

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## Operations

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### Fundamentals of Lean for Business Organizations

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<a href="#">SKE64002</a>	USING LEAN FOR PERFECTION AND QUALITY
<a href="#">SKE64003</a>	LEAN TOOLS AND TECHNIQUES FOR FLOW AND PULL
<a href="#">SKE64004</a>	REDUCING WASTE AND STREAMLINING VALUE FLOW USING LEAN
<a href="#">SKE64005</a>	VALUE STREAM MAPPING IN LEAN BUSINESS
<a href="#">SKE64006</a>	APPLYING LEAN IN SERVICE AND MANUFACTURING ORGANIZATIONS
<a href="#">SKE66063</a>	VALUE STREAM MAPS FOR NON-MANUFACTURING PROCESSES

### Managing Customer-Driven Process Improvement

<a href="#">SKE66341</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: BASIC FRAMEWORK
<a href="#">SKE66342</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: IDENTIFYING CUSTOMER NEEDS
<a href="#">SKE66343</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: FROM CUSTOMER NEEDS TO PROCESS REQUIREMENTS
<a href="#">SKE66344</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: MAPPING AND MEASURING PROCESSES
<a href="#">SKE66345</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: ANALYZING PROCESS PROBLEMS
<a href="#">SKE66346</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: IDENTIFYING IMPROVEMENT IDEAS AND SOLUTIONS
<a href="#">SKE66347</a>	CUSTOMER-DRIVEN PROCESS IMPROVEMENT: IMPLEMENTING AND MAINTAINING IMPROVEMENTS

### Operations Management

<a href="#">SKE64081</a>	OPERATIONS MANAGEMENT AND THE ORGANIZATION
<a href="#">SKE64082</a>	OPERATIONS MANAGEMENT: PRODUCT AND SERVICE MANAGEMENT
<a href="#">SKE64083</a>	OPERATIONS AND SUPPLY CHAIN MANAGEMENT
<a href="#">SKE64084</a>	OPERATIONS MANAGEMENT: INVENTORY MANAGEMENT
<a href="#">SKE64085</a>	OPERATIONS MANAGEMENT: FORECASTING AND CAPACITY PLANNING
<a href="#">SKE64086</a>	OPERATIONS MANAGEMENT: OPERATIONS SCHEDULING
<a href="#">SKE64087</a>	OPERATIONS MANAGEMENT: MANAGEMENT OF QUALITY
<a href="#">SKE64088</a>	OPERATIONS MANAGEMENT: FACILITIES PLANNING AND MANAGEMENT

### Purchasing and Vendor Management Essentials

<a href="#">SKE66351</a>	FUNDAMENTALS OF PURCHASING AND VENDOR MANAGEMENT
<a href="#">SKE66352</a>	PURCHASING: FINDING SOURCES OF SUPPLY
<a href="#">SKE66353</a>	SELECTING SUPPLIERS AND ADMINISTERING CONTRACTS
<a href="#">SKE66354</a>	EVALUATING SUPPLIER PERFORMANCE AND MANAGING SUPPLIER RELATIONSHIPS



### Six Sigma Black Belt (2007 BOK): Analyze

- [SKE62001](#) CORRELATION AND REGRESSION ANALYSIS IN SIX SIGMA
- [SKE62002](#) MULTIVARIATE ANALYSIS AND ATTRIBUTE DATA ANALYSIS IN SIX SIGMA
- [SKE62003](#) HYPOTHESIS TESTING CONCEPTS AND TESTS FOR MEANS IN SIX SIGMA
- [SKE62011](#) TESTS FOR VARIANCES AND PROPORTIONS, ANOVA, AND CHI-SQUARE TESTS IN SIX SIGMA
- [SKE62012](#) NONPARAMETRIC TESTS IN SIX SIGMA ANALYSIS
- [SKE62013](#) NONSTATISTICAL ANALYSIS METHODS IN SIX SIGMA

### Six Sigma Black Belt (2007 BOK): Control

- [SKE62054](#) STATISTICAL PROCESS CONTROL (SPC) IN SIX SIGMA
- [SKE62055](#) NONSTATISTICAL CONTROL TOOLS AND MAINTAINING CONTROLS IN SIX SIGMA
- [SKE62056](#) SUSTAINING IMPROVEMENTS AND GAINS FROM SIX SIGMA PROJECTS

### Six Sigma Black Belt (2007 BOK): Define

- [SKE62021](#) USING VOICE OF THE CUSTOMER IN SIX SIGMA
- [SKE62022](#) DEVELOPING PROJECT CHARTERS AND TRACKING SIX SIGMA PROJECTS

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

- [SKE62031](#) COMMON DESIGN FOR SIX SIGMA METHODOLOGIES, DESIGN FOR X, AND ROBUST DESIGN
- [SKE62033](#) SPECIAL DESIGN TOOLS IN DESIGN FOR SIX SIGMA

### Six Sigma Black Belt (2007 BOK): Enterprise-Wide Deployment

- [SKE62041](#) LEAN AND SIX SIGMA
- [SKE62042](#) SIX SIGMA PROJECTS AND THE BLACK BELT ROLE
- [SKE62043](#) SIX SIGMA LEADERSHIP AND CHANGE MANAGEMENT

### Six Sigma Black Belt (2007 BOK): Improve

- [SKE62051](#) IMPROVEMENT METHODS AND IMPLEMENTATION ISSUES IN SIX SIGMA
- [SKE62052](#) DESIGNING AND PLANNING EXPERIMENTS IN SIX SIGMA
- [SKE62053](#) CONDUCTING EXPERIMENTS AND ANALYZING RESULTS IN SIX SIGMA

### Six Sigma Black Belt (2007 BOK): Measure

- [SKE62061](#) PROCESS CHARACTERISTICS FOR SIX SIGMA
- [SKE62062](#) DATA COLLECTION AND MEASUREMENT IN SIX SIGMA
- [SKE62063](#) SIX SIGMA MEASUREMENT SYSTEMS
- [SKE62064](#) BASIC STATISTICS AND GRAPHICAL METHODS FOR SIX SIGMA
- [SKE62065](#) PROBABILITY FOR SIX SIGMA
- [SKE62066](#) PROCESS CAPABILITY FOR SIX SIGMA

### Six Sigma Black Belt (2007 BOK): Organizational Process Management and Measures

- [SKE62071](#) CRITICAL REQUIREMENTS AND BENCHMARKING FOR SIX SIGMA
- [SKE62072](#) BUSINESS PERFORMANCE AND FINANCIAL MEASURES IN SIX SIGMA

### Six Sigma Black Belt (2007 BOK): Team Management

- [SKE62081](#) FORMING PROJECT TEAMS FOR SIX SIGMA
- [SKE62082](#) MOTIVATION AND COMMUNICATION IN SIX SIGMA TEAMS
- [SKE62083](#) MANAGING SIX SIGMA TEAM PERFORMANCE

### Six Sigma Green Belt: Analyze

- [SKE62101](#) EXPLORATORY DATA ANALYSIS IN SIX SIGMA
- [SKE62102](#) INTRODUCTION TO HYPOTHESIS TESTING AND TESTING FOR MEANS IN SIX SIGMA
- [SKE62103](#) HYPOTHESIS TESTS FOR VARIANCES, PROPORTIONS, ANOVA, AND CHI-SQUARE IN SIX SIGMA

### Six Sigma Green Belt: Define

- [SKE62111](#) PROCESSES AND CUSTOMER ANALYSIS IN SIX SIGMA PROJECTS
- [SKE62112](#) BASICS OF SIX SIGMA PROJECTS AND TEAMS
- [SKE62113](#) TOOLS FOR PLANNING AND MANAGING SIX SIGMA PROJECT OPPORTUNITIES
- [SKE62114](#) USING SIX SIGMA ANALYSIS TOOLS AND METRICS FOR PROJECT DECISIONS

### Six Sigma Green Belt: Improve and Control

- [SKE62121](#) DESIGN OF EXPERIMENTS AND VALIDATION OF SOLUTIONS IN SIX SIGMA
- [SKE62122](#) STATISTICAL PROCESS CONTROL AND CONTROL PLANS IN SIX SIGMA
- [SKE62123](#) USING BASIC CONTROL CHARTS IN SIX SIGMA

### Six Sigma Green Belt: Measure

- [SKE62131](#) MODELING AND ANALYZING PROCESSES IN SIX SIGMA
- [SKE62132](#) STATISTICS AND PROBABILITY IN SIX SIGMA
- [SKE62133](#) DATA CLASSIFICATION AND COLLECTION IN SIX SIGMA
- [SKE62134](#) SUMMARIZING AND PRESENTING DATA IN SIX SIGMA
- [SKE62135](#) PROBABILITY DISTRIBUTIONS AND MEASUREMENT SYSTEMS ANALYSIS IN SIX SIGMA
- [SKE62136](#) MEASURING PROCESS CAPABILITY AND PERFORMANCE IN SIX SIGMA

### Six Sigma Green Belt: Six Sigma and the Organization

- [SKE62141](#) SIX SIGMA AND LEAN IN THE ORGANIZATION
- [SKE62142](#) DESIGN FOR SIX SIGMA IN THE ORGANIZATION

### Six Sigma: Champion Training

- [SKE60400](#) INTRODUCTION TO SIX SIGMA
- [SKE60401](#) SIX SIGMA PROCESS IMPROVEMENT
- [SKE60402](#) SIX SIGMA PROJECTS AND PROJECT TEAMS
- [SKE60403](#) MANAGING AND DEPLOYING SIX SIGMA

### Test Prep Exams: Six Sigma

- [SKE62143](#) TESTPREP SIX SIGMA GREEN BELT (SSGB)

## Strategic Planning

### Business Law Essentials

- [SKE66361](#) BUSINESS LAW BASIC CONCEPTS
- [SKE66362](#) BUSINESS LAW AND ETHICS
- [SKE66363](#) BUSINESS LAW AND THE MANAGER'S RESPONSIBILITIES

### Business Planning

- [SKE66721](#) BUSINESS PLANNING ESSENTIALS: PREPARING A BUSINESS PLAN
- [SKE66722](#) BUSINESS PLANNING ESSENTIALS: PERFORMING KEY ANALYSES
- [SKE66723](#) BUSINESS PLANNING ESSENTIALS: PREPARING FOR IMPLEMENTATION

### IT Strategy Essentials

- [SKE66371](#) IT STRATEGY ESSENTIALS: BUSINESS AND IT STRATEGY ALIGNMENT
- [SKE66372](#) IT STRATEGY ESSENTIALS: CREATING AN IT STRATEGY PLAN
- [SKE66373](#) IT STRATEGY ESSENTIALS: IMPLEMENTING AN IT STRATEGY

### Leading and Implementing Sustainable Green Business Strategies

- [SKE62911](#) INTRODUCTION TO GREEN BUSINESS AND SUSTAINABILITY
- [SKE62912](#) GREEN BUSINESS: PLANNING SUSTAINABILITY STRATEGIES
- [SKE62913](#) GREEN BUSINESS: IMPLEMENTING SUSTAINABILITY STRATEGIES

### Managing Business Risk

- [SKE66711](#) RISK MANAGEMENT: IDENTIFYING RISK
- [SKE66712](#) RISK MANAGEMENT: ASSESSING RISK
- [SKE66713](#) RISK MANAGEMENT: DEALING WITH RISK

### Moving From an Operational Manager to a Strategic Thinker

- [SKE66122](#) COMPETITIVE AWARENESS AND STRATEGY

### Strategic Thinking

- [SKE66701](#) DEVELOPING THE CAPACITY TO THINK STRATEGICALLY
- [SKE66702](#) DEVELOPING THE STRATEGIC THINKING SKILL OF SEEING THE BIG PICTURE

### The Fundamentals of Globalization

- [SKE66119](#) EVALUATING GLOBALIZATION OPPORTUNITIES
- [SKE66201](#) FUNDAMENTALS OF GLOBALIZATION: THE GLOBAL CONTEXT
- [SKE66202](#) FUNDAMENTALS OF GLOBALIZATION: ANALYZING THE GLOBAL ENVIRONMENT
- [SKE66203](#) THE FUNDAMENTALS OF GLOBALIZATION: STRATEGIES FOR GLOBALIZATION
- [SKE66204](#) FUNDAMENTALS OF GLOBALIZATION: MANAGING IN A GLOBAL ENVIRONMENT

## Finance, Human Resources and Administration

### Administrative Support

#### Essential Skills for Administrative Support Professionals

- [SKE62921](#) ADMINISTRATIVE PROFESSIONALS: COMMON ADMINISTRATIVE SUPPORT TASKS
- [SKE62922](#) ADMINISTRATIVE PROFESSIONALS: INTERACTING WITH OTHERS
- [SKE62923](#) ADMINISTRATIVE PROFESSIONALS: MAXIMIZING YOUR RELATIONSHIP WITH YOUR BOSS
- [SKE62924](#) ADMINISTRATIVE PROFESSIONALS: PUTTING YOUR BEST FOOT FORWARD
- [SKE62926](#) ESSENTIAL SKILLS FOR ADMINISTRATIVE SUPPORT PROFESSIONALS SIMULATION

### Finance & Accounting

#### Accounting Fundamentals

- [SKE64011](#) ACCOUNTING TRANSACTIONS AND BOOKS OF ACCOUNT
- [SKE64012](#) BASIC ACCOUNTING PRINCIPLES AND FRAMEWORK

- [SKE64013](#) THE ACCOUNTING CYCLE AND ACCRUAL ACCOUNTING
- [SKE64014](#) THE ACCOUNTING EQUATION AND FINANCIAL STATEMENTS
- [SKE64015](#) THE INCOME STATEMENT
- [SKE64016](#) TRIAL BALANCE & ADJUSTING ENTRIES
- [SKE64017](#) THE BALANCE SHEET
- [SKE64018](#) THE CASH FLOW STATEMENT
- [SKE64019](#) ACCOUNTING FOR COMPANIES' STOCK TRANSACTIONS AND DIVIDENDS

#### Auditing

- [SKE66732](#) AUDITING FOR INTERNAL CONTROL AND RISK ASSESSMENT
- [SKE66733](#) AUDITING THE REVENUE CYCLE
- [SKE66734](#) AUDITING FOR CASH AND INVENTORIES

#### Budgeting Essentials

- [SKE66381](#) ORGANIZATIONAL BUDGETING ACTIVITIES AND THE MASTER BUDGET
- [SKE66382](#) PLANNING AND PREPARING AN OPERATING BUDGET
- [SKE66383](#) PREPARING OPERATING BUDGETS AND THE CASH BUDGET
- [SKE66384](#) USING BUDGETS FOR MANAGEMENT AND CONTROL

#### Capital Budgeting Essentials

- [SKE66391](#) CAPITAL BUDGETING: THE CAPITAL BUDGETING PROCESS
- [SKE66392](#) CAPITAL BUDGETING: NET PRESENT VALUE AND INTERNAL RATE OF RETURN
- [SKE66393](#) CAPITAL BUDGETING: DISCOUNTED PAYBACK PERIOD AND PROFITABILITY INDEX
- [SKE66394](#) CAPITAL BUDGETING: CAPITAL ALLOCATION

#### Finance and Accounting Essentials for Non-financial Professionals

- [SKE62931](#) ANALYZING FINANCIAL STATEMENTS FOR NON-FINANCIAL PROFESSIONALS
- [SKE62932](#) CASH FLOW MANAGEMENT ESSENTIALS FOR NON-FINANCIAL PROFESSIONALS
- [SKE62933](#) FINANCIAL STATEMENTS FOR NON-FINANCIAL PROFESSIONALS
- [SKE62934](#) PRINCIPLES OF ACCOUNTING AND FINANCE FOR NON-FINANCIAL PROFESSIONALS
- [SKE62935](#) THE ESSENTIALS OF BUDGETING FOR NON-FINANCIAL PROFESSIONALS
- [SKE62936](#) THE TIME VALUE OF MONEY AND INVESTMENT DECISIONS FOR NON-FINANCIAL PROFESSIONALS
- [SKE65001](#) THE TIME VALUE OF MONEY: POSSIBLE PITFALLS
- [SKE66013](#) ASSESSING NONRECURRING ITEMS IN INCOME STATEMENTS
- [SKE66014](#) DECONSTRUCTING THE BALANCE SHEET

#### Fundamental Finance for non-Finance Professionals

- [SKE66112](#) USING FINANCIAL ANALYSIS FOR CREDIT DECISIONS

### Human Resources

#### Human Resource Development

- [SKE64142](#) RESOURCE DEVELOPMENT: EMPLOYEE TRAINING
- [SKE64143](#) HUMAN RESOURCE DEVELOPMENT: PERFORMANCE APPRAISAL

#### Human Resources Management Essentials

- [SKE63304](#) PLANNING AND MANAGING PROJECT HUMAN RESOURCES SIMULATION

## Managing Diversity in the Workplace

[SKE66115](#) MANAGING DIVERSITY

## Organizational Behavior

- [SKE62953](#) CREATING A HIGH-RETENTION ORGANIZATIONAL CULTURE S
- [SKE64123](#) UNDERSTANDING ORGANIZATIONAL POWER AND POLITICS
- [SKE64124](#) ORGANIZATIONAL STRUCTURE AND EMPLOYEE BEHAVIOR
- [SKE66401](#) FUNDAMENTALS OF ORGANIZATIONAL BEHAVIOR FOR THE INDIVIDUAL
- [SKE66402](#) FUNDAMENTALS OF ORGANIZATIONS ? GROUPS
- [SKE66405](#) ORGANIZATIONAL BEHAVIOR: DYNAMICS OF A POSITIVE ORGANIZATIONAL CULTURE

## Recruiting and Retention Strategies

- [SKE62951](#) RECRUITING TALENT
- [SKE62952](#) RETAINING YOUR TALENT POOL
- [SKE62954](#) DISCIPLINES OF ORGANIZATIONAL LEARNING: PERSONAL M

## The role of HR as a Business Partner

- [SKE64111](#) HR AS BUSINESS PARTNER: FROM COST CENTER TO STRATEGIC PARTNER
- [SKE64112](#) HR AS BUSINESS PARTNER: LINKING HR FUNCTIONS WITH ORGANIZATIONAL GOALS
- [SKE64113](#) HR AS BUSINESS PARTNER: MANAGING TALENT FOR ORGANIZATIONAL SUCCESS
- [SKE64114](#) HR AS BUSINESS PARTNER: USING METRICS AND DESIGNING STRATEGIC INITIATIVES

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

- [SKE66871](#) BUSINESS MANAGEMENT AND STRATEGY: THE HR FUNCTION AND BUSINESS ENVIRONMENT
- [SKE66872](#) BUSINESS MANAGEMENT AND STRATEGY: HR AND THE STRATEGIC PLANNING PROCESS
- [SKE66873](#) BUSINESS MANAGEMENT AND STRATEGY: HR FUNCTIONS AND ROLES

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

- [SKE66874](#) COMPENSATION AND BENEFITS: REGULATIONS, STRATEGIES, AND NEEDS ASSESSMENT
- [SKE66875](#) COMPENSATION AND BENEFITS: MANAGING POLICIES, PROGRAMS, AND ACTIVITIES
- [SKE66876](#) COMPENSATION AND BENEFITS: ORGANIZATIONAL RESPONSIBILITIES

## Employee and Labor Relations (HRCI: PHR/SPHR-aligned)

- [SKE66877](#) EMPLOYEE AND LABOR RELATIONS: EMPLOYMENT REGULATIONS AND ORGANIZATIONAL PROGRAMS
- [SKE66878](#) EMPLOYEE AND LABOR RELATIONS: BEHAVIORAL AND DISCIPLINARY ISSUES AND RESOLUTION
- [SKE66879](#) EMPLOYEE AND LABOR RELATIONS: UNIONS AND COLLECTIVE BARGAINING

## Human Resources Core Knowledge (HRCI: PHR/SPHR-aligned)

- [SKE66880](#) HUMAN RESOURCES CORE KNOWLEDGE: SKILLS, CONCEPTS, AND TOOLS
- [SKE66881](#) HUMAN RESOURCES CORE KNOWLEDGE: FUNCTIONS AND ACTIVITIES

## Risk Management (HRCI: PHR/SPHR-aligned)

- [SKE66882](#) RISK MANAGEMENT: ORGANIZATIONAL RISK AND SAFETY AND HEALTH LEGISLATION
- [SKE66883](#) RISK MANAGEMENT: WORKPLACE SAFETY, SECURITY, AND PRIVACY

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

- [SKE66884](#) STRATEGIC HR FOR SPHR EXAM CANDIDATES PART I
- [SKE66885](#) STRATEGIC HR FOR SPHR EXAM CANDIDATES PART II

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

- [SKE66886](#) WORKFORCE PLANNING AND EMPLOYMENT: EMPLOYMENT LEGISLATION
- [SKE66887](#) WORKFORCE PLANNING AND EMPLOYMENT: RECRUITMENT STRATEGIES
- [SKE66888](#) WORKFORCE PLANNING AND EMPLOYMENT: SOURCING AND SELECTING CANDIDATES
- [SKE66889](#) WORKFORCE PLANNING AND EMPLOYMENT: ORIENTATION, ONBOARDING, AND EXIT STRATEGIES

## Knowledge Management

### Organizational Learning

- [SKE66741](#) FUNDAMENTALS OF ORGANIZATIONAL LEARNING
- [SKE66742](#) ESTABLISHING THE CONDITIONS FOR A LEARNING CULTURE
- [SKE66743](#) DEVELOPING LEARNING PRACTICES
- [SKE66744](#) EVALUATING AND SUSTAINING ORGANIZATIONAL LEARNING

## Management and Leadership

### Leadership

#### Business Execution

- [SKE60985](#) PAVE YOUR OWN PATH

#### Creating a positive work environment

- [SKE62281](#) CREATING AND MAINTAINING A POSITIVE WORK ENVIRONMENT

#### Employee Engagement

- [SKE60901](#) THE BENEFITS AND CHALLENGES OF ENGAGING EMPLOYEES
- [SKE60902](#) MAINTAINING AN ENGAGING ORGANIZATION

#### Leadership Essentials

- [SKE62961](#) LEADERSHIP ESSENTIALS: BUILDING YOUR INFLUENCE AS A LEADER
- [SKE62962](#) LEADERSHIP ESSENTIALS: COMMUNICATING VISION
- [SKE62963](#) LEADERSHIP ESSENTIALS: CREATING YOUR OWN LEADERSHIP DEVELOPMENT PLAN
- [SKE62964](#) LEADERSHIP ESSENTIALS: LEADING BUSINESS EXECUTION
- [SKE62965](#) LEADERSHIP ESSENTIALS: LEADING CHANGE
- [SKE62966](#) LEADERSHIP ESSENTIALS: LEADING INNOVATION
- [SKE62967](#) LEADERSHIP ESSENTIALS: LEADING WITH EMOTIONAL INTELLIGENCE
- [SKE62968](#) LEADERSHIP ESSENTIALS: MOTIVATING EMPLOYEES
- [SKE66114](#) THE EMOTIONALLY INTELLIGENT LEADER

#### Leading the Workforce Generations

[SKE66034](#) MANAGING AN AGING WORKFORCE

### **Making Cross-Functional Teams Work**

- [SKE62291](#) CROSS-FUNCTIONAL TEAM FUNDAMENTALS
- [SKE62292](#) KEY STRATEGIES FOR MANAGING CROSS-FUNCTIONAL TEAMS
- [SKE62293](#) MANAGING INTERNAL DYNAMICS IN A CROSS-FUNCTIONAL TEAM

### **Setting and Managing Organizational Priorities**

- [SKE66411](#) SETTING AND MANAGING PRIORITIES WITHIN THE ORGANIZATION: MISSION AND GOALS
- [SKE66412](#) SETTING AND MANAGING PRIORITIES WITHIN THE ORGANIZATION: DECIPHERING PRIORITIES
- [SKE66413](#) SETTING AND MANAGING PRIORITIES WITHIN THE ORGANIZATION: MOTIVATION
- [SKE66414](#) SETTING AND MANAGING PRIORITIES WITHIN THE ORGANIZATION: COMMUNICATION

### **Succession Planning for Business Environment**

- [SKE66753](#) IMPLEMENTING AND ASSESSING A SUCCESSION PLANNING PROGRAM

### **The Voice of Leadership**

- [SKE66421](#) THE VOICE OF LEADERSHIP: INSPIRATIONAL LEADERSHIP
- [SKE66422](#) THE VOICE OF LEADERSHIP: SELF-ASSESSMENT AND MOTIVATION
- [SKE66423](#) THE VOICE OF LEADERSHIP: EFFECTIVE LEADERSHIP COMMUNICATION STRATEGIES
- [SKE66424](#) THE VOICE OF LEADERSHIP: THE POWER OF LEADERSHIP MESSAGING

## **Management**

### **Advanced Management Skills**

- [SKE66032](#) COMMUNICATING ORGANIZATIONAL CHANGE
- [SKE66133](#) DELIVERING BAD NEWS EFFECTIVELY
- [SKE66431](#) DEVELOPING A HIGH-PERFORMANCE ORGANIZATION
- [SKE66432](#) CROSS-FUNCTIONAL STRATEGIC MANAGEMENT
- [SKE66433](#) MANAGING FOR RAPID CHANGE AND UNCERTAINTY
- [SKE66434](#) MANAGING HIGH PERFORMERS
- [SKE66435](#) MANAGING NEW MANAGERS
- [SKE66436](#) MANAGING EXPERIENCED MANAGERS

### **Appraising Performance**

- [SKE62314](#) PREPARING FOR YOUR PERFORMANCE APPRAISAL
- [SKE62315](#) SELECTING THE APPROPRIATE PERFORMANCE-APPRAISAL METHOD

### **Business Coaching Essentials**

- [SKE62971](#) BUSINESS COACHING: BUILDING THE COACHING RELATIONSHIP
- [SKE62972](#) BUSINESS COACHING: CONDUCTING COACHING SESSIONS
- [SKE66028](#) THE ART OF EFFECTIVE COACHING
- [SKE66124](#) COACHING

### **Business Execution**

- [SKE66441](#) BUSINESS EXECUTION: UNDERSTANDING THE FUNDAMENTALS
- [SKE66442](#) BUSINESS EXECUTION: CRAFTING A BUSINESS STRATEGY THAT EXECUTES
- [SKE66443](#) BUSINESS EXECUTION: LINKING STRATEGY TO PEOPLE AND OPERATIONS

[SKE66444](#) BUSINESS EXECUTION: MONITORING AND EVALUATING INITIATIVES

### **Delegation Essentials**

- [SKE66451](#) DELEGATION ESSENTIALS: AN INTRODUCTION TO DELEGATING
- [SKE66452](#) DELEGATION ESSENTIALS: THE DELEGATION PROCESS
- [SKE66453](#) DELEGATION ESSENTIALS: OVERCOMING DELEGATION PROBLEMS

### **Dismissing an Employee**

- [SKE66461](#) PREPARING TO DISMISS AN EMPLOYEE
- [SKE66462](#) MANAGING THE DISMISSAL OF AN EMPLOYEE

### **Effective Delegation**

- [SKE62336](#) DELEGATING APPROPRIATE TASKS
- [SKE66117](#) DEVELOPING EMPLOYEES THROUGH DELEGATION

### **Employee Onboarding**

- [SKE66761](#) STRATEGIES FOR SUCCESSFUL EMPLOYEE ONBOARDING: AN INTRODUCTION
- [SKE66762](#) STRATEGIES FOR SUCCESSFUL EMPLOYEE ONBOARDING: GETTING STARTED
- [SKE66763](#) STRATEGIES FOR SUCCESSFUL EMPLOYEE ONBOARDING: ASSESSING PROGRAM SUCCESS

### **Essential Mentoring Techniques**

- [SKE66471](#) ESSENTIAL MENTORING TECHNIQUES: MENTORING FUNDAMENTALS
- [SKE66472](#) ESSENTIAL MENTORING TECHNIQUES: DESIGNING AND INITIATING MENTORING PROGRAMS
- [SKE66473](#) ESSENTIAL MENTORING TECHNIQUES: BUILDING AND MAINTAINING MENTORING RELATIONSHIPS
- [SKE66474](#) ESSENTIAL MENTORING TECHNIQUES: EVALUATING AND ENDING THE MENTORING PROGRAM

### **Essentials of Interviewing and Hiring**

- [SKE62981](#) ESSENTIALS OF INTERVIEWING AND HIRING: BEHAVIORAL INTERVIEW TECHNIQUES
- [SKE62982](#) ESSENTIALS OF INTERVIEWING AND HIRING: CONDUCTING AN EFFECTIVE INTERVIEW
- [SKE62983](#) ESSENTIALS OF INTERVIEWING AND HIRING: PREPARING TO INTERVIEW
- [SKE62984](#) ESSENTIALS OF INTERVIEWING AND HIRING: SCREENING APPLICANTS FOR INTERVIEWING
- [SKE62985](#) ESSENTIALS OF INTERVIEWING AND HIRING: SELECTING THE RIGHT CANDIDATE
- [SKE65011](#) CONDUCTING INTERVIEWS: ASKING THE RIGHT QUESTIONS
- [SKE65012](#) HIRING A NEW EMPLOYEE
- [SKE65016](#) CREATING A COMPELLING JOB DESCRIPTION

### **Facilitating**

- [SKE66781](#) USING FACILITATION SKILLS AS A MANAGER
- [SKE66782](#) FACILITATING COLLABORATIVE PROCESSES
- [SKE66783](#) CHALLENGES OF FACILITATING

### **First Time Manager Essentials**

- [SKE65021](#) FIRST TIME MANAGER: UNDERSTANDING A MANAGER'S ROLE
- [SKE65022](#) FIRST TIME MANAGER: CHALLENGES
- [SKE65023](#) FIRST TIME MANAGER: MEETING EXPECTATIONS
- [SKE66129](#) MAKING THE MOVE INTO MANAGEMENT

### **Management Essentials**

- [SKE63001](#) MANAGEMENT ESSENTIALS: CARING ABOUT YOUR DIRECT REPORTS
- [SKE63002](#) MANAGEMENT ESSENTIALS: CONFRONTING DIFFICULT EMPLOYEE BEHAVIOR
- [SKE63003](#) MANAGEMENT ESSENTIALS: DELEGATING
- [SKE63004](#) MANAGEMENT ESSENTIALS: DEVELOPING YOUR DIRECT REPORTS
- [SKE63005](#) MANAGEMENT ESSENTIALS: DIRECTING OTHERS
- [SKE63006](#) MANAGEMENT ESSENTIALS: TREATING YOUR DIRECT REPORTS FAIRLY
- [SKE64021](#) MANAGEMENT ESSENTIALS: MANAGING A DIVERSE TEAM
- [SKE66033](#) MANAGING FAIRLY
- [SKE66138](#) EMPLOYEE DISMISSAL

### Managing Experts

- [SKE64131](#) MEETING THE NEEDS OF YOUR EXPERTS
- [SKE64132](#) OVERCOMING CHALLENGES WHEN MANAGING EXPERTS

### Managing Organizational Change

- [SKE62990](#) MANAGING CHANGE: UNDERSTANDING CHANGE
- [SKE62991](#) MANAGING CHANGE: BUILDING POSITIVE SUPPORT FOR CHANGE
- [SKE62992](#) MANAGING CHANGE: DEALING WITH RESISTANCE TO CHANGE
- [SKE62993](#) MANAGING CHANGE: SUSTAINING ORGANIZATIONAL CHANGE

### Managing Problem Performance

- [SKE66491](#) RECOGNIZING AND DIAGNOSING PROBLEM PERFORMANCE
- [SKE66492](#) FIRST STEPS FOR TURNING AROUND A PERFORMANCE PROBLEM
- [SKE66493](#) USING PROGRESSIVE DISCIPLINE TO CORRECT PROBLEM PERFORMANCE
- [SKE66494](#) PREVENTING PROBLEM PERFORMANCE

### Managing during Difficult Times

- [SKE66481](#) COMMUNICATING DURING DIFFICULT TIMES
- [SKE66482](#) MANAGING RESOURCES DURING DIFFICULT TIMES
- [SKE66483](#) MANAGING ATTITUDES DURING DIFFICULT TIMES

### Performance Appraisal

- [SKE66791](#) ENGAGING TOP PERFORMERS
- [SKE66792](#) RETAINING TOP PERFORMERS
- [SKE66793](#) OVERCOMING CHALLENGES OF MANAGING TOP PERFORMERS
- [SKE66801](#) PLANNING FOR PERFORMANCE
- [SKE66802](#) MONITORING AND IMPROVING PERFORMANCE
- [SKE66803](#) REVIEWING AND REWARDING PERFORMANCE

### Performance Appraisal Essentials

- [SKE65031](#) PERFORMANCE APPRAISAL ESSENTIALS: PLANNING FOR APPRAISALS
- [SKE65032](#) PERFORMANCE APPRAISAL ESSENTIALS: CONDUCTING TRADITIONAL APPRAISALS
- [SKE65033](#) PERFORMANCE APPRAISAL ESSENTIALS: 360-DEGREE APPRAISALS

### Talent Management Essentials

- [SKE63011](#) TALENT MANAGEMENT: ACQUIRING TALENT
- [SKE63012](#) TALENT MANAGEMENT: BASICS
- [SKE63013](#) TALENT MANAGEMENT: DEVELOPING AND ENGAGING TALENT
- [SKE63014](#) TALENT MANAGEMENT: PLANNING
- [SKE64031](#) TALENT MANAGEMENT: RETAINING TALENT
- [SKE66121](#) ATTRACTING AND RETAINING TALENT

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### Technical Management Essentials

- [SKE64041](#) MANAGING TECHNICAL PROFESSIONALS
- [SKE64042](#) STRATEGIES FOR TRANSITIONING TO TECHNICAL MANAGEMENT
- [SKE64043](#) TRANSITIONING FROM TECHNICAL PROFESSIONAL TO MANAGEMENT

### The Fundamentals of Business Crises Management

- [SKE65041](#) PERSEVERANCE AND FLEXIBILITY IN TIMES OF CRISIS

### Thinking Like a CFO

- [SKE66771](#) THINKING LIKE A CFO: MIND-SET AND FINANCIAL PRIORITIES
- [SKE66774](#) THINKING LIKE A CFO: MANAGING RISK

## Professional Effectiveness

### Communication

#### Anger Management Essentials

- [SKE64051](#) ANGER MANAGEMENT ESSENTIALS: UNDERSTANDING ANGER
- [SKE65051](#) ANGER MANAGEMENT ESSENTIALS: MANAGING AND CONTROLLING ANGER

#### Basic Presentation Skills

- [SKE63431](#) BASIC PRESENTATION SKILLS: PLANNING A PRESENTATION
- [SKE63432](#) BASIC PRESENTATION SKILLS: CREATING A PRESENTATION
- [SKE63433](#) BASIC PRESENTATION SKILLS: DELIVERING A PRESENTATION

#### Business Grammar Essentials

- [SKE63021](#) PARTS OF SPEECH
- [SKE63022](#) PUNCTUATION
- [SKE63023](#) THE MECHANICS OF WRITING
- [SKE63024](#) WORKING WITH WORDS

#### Business Writing Essentials

- [SKE63031](#) EDITING AND PROOFREADING

#### Communicate with Diplomacy and Tact

- [SKE63451](#) THE IMPACT OF SITUATION AND STYLE WHEN COMMUNICATING WITH DIPLOMACY AND TACT
- [SKE63452](#) STRATEGIES FOR COMMUNICATING WITH TACT AND DIPLOMACY
- [SKE63453](#) DELIVERING A DIFFICULT MESSAGE WITH DIPLOMACY AND TACT

#### Communicating Effectively with the "C" Level

- [SKE63441](#) PREPARING TO COMMUNICATE EFFECTIVELY AT THE "C" LEVEL
- [SKE63442](#) TECHNIQUES FOR COMMUNICATING EFFECTIVELY WITH SENIOR EXECUTIVES

#### Constructive Feedback and Criticism

- [SKE63041](#) GIVING CONSTRUCTIVE CRITICISM
- [SKE63042](#) GIVING FEEDBACK
- [SKE63043](#) RECEIVING FEEDBACK AND CRITICISM

#### Email Essentials

[SKE63051](#) MANAGING YOUR E-MAIL

### Emotional Intelligence Essentials

[SKE63061](#) IMPROVING YOUR EMOTIONAL INTELLIGENCE SKILLS: SELF-AWARENESS AND SELF-MANAGEMENT  
[SKE63062](#) USING EMOTIONAL INTELLIGENCE ON THE JOB  
[SKE63063](#) WHAT IS EMOTIONAL INTELLIGENCE?

### Fundamentals of Cross Cultural Communication

[SKE63071](#) COMMUNICATING ACROSS CULTURES  
[SKE63072](#) CULTURE AND ITS EFFECT ON COMMUNICATION  
[SKE63073](#) IMPROVING COMMUNICATION IN CROSS-CULTURAL RELATIONSHIPS  
[SKE66043](#) COMMUNICATING WITH A CROSS-CULTURAL AUDIENCE

### Fundamentals of Working with Difficult People

[SKE63081](#) WORKING WITH DIFFICULT PEOPLE: DEALING WITH MICROMANAGERS  
[SKE63082](#) WORKING WITH DIFFICULT PEOPLE: HOW TO WORK WITH AGGRESSIVE PEOPLE  
[SKE63083](#) WORKING WITH DIFFICULT PEOPLE: HOW TO WORK WITH MANIPULATIVE PEOPLE  
[SKE63084](#) WORKING WITH DIFFICULT PEOPLE: HOW TO WORK WITH NEGATIVE PEOPLE  
[SKE63085](#) WORKING WITH DIFFICULT PEOPLE: HOW TO WORK WITH PROCRASTINATORS  
[SKE63086](#) WORKING WITH DIFFICULT PEOPLE: HOW TO WORK WITH SELF-SERVING PEOPLE  
[SKE63087](#) WORKING WITH DIFFICULT PEOPLE: IDENTIFYING DIFFICULT PEOPLE

### Getting Results without Direct Authority

[SKE63091](#) GETTING RESULTS WITHOUT AUTHORITY: BUILDING RELATIONSHIPS AND CREDIBILITY  
[SKE63092](#) GETTING RESULTS WITHOUT AUTHORITY: PERSUASIVE COMMUNICATION  
[SKE63093](#) GETTING RESULTS WITHOUT DIRECT AUTHORITY: INFLUENCING YOUR BOSS  
[SKE63094](#) GETTING RESULTS WITHOUT DIRECT AUTHORITY: RECIPROCITY

### How to Write an Effective Internal Business Case

[SKE61785](#) PREPARING A BUSINESS CASE  
[SKE61786](#) WRITING A BUSINESS CASE  
[SKE61787](#) PRESENTING YOUR CASE

### Interpersonal Communication

[SKE63101](#) INTERPERSONAL COMMUNICATION: BEING APPROACHABLE  
[SKE63102](#) INTERPERSONAL COMMUNICATION: COMMUNICATING ASSERTIVELY  
[SKE63103](#) INTERPERSONAL COMMUNICATION: COMMUNICATING WITH CONFIDENCE  
[SKE63104](#) INTERPERSONAL COMMUNICATION: LISTENING ESSENTIALS  
[SKE63105](#) INTERPERSONAL COMMUNICATION: TARGETING YOUR MESSAGE

### Listening Essentials

[SKE63111](#) LISTENING ESSENTIALS: IMPROVING YOUR LISTENING SKILLS  
[SKE63112](#) LISTENING ESSENTIALS: THE BASICS OF LISTENING  
[SKE66130](#) EFFECTIVE LISTENING

### Negotiation Essentials

[SKE63121](#) NEGOTIATION ESSENTIALS: AVOIDING PITFALLS IN NEGOTIATIONS  
[SKE63122](#) NEGOTIATION ESSENTIALS: COMMUNICATING  
[SKE63123](#) NEGOTIATION ESSENTIALS: PERSUADING  
[SKE63124](#) NEGOTIATION ESSENTIALS: PLANNING FOR NEGOTIATION  
[SKE63125](#) NEGOTIATION ESSENTIALS: WHAT IS NEGOTIATION?  
[SKE66132](#) VENDOR NEGOTIATIONS: CHOOSING THE BEST APPROACH

### Obtaining Results without Authority

[SKE66116](#) INFLUENCE AND PERSUASION

### Professional Networking Essentials

[SKE63461](#) PROFESSIONAL NETWORKING ESSENTIALS: FINDING OPPORTUNITIES TO MAKE CONNECTIONS  
[SKE63462](#) PROFESSIONAL NETWORKING ESSENTIALS: DEVELOPING CONFIDENCE

### Running Effective Business Meetings

[SKE66501](#) PREPARING FOR EFFECTIVE BUSINESS MEETINGS  
[SKE66502](#) MANAGING EFFECTIVE BUSINESS MEETINGS  
[SKE66503](#) DEALING WITH COMMON MEETING PROBLEMS

### Telephone Essentials

[SKE63131](#) ESSENTIAL SKILLS FOR PROFESSIONAL TELEPHONE CALLS

### Workplace Conflict

[SKE63141](#) WORKPLACE CONFLICT: STRATEGIES FOR RESOLVING CONFLICTS  
[SKE63142](#) WORKPLACE CONFLICT: RECOGNIZING AND RESPONDING TO CONFLICT

### Foundation Skills

#### Basic Business Math

[SKE66511](#) BASIC BUSINESS MATH: USING WHOLE NUMBERS AND DECIMALS  
[SKE66512](#) BASIC BUSINESS MATH: PERCENTAGES AND RATIOS  
[SKE66513](#) BASIC BUSINESS MATH: AVERAGES AND EQUATIONS  
[SKE66514](#) BASIC BUSINESS MATH: CHARTS AND GRAPHS

### Personal Development

#### Building and Maintaining Trust

[SKE61931](#) BUILDING TRUST  
[SKE61932](#) REBUILDING TRUST

#### Business Ethics

[SKE61951](#) INTRODUCTION TO WORKPLACE ETHICS  
[SKE61952](#) DEVELOPING A CODE OF ETHICAL CONDUCT  
[SKE61953](#) ETHICAL DECISION-MAKING IN THE WORKPLACE

#### Campus to Corporate

[SKE61971](#) CAMPUS TO CORPORATE: MEETING NEW EXPECTATIONS  
[SKE61972](#) CAMPUS TO CORPORATE: DEVELOPING A PROFESSIONAL IMAGE

#### Critical Thinking Essentials

[SKE61921](#) CRITICAL THINKING ESSENTIALS: WHAT IS CRITICAL THINKING?

## Dealing with Organizational Change

- [SKE63151](#) EMBRACING ORGANIZATIONAL CHANGE
- [SKE63152](#) PREPARING FOR ORGANIZATIONAL CHANGE
- [SKE63153](#) UNDERSTANDING ORGANIZATIONAL CHANGE

## Decisiveness

- [SKE66821](#) DEVELOPING CHARACTER FOR DECISIVENESS
- [SKE66822](#) OVERCOMING THE BARRIERS TO DECISIVENESS

## Diversity on the Job

- [SKE63161](#) DIVERSITY ON THE JOB: DIVERSITY AND YOU
- [SKE63162](#) DIVERSITY ON THE JOB: THE IMPORTANCE OF DIVERSITY AND THE CHANGING WORKPLACE

## Doing Business Professionally

- [SKE62631](#) WORKING FOR YOUR INNER BOSS: PERSONAL ACCOUNTABILITY
- [SKE62632](#) MANAGING FROM WITHIN: SELF-EMPOWERMENT
- [SKE62633](#) GOALS AND SETTING GOALS
- [SKE62634](#) CREATING A POSITIVE ATTITUDE
- [SKE62635](#) PURSUING SUCCESSFUL LIFELONG LEARNING
- [SKE62636](#) DOING BUSINESS PROFESSIONALLY SIMULATION
- [SKE65061](#) MANAGING GOALS

## Effective Time Management

- [SKE63171](#) TIME MANAGEMENT: ANALYZING YOUR USE OF TIME
- [SKE63172](#) TIME MANAGEMENT: PLANNING AND PRIORITIZING YOUR TIME
- [SKE63173](#) TIME MANAGEMENT: AVOIDING TIME STEALERS

## Generating Creative & Innovative Ideas

- [SKE63181](#) GENERATING CREATIVE AND INNOVATIVE IDEAS: ENHANCING YOUR CREATIVITY
- [SKE63182](#) GENERATING CREATIVE AND INNOVATIVE IDEAS: MAXIMIZING TEAM CREATIVITY
- [SKE63183](#) GENERATING CREATIVE AND INNOVATIVE IDEAS: VERIFYING AND BUILDING ON IDEAS

## Interviewing strategies (for interviewee)

- [SKE66521](#) PREPARING FOR AN INTERNAL INTERVIEW
- [SKE66522](#) MAKING A POSITIVE IMPRESSION IN AN INTERNAL INTERVIEW

## Living and Working Abroad in the United States

- [SKE61961](#) AMERICAN WORK CULTURE AND VALUES
- [SKE61962](#) KEY ASPECTS OF THE AMERICAN WORK ENVIRONMENT
- [SKE61963](#) COMMUNICATING SUCCESSFULLY IN THE AMERICAN WORKPLACE
- [SKE61964](#) SUCCEEDING IN THE AMERICAN WORKPLACE

## Managing Your Career

- [SKE63191](#) MANAGING YOUR CAREER: CREATING A PLAN
- [SKE63192](#) MANAGING YOUR CAREER: GETTING ON THE RIGHT TRACK
- [SKE63193](#) MANAGING YOUR CAREER: LEVERAGING THE PERFORMANCE APPRAISAL
- [SKE63194](#) MANAGING YOUR RELATIONSHIP WITH YOUR BOSS SIMULATION
- [SKE63195](#) MANAGING YOUR CAREER: PROFESSIONAL NETWORKING ESSENTIALS
- [SKE63196](#) MANAGING YOUR CAREER: YOU AND YOUR BOSS
- [SKE66042](#) CONQUERING CAREER STAGNATION
- [SKE66137](#) DEVELOPING YOUR CAREER

## Optimizing Your Work/Life Balance

- [SKE63201](#) OPTIMIZING YOUR WORK/LIFE BALANCE: ANALYZING YOUR LIFE BALANCE
- [SKE63202](#) OPTIMIZING YOUR WORK/LIFE BALANCE: TAKING CONTROL OF YOUR STRESS
- [SKE66136](#) CREATING WORK/LIFE BALANCE

## Peer Relationships

- [SKE61941](#) THE VALUE OF PEER RELATIONSHIPS
- [SKE61942](#) DEVELOPING STRATEGIC PEER RELATIONSHIPS IN YOUR ORGANIZATION
- [SKE61943](#) FORMING PEER RELATIONSHIPS AND ALLIANCES AT WORK

## Performance under Pressure

- [SKE66531](#) DEVELOPING THE RIGHT ATTITUDE FOR PERFORMING UNDER PRESSURE
- [SKE66532](#) TAKING ACTION FOR PERFORMING UNDER PRESSURE
- [SKE66533](#) PERFORMING WITH OTHERS UNDER PRESSURE

## Perseverance and Resilience

- [SKE66541](#) DEVELOPING CHARACTER FOR PERSEVERANCE AND RESILIENCE
- [SKE66542](#) ACHIEVING GOALS THROUGH PERSEVERANCE AND RESILIENCE
- [SKE66543](#) BOUNCING BACK WITH PERSEVERANCE AND RESILIENCE

## Personal Productivity

- [SKE66811](#) PERSONAL PRODUCTIVITY IMPROVEMENT: MANAGING YOUR WORKSPACE
- [SKE66812](#) PERSONAL PRODUCTIVITY: SELF-ORGANIZATION AND OVERCOMING PROCRASTINATION
- [SKE66813](#) PERSONAL PRODUCTIVITY IMPROVEMENT: MANAGING TASKS AND MAXIMIZING PRODUCTIVITY

## Problem Solving and Decision Making Strategies

- [SKE63211](#) DECISION MAKING: MAKING TOUGH DECISIONS
- [SKE63212](#) DECISION MAKING: THE FUNDAMENTALS
- [SKE63213](#) DECISION MAKING: TOOLS AND TECHNIQUES
- [SKE63214](#) PROBLEM SOLVING: DETERMINING AND BUILDING YOUR STRENGTHS
- [SKE63215](#) PROBLEM SOLVING: DIGGING DEEPER
- [SKE63216](#) PROBLEM SOLVING: THE FUNDAMENTALS

## Professionalism and Business Etiquette

- [SKE66551](#) DEVELOPING YOUR REPUTATION OF PROFESSIONALISM WITH BUSINESS ETIQUETTE
- [SKE66552](#) PROFESSIONALISM, BUSINESS ETIQUETTE, AND PERSONAL ACCOUNTABILITY
- [SKE66553](#) COMMUNICATING WITH PROFESSIONALISM AND ETIQUETTE

## Public Speaking Strategies

- [SKE66561](#) PUBLIC SPEAKING STRATEGIES: PREPARING EFFECTIVE SPEECHES
- [SKE66562](#) PUBLIC SPEAKING STRATEGIES: CONFIDENT PUBLIC SPEAKING

## Take Control of Your Time by Working More Effectively

- [SKE66118](#) SETTING AND MANAGING PRIORITIES

## Time Management Fundamentals

- [SKE64141](#) GESTION DU TEMPS : LIMITATION DES VOLEURS DE TEMPS

## Writing Under Pressure

- [SKE66831](#) WRITING UNDER PRESSURE: PREPARING FOR SUCCESS
- [SKE66832](#) WRITING UNDER PRESSURE: THE WRITING PROCESS

## Project Effectiveness

### Business Analysis

#### Certified Business Analysis Professional (CBAP?) - BABOK® Guide V2.0 aligned

- [SKE63221](#) BUSINESS ANALYSIS: ENTERPRISE ANALYSIS
- [SKE63222](#) BUSINESS ANALYSIS: INTRODUCTION TO REQUIREMENTS ANALYSIS
- [SKE63223](#) BUSINESS ANALYSIS: SOLUTION ASSESSMENT AND VALIDATION
- [SKE63224](#) BUSINESS ANALYSIS: VERIFY AND VALIDATE REQUIREMENTS
- [SKE63225](#) BUSINESS ANALYSIS REQUIREMENTS ELICITATION
- [SKE63226](#) BUSINESS ANALYSIS REQUIREMENTS MANAGEMENT AND COMMUNICATION
- [SKE63227](#) INTRODUCTION TO BUSINESS ANALYSIS AND ESSENTIAL COMPETENCIES
- [SKE63228](#) INTRODUCTION TO BUSINESS ANALYSIS PLANNING
- [SKE63229](#) PLANNING BUSINESS ANALYSIS COMMUNICATION AND MONITORING

### Communication

#### Business Writing Basics

- [SKE63231](#) BUSINESS WRITING: HOW TO WRITE CLEARLY AND CONCISELY
- [SKE63232](#) BUSINESS WRITING: KNOW YOUR READERS AND YOUR PURPOSE

#### E-mail Essentials for Business

- [SKE63241](#) ADDRESSING AND REDISTRIBUTING E-MAIL
- [SKE63242](#) USING E-MAIL AND INSTANT MESSAGING EFFECTIVELY

### Personal Development

#### Telecommuting and the Remote Employee

- [SKE63251](#) TELECOMMUTING BASICS: COMMUNICATION STRATEGIES FOR THE REMOTE EMPLOYEE
- [SKE63252](#) TELECOMMUTING BASICS: MAXIMIZING PRODUCTIVITY AS A REMOTE EMPLOYEE

### Project Management

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

- [SKE63261](#) CORE PMI® VALUES AND ETHICAL STANDARDS
- [SKE63262](#) THE ROLE OF ETHICS IN PROJECT MANAGEMENT

#### IT Project Management Essentials

- [SKE63421](#) IT PROJECT MANAGEMENT ESSENTIALS: INTRODUCTION TO IT PROJECT MANAGEMENT
- [SKE63422](#) IT PROJECT MANAGEMENT ESSENTIALS: INITIATING AND PLANNING IT PROJECTS
- [SKE63423](#) IT PROJECT MANAGEMENT ESSENTIALS: EXECUTING IT PROJECTS
- [SKE63424](#) IT PROJECT MANAGEMENT ESSENTIALS: MONITORING AND CONTROLLING IT PROJECTS

- [SKE63425](#) IT PROJECT MANAGEMENT ESSENTIALS: MANAGING RISKS IN AN IT PROJECT
- [SKE63426](#) IT PROJECT MANAGEMENT ESSENTIALS: TESTING DELIVERABLES AND CLOSING IT PROJECTS

#### Managing Software Project Outsourcing

- [SKE66571](#) MANAGING SOFTWARE PROJECT OUTSOURCING: PREPARING TO MANAGE AN OUTSOURCED PROJECT
- [SKE66572](#) MANAGING SOFTWARE PROJECT OUTSOURCING: DEVELOPING A VENDOR CONTRACT
- [SKE66573](#) MANAGING SOFTWARE PROJECT OUTSOURCING: WORKING WITH THE OUTSOURCED TEAM
- [SKE66574](#) MANAGING SOFTWARE PROJECT OUTSOURCING: DEALING WITH RISKS

#### PRINCE2® 2009 Foundation

- [SKE63271](#) CONTROLLING, MANAGING AND CLOSING A PROJECT (PRINCE2: 2009-ALIGNED)
- [SKE63272](#) OVERVIEW OF PROJECT MANAGEMENT (PRINCE2: 2009-ALIGNED)
- [SKE63273](#) PROJECT ORGANIZATION, PLANNING AND RISK (PRINCE2: 2009-ALIGNED)
- [SKE63274](#) PROJECT QUALITY, CHANGE AND PROGRESS (PRINCE2: 2009-ALIGNED)
- [SKE63275](#) STARTING UP, INITIATING AND DIRECTING A PROJECT (PRINCE2: 2009-ALIGNED)
- [SKE63276](#) TAILORING PRINCE2 TO A PROJECT ENVIRONMENT (PRINCE2: 2009-ALIGNED)

#### Program Management Overview

- [SKE63281](#) INTRODUCTION TO PROGRAM MANAGEMENT
- [SKE63282](#) PROGRAM LIFE CYCLE AND BENEFITS MANAGEMENT

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

- [SKE63291](#) COMMUNICATING EFFECTIVELY WITH PROJECT STAKEHOLDERS SIMULATION
- [SKE63292](#) PROCESSES FOR MANAGING PROJECT COMMUNICATIONS
- [SKE63293](#) STAKEHOLDERS AND THE COMMUNICATION MANAGEMENT PLAN

#### Project Cost Management (PMBOK Guide - Fourth Edition-aligned)

- [SKE62702](#) CONTROLLING COSTS

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

- [SKE62701](#) ESTIMATING AND BUDGETING PROJECT COSTS

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

- [SKE63302](#) MANAGING PROJECT HUMAN RESOURCES
- [SKE63303](#) PLANNING PROJECT HUMAN RESOURCES

#### Project Integration Management (PMBOK Guide - Fourth Edition-aligned)

- [SKE62711](#) INTEGRATED INITIATION AND PLANNING
- [SKE62712](#) INTEGRATED PROJECT EXECUTION, MONITORING, AND CONTROL
- [SKE62713](#) INTEGRATED PROJECT CHANGE CONTROL AND CLOSE

#### Project Management Essentials - (PMBOK Guide - Fourth Edition-aligned)



[SKE62721](#) MANAGING PROJECTS WITHIN ORGANIZATIONS  
[SKE62723](#) PROJECT MANAGEMENT PROCESS GROUPS

### Project Management for Non-Project Managers

[SKE60161](#) PROJECT MANAGEMENT FUNDAMENTALS  
[SKE60162](#) TRANSITIONING INTO A PROJECT MANAGEMENT ROLE  
[SKE60163](#) INITIATING AND PLANNING A PROJECT  
[SKE60164](#) MANAGING A PROJECT  
[SKE60165](#) TROUBLESHOOTING AND CLOSING THE PROJECT  
[SKE60166](#) PROJECT MANAGEMENT FOR NON-PROJECT MANAGERS SIMULATION  
[SKE66141](#) PROJECT MANAGEMENT ESSENTIALS

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

[SKE63311](#) MANAGING PROCUREMENTS  
[SKE63312](#) PLANNING PROJECT PROCUREMENT

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

[SKE63321](#) PROJECT QUALITY PLANNING  
[SKE63322](#) QUALITY ASSURANCE AND QUALITY CONTROL

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

[SKE63331](#) IDENTIFYING PROJECT RISKS  
[SKE63332](#) PERFORMING RISK ANALYSIS  
[SKE63333](#) RISK MANAGEMENT PLANNING  
[SKE63334](#) RISK RESPONSE, MONITOR, AND CONTROL

### Project Scope Management (PMBOK Guide - Fourth Edition-aligned)

[SKE62741](#) MONITORING AND CONTROLLING PROJECT SCOPE  
[SKE62742](#) PROJECT REQUIREMENTS AND DEFINING SCOPE  
[SKE62743](#) CREATE WORK BREAKDOWN STRUCTURE

### Project Time Management (PMBOK Guide - Fourth Edition-aligned)

[SKE62751](#) DEFINING AND SEQUENCING PROJECT ACTIVITIES  
[SKE62752](#) ESTIMATING ACTIVITY RESOURCES AND DURATIONS

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

[SKE62753](#) DEVELOPING AND CONTROLLING THE PROJECT SCHEDULE

### Test Prep

[SKE09161](#) TESTPREP PRINCE2: FOUNDATION

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

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

[SKE64169](#) PLAN AND MANAGE PROJECT COMMUNICATIONS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64170](#) CONTROL PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64163](#) PLANNING PROJECT COSTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

[SKE64164](#) CONTROLLING PROJECT COSTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

### Project Human Resource Management (PMBOK® Guide - Fifth Edition-aligned)

[SKE64167](#) PLANNING PROJECT HUMAN RESOURCES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64168](#) MANAGING PROJECT HUMAN RESOURCES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64154](#) INTEGRATED INITIATION AND PLANNING (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64155](#) DIRECT, MONITOR, AND CONTROL PROJECT WORK (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64156](#) CONTROLLING CHANGES AND CLOSING A PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64151](#) MANAGING PROJECTS WITHIN ORGANIZATIONS (PMBOK® GUIDE FIFTH EDITION)  
[SKE64152](#) PROJECT MANAGEMENT OVERVIEW (PMBOK® GUIDE FIFTH EDITION)  
[SKE64153](#) PROJECT MANAGEMENT PROCESS GROUPS (PMBOK® GUIDE FIFTH EDITION)

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

[SKE64175](#) PLANNING PROJECT PROCUREMENT MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64176](#) MANAGING PROCUREMENTS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64165](#) PLAN QUALITY MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64166](#) QUALITY ASSURANCE AND QUALITY CONTROL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64171](#) RISK MANAGEMENT PLANNING (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64172](#) IDENTIFYING PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64173](#) PERFORMING RISK ANALYSIS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64174](#) RISK RESPONSE AND CONTROL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64157](#) PROJECT REQUIREMENTS AND DEFINING SCOPE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64158](#) CREATING THE WORK BREAKDOWN STRUCTURE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64159](#) MONITORING AND CONTROLLING PROJECT SCOPE (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64177](#) PROJECT STAKEHOLDER MANAGEMENT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

[SKE64178](#) MANAGING AND CONTROLLING STAKEHOLDER (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

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

[SKE64160](#) DEFINING AND SEQUENCING PROJECT ACTIVITIES (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64161](#) ESTIMATING ACTIVITY RESOURCES AND DURATIONS (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)  
[SKE64162](#) DEVELOPING AND CONTROLLING THE PROJECT (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

### Test Prep Exams

[SKE09191](#) TESTPREP PROJECT MANAGEMENT PROFESSIONAL (PMBOK® GUIDE - FIFTH EDITION-ALIGNED)

## Team Building

### Leading Teams

[SKE63341](#) LEADING TEAMS: BUILDING TRUST AND COMMITMENT  
[SKE63342](#) LEADING TEAMS: DEALING WITH CONFLICT  
[SKE63343](#) LEADING TEAMS: DEVELOPING THE TEAM AND ITS CULTURE  
[SKE63344](#) LEADING TEAMS: ESTABLISHING GOALS, ROLES, AND GUIDELINES  
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### Optimizing Your Performance on a Team

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## Sales and Customer Facing Skills

### Customer Service

#### Customer Advocacy

[SKE66582](#) CUSTOMER ADVOCACY: ENHANCING THE CUSTOMER EXPERIENCE  
[SKE66583](#) CUSTOMER ADVOCACY: SUPPORTING CUSTOMER ADVOCACY

#### Customer Focus

[SKE63502](#) CREATING AND SUSTAINING A CUSTOMER-FOCUSED ORGANIZATION  
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[SKE66591](#) IDENTIFYING AND MANAGING CUSTOMER EXPECTATIONS

#### Customer Service Fundamentals

[SKE63401](#) CUSTOMER SERVICE CONFRONTATION AND CONFLICT  
[SKE63402](#) CUSTOMER SERVICE FUNDAMENTALS: BUILDING RAPPORT IN CUSTOMER RELATIONSHIPS  
[SKE63403](#) CUSTOMER SERVICE IN THE FIELD  
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[SKE63406](#) SHAPING THE DIRECTION OF CUSTOMER SERVICE IN YOUR ORGANIZATION

[SKE66056](#) THE ANGRY CALLER: WHAT'S YOUR PLAN?

### Customer Service Representative, Process

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[SKE62772](#) QUALITY IN A SUPPORT CENTER  
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### Customer Service Representative, Professionalism

[SKE62781](#) THE CUSTOMER SERVICE REPRESENTATIVE (CSR)  
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### Customer Service Representative, Skills

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### Managing A Customer-Focused Department

[SKE66120](#) CREATING A CUSTOMER-FOCUSED ORGANIZATION

## Industry Foundations

### Industry Overviews

[SKE63411](#) THE BANKING INDUSTRY OVERVIEW  
[SKE63412](#) THE TELECOMMUNICATIONS INDUSTRY OVERVIEW  
[SKE64061](#) THE HEALTH CARE INDUSTRY OVERVIEW: VERSION 3  
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[SKE64063](#) THE MANUFACTURING INDUSTRY OVERVIEW: VERSION 3  
[SKE64064](#) THE OIL AND GAS INDUSTRY OVERVIEW: VERSION 3  
[SKE64065](#) THE PHARMACEUTICAL INDUSTRY OVERVIEW: VERSION 3  
[SKE64066](#) THE RETAIL INDUSTRY OVERVIEW: VERSION 3  
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[SKE64073](#) THE UTILITIES INDUSTRY OVERVIEW: VERSION 1  
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[SKE64076](#) THE BROADCASTING & ENTERTAINMENT INDUSTRY OVERVIEW: VERSION 1  
[SKE64077](#) THE AUTOMOTIVE INDUSTRY OVERVIEW: VERSION 3  
[SKE64091](#) MANAGING WORKFORCE GENERATIONS: INTRODUCTION TO CROSS-GENERATIONAL EMPLOYEES  
[SKE64092](#) THE BIOTECHNOLOGY INDUSTRY OVERVIEW: VERSION 1  
[SKE64093](#) MANAGING WORKFORCE GENERATIONS: WORKING WITH THE 21ST-CENTURY GENERATION MIX  
[SKE64094](#) THE CONSUMER ELECTRONICS INDUSTRY OVERVIEW: VERSION 1  
[SKE64095](#) THE FOOD AND BEVERAGE INDUSTRY OVERVIEW: VERSION 3  
[SKE64096](#) MANAGING WORKFORCE GENERATIONS: WORKING WITH A MULTIGENERATIONAL TEAM  
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### Field Sales Skills

[SKE66058](#) USING PERSUASION TECHNIQUES TO BOOST SALES

[SKE66059](#) DON'T ONLY GO FOR THE BIG FISH

### **Negotiation Skills for Sales Professionals**

[SKE66601](#) NEGOTIATION SKILLS FOR SALES PROFESSIONALS: PREPARING TO NEGOTIATE  
[SKE66602](#) NEGOTIATION SKILLS FOR SALES PROFESSIONALS: VALUE EXCHANGE  
[SKE66603](#) NEGOTIATION SKILLS FOR SALES PROFESSIONALS: REACHING AGREEMENT

### **Sales Foundations**

[SKE61331](#) INTRODUCTION TO SALES  
[SKE61332](#) STRATEGIC SALES PLANNING  
[SKE61333](#) PREPARING FOR SUCCESSFUL SALES  
[SKE61334](#) DEVELOPING STRONG CUSTOMER RELATIONSHIPS  
[SKE61335](#) WORKING WITHIN THE SALES CULTURE OF YOUR ORGANIZATION  
[SKE66892](#) CONDUCTING EFFECTIVE DISCOVERY MEETINGS  
[SKE61336](#) DEVELOPING A CUSTOMER-FOCUSED SALES APPROACH

### **Sales Management**

[SKE66081](#) STORMING: DEVELOPING AND LEADING YOUR SALES TEAM  
[SKE66082](#) SALES SUPPORT ROLES FOR BETTER CUSTOMER INTERACTION

### **Selling Skills**

[SKE66861](#) ESSENTIAL SELLING SKILLS: MASTERING COLD CALLING  
[SKE66862](#) ESSENTIAL SELLING SKILLS: QUALIFYING SALES PROSPECTS  
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### **Solution Selling**

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### **Strategic Account Sales Skills**

[SKE66057](#) BUILDING PROFITABLE CUSTOMER RELATIONSHIPS  
[SKE66091](#) SELLING TO KEY PLAYERS  
[SKE66092](#) PLANNING FOR EFFECTIVE SELLING  
[SKE66093](#) CRAFTING SALES STRATEGIES  
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### **Territorial Account Sales Skills**

[SKE61247](#) LISTENING TO YOUR CUSTOMERS

## **Legal Skills**

### **Compliance**

#### **HIPAA**

[SKE81001](#) HIPAA PRIVACY ESSENTIALS

#### **HR Compliance**

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[SKE80113](#) ANTITRUST-TRADE ASSOCIATIONS  
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[SKE80120](#) ATTORNEY-CLIENT PRIVILEGE  
[SKE80121](#) DOING BUSINESS ON THE INTERNET  
[SKE80122](#) DOING BUSINESS WITH THE GOVERNMENT  
[SKE80126](#) RECORD RETENTION  
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[SKE80161](#) ETHICAL DECISION MAKING  
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[SKE80422](#) I-9 COMPLIANCE: VERIFYING EMPLOYMENT ELIGIBILITY OF US AND NON-US CITIZENS  
[SKE80423](#) INTEGRITY IN THE WORKPLACE  
[SKE80424](#) PREVENTING FRAUD AND ABUSE  
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[SKE80427](#) UNDERSTANDING THE AMERICANS WITH DISABILITIES ACT (ADA)  
[SKE81011](#) ANTITRUST ? OVERVIEW  
[SKE81012](#) FOREIGN CORRUPT PRACTICES ACT  
[SKE81013](#) INTELLECTUAL PROPERTY OVERVIEW  
[SKE81031](#) INDEPENDENT CONTRACTORS AND TEMPORARY EMPLOYEES  
[SKE81032](#) INSIDER TRADING

### **Harassment**

[SKE80186](#) HARASSMENT AND VIOLENCE PREVENTION IN THE CANADIAN WORKPLACE  
[SKE80191](#) DEALING WITH SEXUAL HARASSMENT SIMULATION  
[SKE80192](#) MANAGING SEXUAL HARASSMENT PROBLEMS SIMULATION  
[SKE80193](#) MANAGING WORKPLACE HARRASSMENT COMPLAINTS  
[SKE80194](#) INTERVIEWING AND HIRING PRACTICES  
[SKE80201](#) SUPERVISOR AND MANAGER SEXUAL HARASSMENT AWARENESS ? MULTI-STATE EDITION  
[SKE80231](#) WORKPLACE HARASSMENT PREVENTION FOR MANAGERS ? MULTI-STATE EDITION

## **Federal Government Industry**

### **Federal Compliance**

#### **Federal Government Legal Compliance**

[SKE81035](#) THE AODA: CUSTOMER SERVICE AND ACCESSIBILITY

## **Legal Compliance Courseware**

### **Compliance**

#### **HR Compliance**

[SKE81046](#) WAGE & HOUR FOR EMPLOYEES  
[SKE81047](#) WAGE AND HOUR AWARENESS FOR MANAGERS  
[SKE81048](#) AGG (GETA) ? INFORMATION FOR EMPLOYEES  
[SKE81050](#) AGG (GETA) - INFORMATION FOR MANAGEMENT  
[SKE81051](#) GLOBAL ANTI-BRIBERY  
[SKE81052](#) EU PRIVACY AND INFORMATION SECURITY  
[SKE81053](#) GLOBAL ANTITRUST  
[SKE81054](#) GLOBAL PRIVACY AND INFORMATION SECURITY  
[SKE81055](#) PCI COMPLIANCE ESSENTIALS  
[SKE81056](#) ANTI-MONEY LAUNDERING: AN OVERVIEW

<a href="#">SKE81057</a>	GLOBAL INSIDER DEALING
<a href="#">SKE81058</a>	GLOBAL CONFLICTS OF INTEREST
<a href="#">SKE81059</a>	THE INTERNET, SOCIAL MEDIA, AND ELECTRONIC COMMUNICATION
<a href="#">SKE81060</a>	UNION AWARENESS
<a href="#">SKE81061</a>	INTERVIEWING: DOING IT RIGHT
<a href="#">SKE81062</a>	BUSINESS ETHICS
<a href="#">SKE81063</a>	EEO AND LAWFUL HIRING
<a href="#">SKE81064</a>	PROCUREMENT INTEGRITY
<a href="#">SKE81065</a>	FMLA LEAVE AND MORE: AN OVERVIEW OF LEGALLY PROTECTED LEAVE
<a href="#">SKE81066</a>	GOVERNMENT CONTRACTING ESSENTIALS
<a href="#">SKE81067</a>	CANADIAN ANTITRUST

#### Harassment

<a href="#">SKE81041</a>	WORKPLACE HARASSMENT FOR EMPLOYEES
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<a href="#">SKE81043</a>	WORKPLACE HARASSMENT PREVENTION FOR MANAGERS
<a href="#">SKE81044</a>	PREVENTING HARASSMENT IN THE GLOBAL WORKPLACE ? EMPLOYEE EDITION
<a href="#">SKE81045</a>	PREVENTING HARASSMENT IN THE GLOBAL WORKPLACE ? MANAGER EDITION

## Industrial Solutions

### US Environmental, Safety & Health and Transportation Courseware

#### Environmental, Safety & Health, and Transportation

##### Environmental

<a href="#">SKE90339</a>	SPILL PREVENTION AND CONTROL
<a href="#">SKE90340</a>	SPILL PREVENTION, CONTROL, AND COUNTERMEASURE PLAN

##### Safety and Health

<a href="#">SKE90341</a>	FIRST AID: CPR
<a href="#">SKE90342</a>	FIRST AID: MEDICAL EMERGENCIES
<a href="#">SKE90343</a>	FLAGGING SAFETY
<a href="#">SKE90344</a>	SAFETY DATA SHEETS
<a href="#">SKE90345</a>	OSHA 300 RECORDKEEPING
<a href="#">SKE90346</a>	CONSTRUCTION SAFETY ORIENTATION
<a href="#">SKE90347</a>	STORM WATER POLLUTION PREVENTION
<a href="#">SKE90348</a>	ELECTRICAL SAFETY
<a href="#">SKE90349</a>	DEFENSIVE DRIVING FUNDAMENTALS
<a href="#">SKE90350</a>	DISTRACTED DRIVING
<a href="#">SKE90351</a>	INDOOR HOISTING AND RIGGING
<a href="#">SKE90352</a>	WELDING, CUTTING, AND BRAZING
<a href="#">SKE90353</a>	ACCIDENT INVESTIGATION AND REPORTING
<a href="#">SKE90354</a>	COMPUTER ERGONOMICS
<a href="#">SKE90355</a>	OFFICE ERGONOMICS
<a href="#">SKE90356</a>	WORKPLACE SAFETY ORIENTATION
<a href="#">SKE90357</a>	PERSONAL PROTECTIVE EQUIPMENT: BODY PROTECTION
<a href="#">SKE90358</a>	PPE: FOOT AND LEG PROTECTION
<a href="#">SKE90359</a>	PPE: EYE AND FACE PROTECTION
<a href="#">SKE90360</a>	PERSONAL PROTECTIVE EQUIPMENT: HEAD PROTECTION
<a href="#">SKE90361</a>	PPE: HAND PROTECTION
<a href="#">SKE90362</a>	BEHAVIOR-BASED SAFETY FOR SUPERVISORS
<a href="#">SKE90363</a>	FIRST AID: AUTOMATED EXTERNAL DEFIBRILLATOR

## US Environmental, Safety & Health, and Transportation

#### Environmental

<a href="#">SKE90101</a>	ENVIRONMENTAL REGULATIONS OVERVIEW
<a href="#">SKE90106</a>	UNIVERSAL WASTE RULE TRAINING
<a href="#">SKE90107</a>	USED OIL MANAGEMENT
<a href="#">SKE90261</a>	ENVIRONMENTAL MANAGEMENT SYSTEMS (EMS)

#### Safety and Health

<a href="#">SKE81021</a>	ERGONOMICS IN THE WORKPLACE
<a href="#">SKE90123</a>	ACCIDENT INVESTIGATION AND REPORTING SIMULATION
<a href="#">SKE90128</a>	CARCINOGEN SAFETY
<a href="#">SKE90129</a>	CHEMICAL PROCESS SAFETY
<a href="#">SKE90130</a>	CHLORINE SAFETY
<a href="#">SKE90135</a>	CONSTRUCTION SAFETY ORIENTATION
<a href="#">SKE90136</a>	CRYOGENIC SAFETY
<a href="#">SKE90137</a>	DECONTAMINATION (HAZWOPER)
<a href="#">SKE90138</a>	DEFENSIVE DRIVING
<a href="#">SKE90141</a>	ELECTROSTATIC DISCHARGE SAFETY TRAINING
<a href="#">SKE90144</a>	EMERGENCY RESPONSE AND SPILL CONTROL (HAZWOPER)
<a href="#">SKE90147</a>	FIRE AND EXPLOSION HAZARDS (H)
<a href="#">SKE90153</a>	FOOD SAFETY AND HANDLING
<a href="#">SKE90159</a>	HAZARD COMMUNICATION (HAZWOPER)
<a href="#">SKE90160</a>	HEAT AND COLD EXPOSURE MANAGEMENT (HAZWOPER)
<a href="#">SKE90163</a>	HYDROGEN SULFIDE
<a href="#">SKE90167</a>	LABORATORY SAFETY
<a href="#">SKE90170</a>	LASER SAFETY TRAINING
<a href="#">SKE90171</a>	LEAD AND CADMIUM
<a href="#">SKE90172</a>	LEAD AWARENESS
<a href="#">SKE90174</a>	LOCKOUT/TAGOUT FOR AUTHORIZED PERSONS
<a href="#">SKE90175</a>	LIQUEFIED PETROLEUM GAS (LPG) SAFETY
<a href="#">SKE90179</a>	MOLD AWARENESS
<a href="#">SKE90180</a>	NFPA 70E ELECTRICAL SAFETY IN THE WORKPLACE
<a href="#">SKE90181</a>	NON-IONIZING RADIATION SAFETY
<a href="#">SKE90183</a>	OFFICE SAFETY
<a href="#">SKE90187</a>	POWERED INDUSTRIAL TRUCK SAFETY
<a href="#">SKE90188</a>	PPE/RESPIRATORY PROTECTION (HAZWOPER)
<a href="#">SKE90194</a>	RADIATION SAFETY
<a href="#">SKE90195</a>	REGULATORY INFORMATION
<a href="#">SKE90196</a>	REGULATORY OVERVIEW (HAZWOPER)
<a href="#">SKE90200</a>	SITE CONTROL (HAZWOPER)
<a href="#">SKE90201</a>	SITE SAFETY AND HEALTH PLAN PROCEDURES (HAZWOPER)
<a href="#">SKE90203</a>	TOXICOLOGY (HAZWOPER)
<a href="#">SKE90205</a>	TUBERCULOSIS: PREVENTION AND CONTROL
<a href="#">SKE90208</a>	WORKPLACE SECURITY AWARENESS
<a href="#">SKE90209</a>	WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM
<a href="#">SKE90270</a>	PANDEMIC FLU (BIRD FLU) AWARENESS
<a href="#">SKE90271</a>	SPRAINS AND STRAINS
<a href="#">SKE90272</a>	DEFENSIVE DRIVING: TRUCK SAFETY
<a href="#">SKE90274</a>	BENZENE AWARENESS
<a href="#">SKE90275</a>	INTRODUCTION TO INDUSTRIAL HYGIENE
<a href="#">SKE90281</a>	ACCESS TO EMPLOYEE MEDICAL AND EXPOSURE RECORDS
<a href="#">SKE90282</a>	BACK SAFETY AND INJURY PREVENTION
<a href="#">SKE90283</a>	BLOODBORNE PATHOGEN AWARENESS
<a href="#">SKE90285</a>	ELECTRICAL SAFETY
<a href="#">SKE90286</a>	EMERGENCY AND DISASTER PREPAREDNESS
<a href="#">SKE90287</a>	FALL PROTECTION (OR WORKING AT HEIGHTS)
<a href="#">SKE90288</a>	FIRE SAFETY AND PREVENTION
<a href="#">SKE90289</a>	HAZARD COMMUNICATION: AN EMPLOYEE'S RIGHT TO KNOW
<a href="#">SKE90290</a>	HAZARDOUS MATERIAL HANDLING AND STORAGE
<a href="#">SKE90291</a>	MACHINE GUARDING
<a href="#">SKE90292</a>	PPE: PERSONAL PROTECTIVE EQUIPMENT
<a href="#">SKE90301</a>	CONFINED SPACES
<a href="#">SKE90311</a>	PROTECTION FROM OCCUPATIONAL NOISE

- [SKE90312](#) USING RESPIRATORY PROTECTION
- [SKE90313](#) SCAFFOLDING AND LADDER SAFETY
- [SKE90314](#) EMERGENCY RESPONSE IN THE WORKPLACE
- [SKE90315](#) WORKPLACE INSPECTIONS
- [SKE90316](#) ASBESTOS
- [SKE90317](#) FORKLIFT SAFETY AWARENESS
- [SKE90318](#) HAZARDOUS WASTE GENERATOR (RCRA)
- [SKE90319](#) HEAT STRESS RECOGNITION AND PREVENTION
- [SKE90321](#) HEXAVALENT CHROMIUM
- [SKE90322](#) INDUSTRIAL ERGONOMICS
- [SKE90331](#) PORTABLE FIRE EXTINGUISHERS
- [SKE90332](#) JOB HAZARD ANALYSIS
- [SKE90333](#) SLIPS, TRIPS, AND FALLS
- [SKE90334](#) HAND AND POWER TOOL SAFETY
- [SKE90335](#) SAFE WORK PRACTICES
- [SKE90336](#) THE GLOBALLY HARMONIZED SYSTEM OF CLASSIFICATION AND LABELING OF CHEMICALS (GHS)
- [SKE90337](#) FIRST AID ? BASIC

## **Security**

- [SKE90241](#) NFPA 1600 DISASTER/EMERGENCY MANAGEMENT
- [SKE90242](#) NFPA 1600 BUSINESS CONTINUITY PROGRAMS

## **Transportation**

- [SKE90221](#) DOT DRUG AND ALCOHOL AWARENESS
- [SKE90222](#) DOT SECURITY FOR SHIPMENT OF HAZARDOUS MATERIALS
- [SKE90223](#) DOT 1: HAZARDOUS MATERIALS TABLE
- [SKE90224](#) DOT 2: PACKAGING AND LABELING
- [SKE90225](#) DOT 3: SHIPPING PAPERS
- [SKE90226](#) DOT 4: LOADING AND STORAGE
- [SKE90227](#) IATA 1: HAZARD CLASS IDENTIFICATION/CLASSIFICATION
- [SKE90228](#) IATA 2: MARKING AND LABELING
- [SKE90229](#) IATA 3: PACKAGING
- [SKE90230](#) IATA 4: DOCUMENTATION
- [SKE90231](#) IATA 5: LIMITATIONS AND SHIPMENT REVIEW

## **Walking-Working Surfaces**

- [SKE90323](#) SIGNS AND TAGS
- [SKE90324](#) LADDER SAFETY
- [SKE90325](#) COLD STRESS
- [SKE90326](#) TRENCHING AND EXCAVATION SAFETY