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

Systemwide Professional Development

spd@calstate.edu

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- SECURE 1.0: Securing Networks with Cisco Routers and Switches
- CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1
- CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2
- ICOMM 8.0: Introducing Cisco Voice and Unified Communications Administration
- Implementing Cisco Voice Communications and QoS (CVOICE)
- ROUTE 1.0: Implementing Cisco IP Routing
- TSHOOT 1.0: Troubleshooting and Maintaining Cisco IP Networks
- SWITCH 1.0: Implementing Cisco IP Switched Networks
- IINS 2.0: Implementing Cisco IOS Network Security
- DESGN 2.1: Designing for Cisco Internetwork Solutions
- TVOICE 8.0: Troubleshooting Cisco Unified Communications
- Firewall 2.0: Deploying Cisco ASA Firewall Solutions
- Cisco VPN 2.0: Evaluating the Cisco ASA VPN Architecture
- ICND1 2.0: Interconnecting Cisco Networking Devices Part 1
- ICND2 2.0: Interconnecting Cisco Networking Devices Part 2
- Certified Information Security Manager (CISM) 2013

### Certified Information Security Manager (CISM) 2012

- CAPPS 8.0: Integrating Cisco Unified Communications Applications
- IPS 7.0: Implementing Cisco Intrusion Prevention System
- SECURE 1.0: Securing Networks with Cisco Routers and Switches
- CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1
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### EMC

- EMC Information Storage and Management (ISM) v2

### Cloud Computing

- Cloud Computing for Business Professionals
- Cloud Computing for IT professionals

### Mentoring Assets

- Test Preps

### ENTERPRISE DATABASE SYSTEMS

### Oracle 11g

- Oracle Database 11g: New Features For Administrators
- Oracle Database 11g: Administration Workshop I
- Oracle Database 11g: Administration Workshop II
- Oracle Database 11g: SQL and PL/SQL New Features
- Oracle Database 11g: SQL Fundamentals I
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- Oracle Database 11g: PL/SQL Fundamentals
- Oracle Database 11g: Develop PL/SQL Program Units
- Oracle Database 11g: Introduction to SQL
- Oracle Database 11g: Program with PL/SQL
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Descriptions

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SOFTWARE DEVELOPMENT

Microsoft Web Applications

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

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

Web Development Technologies

Introduction to Ajax Development

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

Java 2 Programming

Java SE 7 Fundamentals

- Java SE 7 Fundamentals: Introduction to Java
- Java SE 7 Fundamentals: Variables, Operators, and Objects
- Java SE 7 Fundamentals: Decision Constructs, Arrays, and Loops
- Java SE 7 Fundamentals: Overloading, Validation, and Object-Oriented Concepts
- Java SE 7 Fundamentals: Handling Errors and Deploying Applications

Java SE 7 New Features

- Java SE 7 New Features: Java Language and Technology Enhancements
- Java SE 7 New Features: I/O, Network, and Desktop Enhancements

Java SE 7 Professional

- Java SE 7 Professional: Syntax and Class Design
- Java SE 7 Professional: Generics, Errors, and I/O
- Java SE 7 Professional: File I/O, Concurrency, JDBC, and Localization

Introduction to Java EE 6

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**Mentoring Assets**

- Mentoring 1Z0-853 Java Standard Edition 5 Programmer
- Mentoring 1Z0-851 Java Standard Edition 6 Programmer
- Mentoring 70-515 VB—TS: Web Applications Development with .NET 4
- Mentoring 70-513 C#—TS: Windows Communication Foundation with .NET 4
- Mentoring 70-515 C#—TS: Web Applications Development with .NET 4
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- Mentoring 70-511 C#—TS: Windows Applications Development with .NET 4
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- Mentoring 70-511 VB—TS: Windows Applications Development with .NET 4
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- Mentoring 70-480 Programming in HTML5 with JavaScript and CSS3
- Mentoring 70-481 Developing Windows Store Apps using HTML5 and JavaScript
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**OPERATING SYSTEMS AND SERVER TECHNOLOGIES**

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- CompTIA A+ 220-801: BIOS and Motherboards
- CompTIA A+ 220-801: Memory, Expansion Cards and Storage Devices
- CompTIA A+ 220-801: CPUs, Connections, and Power Supplies
- CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals
- CompTIA A+ 220-801: Network Cabling, IP Addressing, Ports, and Protocols
- CompTIA A+ 220-801: Networking Technologies
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- CompTIA A+ 220-801: Laptops
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- CompTIA A+ 220-802: Installing and Configuring Windows
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- CompTIA A+ 220-802: Security and Data Disposal
- CompTIA A+ 220-802: Mobile Devices
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- CompTIA Server+ 2009: System Software
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**Linux Professional Institute**

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- Junior Level LPIC-1 Exam 101: Linux Installation
- Junior Level LPIC-1 Exam 101: Linux Package Management
- Junior Level LPIC-1 Exam 101: Unix Command Line
- Junior Level LPIC-1 Exam 101: File Management and Redirects
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<td>70-640 TS: Windows Server 2008 Active Directory, Configuring</td>
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INTERNET AND NETWORK TECHNOLOGIES

Social Networking

Social Networking for Users

CompTIA Networking, Internetworking, and Security Technologies

CompTIA Network+ 2012

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

CompTIA Security+ 2011

- CompTIA Security+ 2011: Control Fundamentals and Security Threats
- CompTIA Security+ 2011: Network Protocols, Attacks, and Defenses
- CompTIA Security+ 2011: Securing Networks and Performing Security Assessments
- CompTIA Security+ 2011: Securing the IT Environment
- CompTIA Security+ 2011: Cryptography and Public Key Infrastructures

Network Protocols

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

TCP/IP: Protocols for Securing Web Transactions

- Digital Payments

TCP/IP: Network Management Protocols

- SNMP, MIBs, and RMON

Data/Telecommunications

IPv6 and Future Applications

- IPv6

Lightweight Directory Access Protocol

- LDAP Fundamentals
- Designing and Maintaining LDAP Directory Services

Wireless Communications

Advanced Wireless Technologies

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

Wireless

Understanding and Evaluating RFID Technology for your Business

- RFID Technology and Business Applications
- RFID: Applications Management

Networking and Telecommunications Fundamentals

Introduction to Voice over IP

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

SSCP

- SSCP Domain: Access Controls
- SSCP Domain: Cryptography
- SSCP Domain: Malicious Code
- SSCP Domain: Monitoring and Analysis Part 1
- SSCP Domain: Monitoring and Analysis Part 2
- SSCP Domain: Networks and Telecommunications Part 1
- SSCP Domain: Networks and Telecommunications Part 2
- SSCP Domain: Security Operations and Administration Part 1
- SSCP Domain: Security Operations and Administration Part 2
- SSCP Domain: Security Operations and Administration Part 3
- SSCP Domain: Risk, Response, and Recovery

Certified Internet Security Auditor (CISA)

- CISA Domain: The Process of Auditing Information Systems – Part 1
- CISA Domain: Governance and Management of IT – Part 1
- CISA Domain: Governance and Management of IT – Part 2
- CISA Domain: IS Acquisition, Development, and Implementation – Part 1
- CISA Domain: IS Acquisition, Development and Implementation – Part 2
- CISA Domain: IS Operations, Maintenance and Support – Part 1
- CISA Domain: IS Operations, Maintenance, and Support – Part 2
- CISA Domain: Protection of Information Assets – Part 1
- CISA Domain: Protection of Information Assets – Part 2
- CISA Domain: IS Acquisition, Development and Implementation – Part 3

Certified Information Security Manager (CISM) 2012

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

Certified Information Systems Security Professional (CISSP) 2012

- CISSP 2012 Domain: Legal, Regulations, Investigations, and Compliance
- CISSP 2012 Domain: Physical (Environment) Security
- CISSP 2012 Domain: Software Development Security
- CISSP 2012 Domain: Security Architecture and Design

Certified Information Systems Security Professional (CISSP) 2013

- CISSP 2013 Domain: Access Control
- CISSP 2013 Domain: Telecommunications and Network Security
- CISSP 2013 Domain: Cryptography
- CISSP 2013 Domain: Operations Security
- CISSP 2013 Domain: Business Continuity and Disaster Recovery Planning
- CISSP 2013 Domain: Legal, Regulations, Investigations, and Compliance
- CISSP 2013 Domain: Physical (Environment) Security
- CISSP 2013 Domain: Software Development Security
- CISSP 2013 Domain: Security Architecture and Design

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Certified Information Systems Security Professional (CISSP) 2014

- CISSP 2014 Domain: Legal, Regulations, Investigations, and Compliance
- CISSP 2014 Domain: Physical (Environment) Security
- CISSP 2014 Domain: Software Development Security
- CISSP 2014 Domain: Security Architecture and Design

Certified Information Security Manager (CISM) 2014

- CISM 2014: Information Security Governance (Part 1)
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Cisco

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

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

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

Cisco CIPT1 8.0: Implementing Cisco Unified Communications Manager Part 1
Cisco CIPT1 8.0: Introduction to Cisco Unified Communications Manager
Cisco CIPT1 8.0: Cisco Unified Communications Manager Administration
Cisco CIPT1 8.0: Cisco Unified Communications Manager Single-Site On-Net Calling
Cisco CIPT1 8.0: Implementing PSTN gateways in Cisco Unified Communications Manager
Cisco CIPT1 8.0: CUCM Call Routing Components and Calling Privileges
Cisco CIPT1 8.0: Digit-manipulation Tools and Calling Privileges
Cisco CIPT1 8.0: Implementing Call Coverage
Cisco CIPT1 8.0: Implementing Media Resources in Unified Communications Manager
Cisco CIPT1 8.0: Feature and Application Implementation
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Cisco CIPT2 8.0: Implementing Cisco Unified Communications Manager Part 2
Cisco CIPT2 8.0: Multisite Deployment Issues and Solutions Overview
Cisco CIPT2 8.0: Multisite Deployment Implementation
Cisco CIPT2 8.0: Centralized Call-Processing Redundancy Implementation
Cisco CIPT2 8.0: Bandwidth Management and CAC Implementation
Cisco CIPT2 8.0: Features and Applications for Multisite Deployments
Cisco CIPT2 8.0: Call Control Discovery

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

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

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

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

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

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

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

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

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

VPN 2.0: Deploying Cisco ASA VPN Solutions
- Cisco VPN 2.0: Evaluating the Cisco ASA VPN Architecture
- Cisco VPN 2.0: Implementing Core Cisco ASA Policy Configurations and PKI Services
- Cisco VPN 2.0: Deploying Clientless SSL VPNs
- Cisco VPN 2.0: Policy Configurations and PKI Services
- Cisco VPN 2.0: Cisco AnyConnect Remote Access SSL Solutions
- Cisco VPN 2.0: Deploying Advanced AAA in Cisco Full-Tunnel VPNs
- Cisco VPN 2.0: Cisco ASA Adaptive Security Appliance Remote Access IPsec VPNs
- Cisco VPN 2.0: Cisco ASA Site-to-Site IPsec VPN Solutions
- Cisco VPN 2.0: Implementing Cisco Secure Desktop and DAP for SSL VPNs
- Cisco VPN 2.0: Deploying High Availability Features in Cisco ASA VPNs
ICND1 2.0: Interconnecting Cisco Networking Devices Part 1
- ICND1 2.0: Access Control Lists and Network Address Translation
- ICND1 2.0: Operating Cisco IOS Software
- ICND1 2.0: Understanding IPv4 Addresses
- ICND1 2.0: Networking, Communications, and LANs
- ICND1 2.0: Switch Operations
- ICND1 2.0: Ethernet Operations
- ICND1 2.0: Address Blocks and VLSM
- ICND1 2.0: The Transport Layer and Router Configuration
- ICND1 2.0: Packet Delivery and Static Routing
- ICND1 2.0: Managing Network Device Security
- ICND1 2.0: VLANs and DHCP
- ICND1 2.0: WANs and Dynamic Routing Protocols
- ICND1 2.0: IPv6

ICND2 2.0: Interconnecting Cisco Networking Devices Part 2
- ICND2 2.0: VLANs and Spanning-Tree
- ICND2 2.0: EtherChannel and Layer 3 Redundancy
- ICND2 2.0: Troubleshooting Basic Connectivity
- ICND2 2.0: Implementing an EIGRP Based Solution
- ICND2 2.0: An Overview of OSPF
- ICND2 2.0: Establishing a WAN Connection Using Frame Relay
- ICND2 2.0: Implementing a Scalable, Multiarea Network, OSPF Based Solution
- ICND2 2.0: Wan Technology Overview and Serial Connections
- ICND2 2.0: VPN Solutions and GRE Tunnels
- ICND2 2.0: Network Device Management

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

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

Cloud Computing
Cloud Computing for Business Professionals
- Introducing Cloud Computing
- Moving Business Services into the Cloud

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

Mentoring Assets
- Mentoring 642-902 Implementing Cisco IP Routing (ROUTE)
- Mentoring 642-832 Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
- Mentoring 642-813 Implementing Cisco IP Switched Networks (SWITCH)
- Mentoring Certified Information Systems Security Professional (CISSP)
- Mentoring 640-461 Intro Cisco Voice and Unified Communications Admin (ICOMM)
- Mentoring 642-437 Implementing CUC Voice over IP and QoS (CVOICE)
- Mentoring 642-447 Implementing CUCM, Part 1 (CIPT1)
- Mentoring 642-637 Securing Networks with Cisco Routers and Switches (SECURE)
- Mentoring 642-457 Implementing CUCM, Part 2 (CIPT2)
- Mentoring 642-627 Implementing Cisco Intrusion Prevention System (IPS)
- Mentoring SY0-301 Security+
- Mentoring 642-467 Integrating Cisco Unified Communications Applications (CAPPS)
- Mentoring 642-427 Troubleshooting Cisco Unified Communications (TVOICE)
- Mentoring 640-864 Designing for Cisco Internetwork Solutions (DESGN)
- Mentoring Certified Information Systems Auditor (CISA)
- Mentoring Systems Security Certified Practitioner (SSCP)
- Mentoring Certified Information Security Manager (CISM)
- Mentoring 642-618 Deploying Cisco ASA Firewall Solutions (FIREWALL)
- Mentoring 642-648 Deploying Cisco ASA VPN Solutions (VPN)
- Mentoring 640-554 Implementing Cisco IOS Network Security (IINS)
- Mentoring E10-001 Information Storage and Management
- Mentoring 100-101 Interconnecting Cisco Networking Devices Part 1 (ICND1)
- Mentoring 200-101 Interconnecting Cisco Networking Devices Part 2 (ICND2)
- Mentoring 200-120 Cisco Certified Network Associate (CCNA)
- Mentoring N10-005 Network+

**ENTERPRISE DATABASE SYSTEMS**

**Oracle 11g**

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

**Oracle Database 11g: Administration Workshop I**
- Oracle Database 11g: Database Architecture and Installation
- Oracle Database 11g: Database Creation, Instance Management, and Connectivity
- Oracle Database 11g: Storage Structures and User Security
- Oracle Database 11g: Managing the Schema, Data, and Concurrency
- Oracle Database 11g: Managing Undo Data, Database Security, and Maintenance
- Oracle Database 11g: Performance Monitoring, Recovery Concepts and Backup
- Oracle Database 11g: Recovering, Moving, and Enhancing the Oracle Database
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<td>■ Using the PL/SQL Debugger, Collections and Data Warehousing</td>
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<td>■ Oracle Database 11g: Subqueries, Set Operators, and Data Manipulation</td>
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<td>■ Oracle Database 11g: Using DDL, Views, Sequences, Indexes, and Synonyms</td>
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<td>■ Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors in PL/SQL</td>
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<td>■ Oracle Database 11g: Using Triggers, the PL/SQL Compiler, and Managing Code</td>
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<td>■ Oracle Database 11g: Controlling User Access and Managing Objects</td>
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<td>■ Oracle Database 11g: Managing Time Zones and Datetime Functions</td>
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<td>■ Oracle Database 11g: Using Data Types, INDEX BY Tables, and Cursors</td>
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<td>■ Oracle Database 11g: Using Exceptions, Subprograms, JDeveloper, and REF Cursors</td>
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<td>■ Oracle Database 11g: Subprograms, Packages, and Exception Handling</td>
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<td>■ Oracle Database 11g: Metrics, Alerts, Baselines, AWR Tools, and Services</td>
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Oracle Database 11g: Problem SQL Statements and Oracle Optimizer
Oracle Database 11g: SQL Performance Management and Database Replay
Oracle Database 11g: Shared Pool and Buffer Cache Tuning
Oracle Database 11g: Tuning PGA, Temporary Space, and AMM
Oracle Database 11g: Segment Space, I/O, and Performance Tuning

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

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

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

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

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

Oracle Database 11g: Administration Workshop I Release 2
Oracle Database 11g Release 2: Database Architecture and Installation
Oracle Database 11g Release 2: Database Creation and Instance Management
Oracle Database 11g Release 2: The ASM Instance and Network Connectivity
Oracle Database 11g Release 2: Storage Structures and User Security
Oracle Database 11g Release 2: Managing Concurrency, Undo, and Auditing
Oracle Database 11g Release 2: Managing Database Maintenance and Performance
Oracle Database 11g Release 2: Backup and Recovery
Oracle Database 11g Release 2: Moving Data and Oracle Support
Oracle Database 11g: Administration Workshop II Release 2
- Oracle Database 11g Release 2: Database Architecture and Recovery Operations
- Oracle Database 11g Release 2: The RMAN Catalog and Creating Backups
- Oracle Database 11g Release 2: Performing Restore and Recovery Tasks
- Oracle Database 11g Release 2: Using, Monitoring and Tuning RMAN
- Oracle Database 11g Release 2: Database Diagnostics and Flashback Technologies
- Oracle Database 11g Release 2: Managing Database Memory and Performance
- Oracle Database 11g Release 2: Managing Database Resources and the Scheduler
- Oracle Database 11g Release 2: Managing Database Space and Duplication

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

Oracle 10g

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

Oracle Database 10g: PL/SQL Fundamentals
- Introduction to PL/SQL
- Using PL/SQL with an Oracle Server
- Using Control Structures

Oracle Database 10g: Developing PL/SQL Program Units
- PL/SQL Packages
- Oracle-Supplied Packages and DBMS_SCHEDULER
- Managing Dependencies
- Manipulating Large Objects in PL/SQL
- PL/SQL Triggers
- Dynamic SQL and Metadata

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

Oracle Database 10g: New Features II
- Oracle Database 10g: New Tuning, Performance-monitoring, and Analysis Features
- Oracle Database 10g: New Backup and Recovery Features
- Oracle Database 10g: Using Flashback
- Oracle Database 10g: New Features in Security and Software Maintenance
- Oracle Database 10g: New Features in VLDB Support
- Oracle Database 10g: Miscellaneous New Features

Oracle Database 10g: Administration Workshop I Release 2
- Oracle Database 10g: Installing Oracle Database 10g Release 2
- Oracle Database 10g: Creating Databases Release 2
- Oracle Database 10g: Database Interfaces Release 2
- Oracle Database 10g: Database Control and Storage Structures Release 2
- Oracle Database 10g: Users and Security Release 2
- Oracle Database 10g: Managing Schema Objects and Data Release 2
- Oracle Database 10g: The SQL*Loader and PL/SQL Release 2
- Oracle Database 10g: Oracle Net Services and Shared Servers Release 2
- Oracle Database 10g: Monitoring and Maintenance Release 2
Oracle Database 10g: Managing Undo Data and Lock Conflicts Release 2
Oracle Database 10g: Managing Backup and Recovery Release 2

**Systems and Database Design**

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

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

**Microsoft SQL Server 2012**

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

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

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

**Microsoft SQL Server 2008**

**Microsoft SQL Server 2008: Business Intelligence Development and Maintenance**
- Implementing SQL Server 2008 Integration Services
- Configuring SQL Server 2008 Integration Services Packages
- Deploying SQL Server 2008 Integration Services Packages
- Managing SSIS Packages in SQL Server 2008
- Implementing SQL Server 2008 Reporting Services Solutions
- Deploying and Delivering SQL Server 2008 Reporting Services Reports
- Maintaining SQL Server 2008 Reporting Services
- Implementing SQL Server 2008 Analysis Services Solutions
- Querying Cubes and Working with Data Mining in SSAS
- Managing SQL Server 2008 Analysis Services Solutions

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

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

Mentoring Assets

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

Test Preps

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

Enterprise Resource Planning Systems

Oracle 11i

Oracle 11i E-Business Suite: Essentials for Implementers

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

Oracle 11i E-Business Suite: System Administrator Fundamentals

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

Oracle 11i: Project Foundation Fundamentals

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

Oracle 11i: Navigate Oracle Applications

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

SAP

Overview of SAP for Project Teams

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

SAP Business Suite 7 for End Users

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

SAP Business One for End Users

SAP Business One—Introduction for End Users

SAP Business Objects Business Intelligence

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

SAP R/3 Release 4.6

Moving to SAP R/3 Release 4.6
Navigating SAP R/3 Release 4.6
Using SAP R/3 Release 4.6

Overview of SAP R/3 Release 4.6

SAP R/3 Release 4.6 Fundamentals

SAP ABAP Programming Fundamentals

ABAP Fundamentals
ABAP Programming I
ABAP Programming II

WEB DESIGN

IT Professional

Working with HTML5 and CSS3

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

Web Development

XML Essentials

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

Web Site Design—Principles

Designing and Hosting a Web Site

Web Development Fundamentals
Internet Site Development
Web 2.0 Fundamentals

Adobe

Adobe Flash CS5

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

Adobe Photoshop CS5

Photoshop CS5: Getting Started
Photoshop CS5: Beyond the Basics

Adobe Dreamweaver CS5

Setting up a Site and Adding Content in Dreamweaver CS5
Adding Links and Images in Dreamweaver CS5
Tables, Accessibility, and Standards in Dreamweaver CS5
Reusing Content in Dreamweaver CS5
Creating Interactive Web Pages in Dreamweaver CS5
Cascading Style Sheets in Dreamweaver CS5
Adobe Photoshop CS4
- Photoshop CS4: Getting Started
- Photoshop CS4: Beyond the Basics

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

Adobe InDesign CS4
- Adobe InDesign CS4: Fundamentals

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

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

Adobe AIR for Flash Developers
- Adobe Air for Flash CS4 Developers

Adobe Fireworks CS4
- Adobe Fireworks CS4: Fundamentals

Adobe Captivate 4
- Adobe Captivate 4

Adobe Reader X
- Adobe Reader X

Adobe Reader 9
- Adobe Reader 9

Adobe Reader 8.0
- Using Adobe Reader 8

Adobe Acrobat 9
- Adobe Acrobat 9: Fundamentals

Adobe Acrobat 8.0
- Creating and Working with PDFs in Adobe Acrobat 8
- Editing and Reviewing in Adobe Acrobat 8
- Forms and Document Security in Adobe Acrobat 8
- Advanced Features of Adobe Acrobat 8

Adobe AIR 3
- Adobe Air 3 for Flash CS5.5 Developers

Adobe InDesign CS5
- Adobe InDesign CS5: Fundamentals

Scripting and Web Languages

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

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

Advanced XML
- Structuring XML with Schemas
- Advanced Schemas
- Transforming and Formatting XML
- Querying, Navigating, and Linking XML Data
- XML APIs
- Extending XML
BUSINESS SKILLS FOR THE IT PROFESSIONAL

IT Business

Information Security for End Users

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

IT Infrastructure Library (ITIL®) 2011 Edition Foundation Syllabus

- ITIL® 2011 Edition Foundation: ITIL® and the Service Lifecycle
- ITIL® 2011 Edition Foundation: Introduction to Service Operation
- ITIL® 2011 Edition Foundation: Continual Service Improvement

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

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

ITIL® 2011 Edition Overview

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

Technical Management Essentials

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

Customer Service Representative, Professionalism

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

Customer Service Representative, Skills

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

Customer Service Representative, Process

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

Writing Skills for Technical Professionals

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

IT Strategy Essentials

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

Test Preps

- TestPrep ITIL Foundation
### PROJECT EFFECTIVENESS

#### Project Management Curriculum

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

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

**Project Integration Management (PMBOK® Guide—Fifth Edition-aligned)**
- Direct, Monitor, and Control Project Work (PMBOK® Guide Fifth Edition)
- Controlling Changes and Closing a Project (PMBOK® Guide Fifth Edition)

**Project Scope Management (PMBOK® Guide—Fifth Edition-aligned)**
- Project Requirements and Defining Scope (PMBOK® Guide Fifth Edition)

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

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

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

**Project Communications Management (PMBOK® Guide—Fifth Edition-aligned)**
- Plan and Manage Project Communications (PMBOK® Guide Fifth Edition)
- Control Project Communications (PMBOK® Guide Fifth Edition)

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

**Project Procurement Management (PMBOK® Guide—Fifth Edition-aligned)**
- Planning Project Procurement Management (PMBOK® Guide Fifth Edition)
Managing Procurements (PMBOK® Guide Fifth Edition)

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

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

Agile Practitioner—(PMI-ACP & ScrumMaster aligned)
- Agile Project Management Essentials
- Adopting an Agile Approach to Project Management
- An Overview of Agile Methodologies
- Overview of the Scrum Development Process
- Agile Planning: Project Initiating and Requirements Gathering
- Agile Planning: Doing Estimates and Completing the Release Plan
- Planning and Monitoring Iterations on an Agile Project
- Leading an Agile Team

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

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

Mentoring Assets
- Mentoring PRINCE2: Foundation
- Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

Test Preps
- TestPrep PRINCE2: Foundation
- TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide 5th Ed.

Team Building Curriculum

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

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

Business Analysis

Certified Business Analysis Professional (CBAP™) — BABOK® Guide V2.0 aligned

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